



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

April 27, 2017

[REDACTED]
Orange, NJ [REDACTED]

NEF-109 nam
Ref. No. 10965508

Dear [REDACTED]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your rental agreement complaint. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. You can be assured that your complaint has been reviewed and will be considered along with other complaints for future defect investigations and to identify safety-related defect trends. Our technical experts review each and every call, letter, and online report of an alleged safety problem filed with NHTSA. Although we have no jurisdiction over defects that are not safety-related, we do review each report that suggests a potential safety defect involving groups of motor vehicles or vehicle equipment. There is no established number of reports that must be filed before NHTSA investigates an issue.

Your forward complaint regarding your rental agreement with Budget Rent a Car after issues you experienced with a rental vehicle.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicles safety or fail to comply with a Federal motor vehicle safety standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages while vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.).

We have enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. Unfortunately, the large volume of reports received by the Agency does not permit a return call for each report filed. Please note that vehicle issues concerning warranty, maintenance, dealer customer service, and reimbursement claims do not fall under NHTSA's jurisdiction. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers,

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or manufacturers. You may consider contacting your local Consumer Protection Agency, Better Business Bureau, Federal Trade Commission, or the Office of Attorney General in your State for assistance regarding these matters. We recommend using our vehicle identification number (VIN) lookup tool periodically, to access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site (www.nhtsa.gov/recalls).

I hope this information is helpful.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures