

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

[Redacted]  
Orange, N.J.  
[Redacted]

MAR -8 2017

February 4, 2017

Ronald Nelson,  
CEO  
Budget Rent A Car  
6 Sylvan Way SE1  
Parsippany, New Jersey 07054

Re :Rental Agreement # [Redacted]

Mr. Nelson:

**Would you operate a vehicle with bad brakes? See what occurred with Rental Agreement [Redacted]**

On January 25, 2017 , I picked up a **NISSAN ALTIMA** from your airport location in Fort Lauderdale, Florida. No instructions were issued for use of SUN PASS. After driving the vehicle, the brakes were not functioning properly. I contacted road side assistance and a replacement vehicle was sent to my location. Initially, Roadside Assistance wanted me to drive to the airport but I was concerned with the brakes and deemed it unsafe to operate the vehicle on I-95. The replacement vehicle was a "new" **2017 ALTIMA WITH ONLY 10 MILES**. After using the vehicle, the same problem with the brakes occurred. It requiring pressing to the floor board to stop.

Roadside Assistance was once again contacted and they said that they would replace the vehicle. I specifically said that I didn't want them to send another Nissan Altima. Exchange was supposed to occur at 3:00 P.M. No one arrived at that time. At approximately 4:45 PM., the tow truck operator contacted me and said that he was approximately one half hour away. I asked him what vehicle he was transporting and his reply was another **NISSAN** . I TOLD HIM THAT THIS WAS NOT ACCEPTABLE and that I was not going to be available at the later hour to make the exchange. The supervisor from the towing company contacted me and we agreed that the exchange would take place 9:00 A.M. the next morning. At 10:30 A.M. , a brand new Chevy Malibu arrived> The vehicle was never prepped- chalk ID numbers were still on the driver window, parts that should have been installed were in the trunk and the "**SUN PASS** " fell off and hit my leg and couldn't be re-attached. The vehicle had 3/4 of a tank of gas.

NAM  
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LD

Is this the way Budget operates? Placing vehicles on the road with defective brakes? I lost two days use of the vehicle that I rented which had a negative impact on my vacation. No one should have to drive a vehicle with defective brakes and not properly prepped.

This letter is being forwarded to the following :

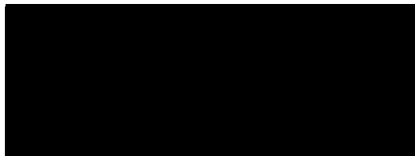
NHSTA, Nissan Motors (possible design flaw with brakes) Florida Tourism, COSTCO (agent whom car was rented from) . I'm not sure if the Sun Pass was operational. I feel that Budget should take responsibility for tolls/ and or fines. **Vehicles involved were:**

- Vehicle #1 White Nissan Altima- Budget # [REDACTED]
- Vehicle #2 Black Nissan Altima- Budget # [REDACTED]
- Vehicle #3 Grey Chevy Malibu - Budget # [REDACTED]

Finally, why is the Altima fuel service \$42.12 and the Malibu \$30.29, a difference of \$11.83?

- Your records reflect the vehicle was grey. Who assigned the color?

hope that this letter will be addressed in a timely fashion.



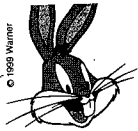
NHTSA

Read ATTACHED

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**FOR YOUR REVIEW, ACTION AND COMMENTS**

Add - defective BRAKES To NISSANS Recall  
For door locks on ALTIMAS.



West Orange, NJ

EW DANIELS NJ020  
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NHTSA HEADQUARTERS  
1200 New Jersey Ave.  
West Building  
Washington, DC 20590

20590-

