Mail to DOT

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

CL-10609400-9596

[redacted]
Cincinnati, Ohio [redacted]

June 19, 2014

Hertz
Attention: Customer Service
Post Box 26120
Oklahoma, OK 73126

JUL 2 - 2014

Dear Customer Service:

I am writing this letter regarding my current Hertz experience. On June 5, 2014, my family arrived in Orlando, Florida and rented a 2013 GR Caravan, license number FL [redacted] van from your company.

On Saturday, June 7, 2014, we were traveling down the highway and spoiler piece on top of the van flew off. My son had to wait until traffic slow down and run out on the highway to pick up the spoiler. This could have caused a major accident or seriously injured someone. THIS WAS A MAJOR SAFETY ISSUE!! We had to return the van to the Hertz Airport, and pay an extra toll of $8.00 and not to mention the amount time we had sacrifice regarding this situation. At that time, I spoke with a representative at the Hertz airport regarding my concerns and the person provided me with the Hertz customer service number.

On June 11, 2014, I spoke with Betty, Hertz representative and she informed me that she could not refund me my rental fee and toll fee. She provided me with a **RR# 163352302.**

I am extremely disappointed with Hertz service. It appears that Hertz may not properly inspect their vehicles. I have never had a rental experience like this one. **I requesting for a full refund of the van rental fee of $365.75 and toll of $8.00 by Friday, July 18, 2014.** Should you have any questions, please feel free to contact me at [redacted]

Sincerely,

[redacted]

Cc: **U.S. Department of Transportation**
1200 New Jersey Ave, SE
Washington, DC 20590

I am requesting for US Department of Transporation to review this letter as well and assist with the proper follow up to ensure the safety of Hertz customer. I would like to file a complaint with US DOT. Please review letter above. thanks

AM
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SMD

[redacted]
Cincinnati, OH [redacted]

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20 JUN 2014 PM 3 L

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U.S. Department of Transporatation
Attn: Customer Relations
1200 New Jersey Ave SE
Washington, DC 20590