



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

JUL 10 2018

CL-1111621-8178

June 22, 2018

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Avis / Budget Rent A Car and Budget Auto Rental
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

ANTHONY OGLE
Consumer Services Coordinator
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

NAM
7.13.18
LD

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Maple Valley, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

59+

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

Yes

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

Avis / Budget Rent A Car

Address:

4500 S 129th E Ave

PO Box 699000

Tulsa, OK 74169

Phone:

Toll-Free:

Fax:

(918) 621-4803

E-mail:

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Budget Auto Rental
22005 84th Ave S
Kent, WA 98032

Item or service purchased:

Cost of item or service:

Did you sign a contract?

Date of transaction:

6-5-2018

Salesperson's name:

Was an advertisement involved?

Date and source of advertisement:

About Your Complaint

Have you complained to the business?

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

If YES, please explain:

Explain your complaint in detail:

This agency rented me an unsafe vehicle.

There was damage to the right rear tire that penetrated the side wall of the tire more than half the thickness of the sidewall. The person releasing the car prevented me from seeing that wheel by standing in front of it.

The worker told me when I looked at the car before taking it, "to not worry about the damage to the wheels". The right front wheel of the car had significance damage to it as well.

I only saw the damage after having it a week.

When I called the agency, they told me they could not give me another vehicle to replace it.

I was forced to file a complaint with their customer service, which had a tow truck take my car to the Seattle airport where they gave me another vehicle to drive.

What is frustrating was that at the time I found the damage, I was not in an area where phone access was available. Our safety was in jeopardy due to their negligent behavior.

The company made no offer to refund my fees for the rental and tried to deny they ever rented me an unsafe car.

Since I have rented from them several times, I have seen similar problems in the past with damaged wheels, but they continue to send these damaged vehicles out on the road with customers.

I have questioned this practice before with the company.

Attached is a picture of the damage.

What do you think the business should do to resolve your complaint?

Explain if you have circled 'Other':

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

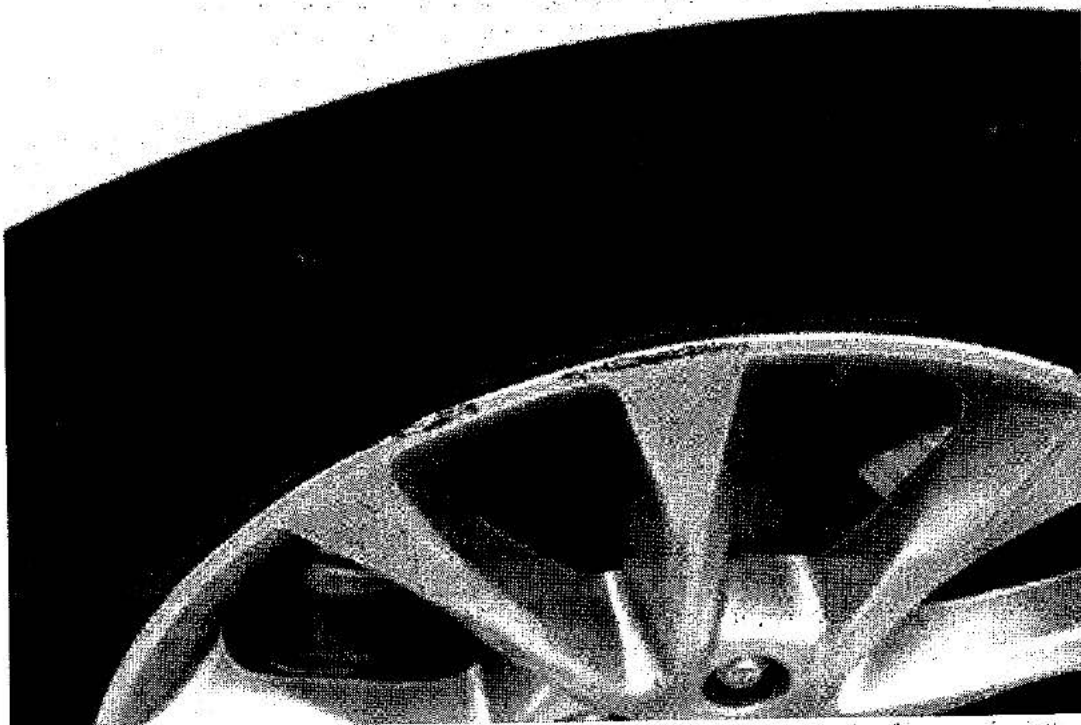
I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 6/18/2018

Received via the Internet

City and State where signed Maple Valley, Wa





Bob Ferguson
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SEATTLE WA 98104-3188



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Mr. [illegible]
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Washington, DC 20000

