



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

01-FEB-2019

Reference No.

11173595

APR 19 2019

OWNER INFORMATION (Type or Print)

Name

Address

City NEW YORK

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3N1CE2CP1J

Make

NISSAN

Model

VERSA NOTE

Model Year

2018

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

automatic

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

06-OCT-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

15058

Failure Speed

5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT RENTED A 2018 NISSAN VERSA NOTE. WHILE DRIVING APPROXIMATELY 5 MPH AND ATTEMPTING TO TURN, THE VEHICLE SHIFTED INTO REVERSE ON ITS OWN. THE VEHICLE STRUCK A WALL AND DAMAGED THE REAR OF THE VEHICLE. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE RENTAL COMPANY HAD THE VEHICLE REPAIRED. THE CONTACT MENTIONED THAT A STRONG ODOR OF FUEL WAS PRESENT INSIDE THE CABIN WHILE THE VEHICLE WAS RENTED. THE APPROXIMATE FAILURE MILEAGE WAS 15,058.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I am a renter of the defective vehicle not the owner.
The owner is Thrifty Car Rental McGhee Tyson
Airport, TYS, 2055 Alcoa Highway, Alcoa, Tennessee,
according to papers I received. This Thrifty location
also seems to do business as GSP Transportation INC,
2429 South Highway 14, Greer, SC, according to papers
I received from them or their representatives.
The narrative description is on the attached sheets.
Also attached are copies of correspondence with Thrifty and
its associates.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

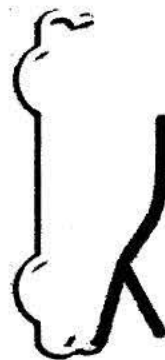
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



[REDACTED]
New York, NY [REDACTED]
April 1, 2019

US Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE
Washington, DC 20077-9382

Re: Vehicle Owner's Questionnaire, Reference No. 11173595

Gentlemen:

I am returning here the VOQ form and ask that you take note that I rented the vehicle in question; I am not the owner.

Enclosed with the form is an attachment in which I give full details about the problems with the vehicle. Other papers which I'm enclosing include copies of:

- the "vehicle damage report" which I filled in upon returning the car to the Thrifty Car Rental location at TYS airport to report its defects;
- correspondence between me, the rental company and its representatives, Subrogation Management Team Ltd. and Managed Recovery Systems, Inc. In enclosing a copy of the "vehicle damage report" in a letter to me, Subrogation Management Team Ltd. withheld part of it;
- my email exchange with the Thrifty corporation after reporting the defects to them via their website. They inform me that the location from which I rented is an independent franchisee separate from the corporation;
- a bill from the body-repair shop for body work only;
- a card from the glove compartment with a bar code and information about the car;
- the rental reservation confirmation from Hotwire.com, with which I made the reservation on line.

Thank you for your attention to this matter which I believe is important. I am not sure whether I will hear from you again, but, if I can provide any more information, please call on me.

Sincerely yours [REDACTED]
[REDACTED]

Encls.

**Attachment to NHTSA VOQ form regarding Thrifty Car Rental defective transmission in Nissan Versa Note 2018, VIN 3N1CE2CP1JL [REDACTED], rental period 9/23/2018 – 10/6/2018
Rented by [REDACTED]**

On 10/6/2018 I returned the Nissan Versa to the Thrifty TYS/Knoxville airport location, where I'd picked it up on 9/23/2018. I filled in an accident report at the Thrifty airport counter because of cosmetic damage to the rear of the vehicle which was caused by its defective transmission.

The rear-end cosmetic damage occurred when the transmission slipped from "Drive" to "Reverse" although the stick shift stayed in "Drive" position. The car rolled backward into a wall or similar obstacle despite my reasonable expectation that it would move forward. It happened on other occasions during the rental period. I also experienced the transmission slipping from "Reverse" to "Drive" without the shift stick changing position. The only solution was to turn off the engine and start up again each time this occurred. This was a dangerous situation, given that I was in roadways with traffic.

