

YOUR NAME: [REDACTED]	AGE 60 OR OVER: <input checked="" type="radio"/> Y <input type="radio"/> N
ADDRESS: [REDACTED]	CL-10836201-3531
CITY: Wesley Chapel STATE: FL ZIP: [REDACTED]	Copy Sent 12/1/2015
HOME TELEPHONE: [REDACTED] WORK OR DAY PHONE: [REDACTED] E-MAIL: [REDACTED]	

COMPLAINT IS AGAINST: Hertz Auto Sales & Chrysler-Dodge Custom Ser.
ADDRESS: 11609 Florida Ave P.O. Box 21-8004
CITY: Tampa STATE: FL ZIP: 33612 Auburn Hills, MI 48321-8004
OFFICE TELEPHONE: 813-931-2361 CELLULAR: E-MAIL: 1-800-423-6343

DEC 30 2015

EXPLAIN THE NATURE OF YOUR COMPLAINT:

I bought the car from Hertz Auto Sales on 10/25/10. Dodge Avenger (2013) milage 55183. On 11/09/2015 was driving and driver's headrest open up and hit me in the back of my head causing my head to go forward. I took the car to Hertz on 11/16 to check and have fixed. They were to call me back on 11/23 I called Dodge to explain the Headset situat. They told me if Hertz did not call by Wed 11/25/ to go to a Dodge Place and get estimate. I went to Jerry Ulm Dodge and get an estimate. In return I called Dodge and they said it was not covered. I was having headache and went to see the Dr. on the 12/03/ Dr. A. Rathore 813-994-8484 After the exam she sent me to towers for a cat scan we do not have results at this

HOW DID YOU HEAR ABOUT CONSUMER PROTECTION? Phone Book (over)

WHAT DO YOU CONSIDER A FAIR RESOLUTION?

To replace headset because there is no protecti. And if any ~~serious~~ injury occur from this

I UNDERSTAND THAT THE HILLSBOROUGH COUNTY CONSUMER PROTECTION AGENCY DOES NOT GIVE LEGAL ADVICE, AND CANNOT TAKE LEGAL ACTION FOR ME. I AM FILING THIS COMPLAINT TO NOTIFY THE AGENCY OF THE ACTIVITIES OF THIS BUSINESS AND TO SEEK ANY ASSISTANCE AVAILABLE.

[REDACTED] 12/17/15 (Date) [REDACTED] (Print or Type Your Name)

HILLSBOROUGH COUNTY CONSUMER PROTECTION AGENCY

NM
12/30/15
SMP

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CITY: STATE: ZIP:

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COMPLAINT IS AGAINST:

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OFFICE TELEPHONE: CELLULAR: E-MAIL:

EXPLAIN THE NATURE OF YOUR COMPLAINT:

time. The headrest is suppose to activate after car is hit in rear end like Airbags, are. Was told by Jerry Ulm mech. Should be a recall to notify Dodge.

The case # for Dodge is [redacted] Vin# 1C3CDZABXD [redacted]

I beleive this headrest is the same as Airbags and should be recalled by Dodge to avoid any further accidents in future. CC to Hertz, Lemon law, Consumer Protection Agen*

* They asked me to sent a copy to you

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12/17/15 (Date)

(Print or Type Your Name)

HILLSBOROUGH COUNTY CONSUMER PROTECTION AGENCY

Wesley Chapel, FL

TAMPA FL 335
SAINT PETERSBURG FL
17 DEC 2015 PM 4 L



National Highway Traffic Safety Adm. (NHTSA)
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

20590