Further, I experienced putting the car in "Drive" upon starting the engine. The shift to "Drive" was futile, as the car would not move; a light on the dashboard indicated that the car was in "Park" although the shift stick was firmly in "Drive" position. I had to start over when this occurred. I did not have time to include this about being stuck in "Park" in my written report at the airport because I had to check in for my flight and didn't want to risk missing the flight home to New York.

My report at the Thrifty airport desk also includes the fact that the car frequently filled with gasoline fumes. This occurred repeatedly each time I drove. The longer each drive time was, the more often the fumes filled the car. The more separate rides I made during any given day, again, the more often the fumes filled the car. It caused me to vomit on two occasions.

Thrifty apparently chose to ignore my report of the defective vehicle, choosing instead to have the cosmetic damage repaired and put the car back into service quickly. I returned the car in late afternoon on Saturday, 10/6/2018 and their bills state that the car was out of service for two days, certainly allowing no time for a qualified mechanic to examine the transmission. The only bill from a supplier that Thrifty forwarded to me is from Poplin's Planet M.A.R.S., the bill from which identifies it as an "Appearance Reconditioning Service." Nothing I received refers to services of automotive mechanics. Thrifty had "Subrogation Management Team Ltd." and, in turn, "Managed Recovery Systems, Inc.," bill me \$345.00 for cosmetic damages and related expenses despite the damage being the result of the vehicle's unsafe defects. By making the vehicle available for rental two days after I returned it, Thrifty apparently demonstrated willingness to risk lives of future occupants, occupants of other vehicles and pedestrians and potential damage to property.

Attached is all correspondence and related papers with Thrifty and the companies that seem to represent it.

This attachment to the NHTSA VOZ form was
prepared by renter [REDACTED]

Damage claims handled by:

GSP Transportation INC

2429 S Hwy 14 Greer, SC 29650

864-879-0854 ext 9

Location:

Unit#

Renter Information TO BE FILLED OUT BY RENTER

Name:

Date of birth:

Email:

Phone:

Current address:

City:

NY

State:

NY

ZIP Code:

Employer Name:

Phone:

City:

State:

ZIP Code:

Insurance Information TO BE FILLED OUT BY RENTER

Current Auto Insurance Co:

Policy #

Phone:

Deductible:

Fax:

City:

State:

ZIP Code:

Name of policy holder if different than renter TO BE FILLED OUT BY RENTER

Name:

Address:

City:

State:

ZIP Code:

Phone:

Relationship:

Driver Information if different than Renter TO BE FILLED OUT BY RENTER

Name:

Phone:

Address:

City:

State:

ZIP Code:

Insurance Name:

Claim/Policy Number:

Phone:

Driver or Owner of Other Vehicle if applicable TO BE FILLED OUT BY RENTER

Name:

Phone:

Address:

City:

State:

ZIP Code:

Insurance Name:

Claim Number:

Adjuster:

Police Contacted?

Police Case /Report Number:

Details of Incident: TO BE FILLED OUT BY RENTER

Date of Loss: 9/23-10/6/18

Year/Make Model: Nissan 2018

Tag/State:

Mileage:

Witnesses:

Injuries:

Rear damage occurred when I had transmission in drive & car rolled back against hard object. Four times during rental period, this happened: car in drive but rolled in opposite direction. Also, several

I certify that the information written is correct to the best of my knowledge

Signature of Renter/Driver:

Date:

Signature of Check-In Employee:

Date: 10/6/18

times daily, car filled ~~with~~ ~~stand~~ with
stand of gasoline. On 2 occasions,
it caused me to vomit while driving.

SUBROGATION MANAGEMENT TEAM LTD.

P.O. Box 460409 • SAN ANTONIO, TX 78246 • TEL (210) 657-0064 • FAX (210) 657-0275

January 4, 2019

[REDACTED]
New York, NY [REDACTED]

SMT File #: [REDACTED]
Date of Loss: 10/06/2018

Dear [REDACTED]

Thrifty Car Rental has assigned this claim for damages to Subrogation Management Team. After careful consideration of your dispute our client is confident the claim is valid. Pursuant to the rental contract, you are responsible for all loss regardless of fault. This "loss" may include but is not limited to; Physical Damage, Loss of Use, Diminution of Value and claims related Administrative fees.

[REDACTED]	
PHYSICAL DAMAGE (per enclosed estimate)	\$ 195.00
LOSS OF USE (Estimated 2 repair days @ the daily rental rate of \$ 25.00)	\$ 50.00
ADMINISTRATIVE FEE (per schedule)	\$ 100.00
TOTAL	\$ 345.00

If you have insurance that applies, please forward this letter and the enclosures to your insurance company without delay. Please be aware your insurance policy may not afford coverage for all the fees owed. This in no way discharges you from paying them. If you would like to make payment by credit card, please complete the enclosed credit card option form and fax to (210) 657-0275. If you prefer to pay by check, please send remittance payable to:

Subrogation Management Team
P.O. Box 460409
San Antonio, TX 78246
SMT File #: [REDACTED]

Respectfully,

Jo Helen Matheson
Ext. 6000
Email: johelen@smtclaims.com

From: [REDACTED]

To: customerservice <customerservice@dtag.com>

Subject: Re: Thrifty Customer Care Case # [REDACTED]

Date: Thu, Dec 20, 2018 7:58 pm

Dear Breane,

I shall contact the franchise directly. Thank you for the information.
The franchisee's conduct bears on the "Thrifty" name.

Original Message

From: customerservice@dtag.com <customerservice@dtag.com>

To: [REDACTED]

Sent: Thu, Dec 20, 2018 12:33 pm

Subject: Thrifty Customer Care Case # [REDACTED]

Thrifty

Ref. No: [REDACTED]

Rental Agreement [REDACTED]

Reservation Id: [REDACTED]

Dear [REDACTED]

Thank you for contacting us. I appreciate the opportunity to address your concerns.

The Thrifty location in Tennessee is an independently owned and operated licensee franchise that processes its own billing and invoices. The licensee owner purchases, maintains, and insures his or her own vehicle fleet. Therefore, your inquiry is being forwarded to the Area Manager in Knoxville for handling. For further assistance in this matter, you must contact the location directly (865) 342-3250.

Thank you again for contacting us. We appreciate the opportunity to respond to

over

your concerns.

Sincerely,

Breane
Customer Correspondence Administrator
Thrifty Customer Service
<http://www.Thrifty.com>

ref: [REDACTED]

STATEMENT/COMMENTS ENTERED ON THRIFTY CAR RENTAL'S ONLINE
CUSTOMER SERVICE/COMPLAINT FORM:

SUBMITTED THEIR ONLINE FORM ON 12/20/2018

"*Nature of your inquiry [[fill in]]: COMPLAINTS AND DIFFICULTIES"

On 10/6/2018 I returned the Nissan Versa to your TYS/Knoxville airport location, where I'd picked it up on 9/23/2018. I filled in an accident report at your airport counter because of damage to the rear of the vehicle which was caused by its defective transmission.

The damage occurred when the transmission slipped from "Drive" to "Reverse." It happened on other occasions during the rental period. I also experienced the transmission slipping from "Reverse" to "Drive." Further, I experienced putting the car in "Drive" upon starting the engine. The shift to "Drive" was futile, as the car would not move; a light on the dashboard indicated that the car was in "Park" although the shift stick was firmly in "Drive" position. I had to start over when this occurred. I did not have time to include this about being stuck in "Park" in my written report because I had to check in for my flight and didn't want to miss it.

My report also includes the fact that the car frequently filled with gasoline fumes. This occurred repeatedly each time I drove. It caused me to vomit on two occasions.

You ignored my report of the defective vehicle, choosing instead to have the damage repaired and put the car back into service quickly. You had "Subrogation Management Team Ltd." and, in turn, Managed Recovery Systems, Inc., bill me \$345.00 for damage and other expenses when the damage lies in the vehicle's unsafe defects. By making the vehicle available for rental two days after I returned, you demonstrated willingness to risk lives of future occupants, occupants of other vehicles and pedestrians. Let's not forget potential damage to property. Your action is unacceptable and unconscionable.

I dispute your claim that I owe you \$345.00 or any amount. Kindly remove the alleged "debt" from your books and instruct Subrogation Management and Managed Recovery Systems, Inc., to do the same.

Please do confirm to me via U.S. mail of having done so.

the online form requested name, address, home phone, work phone (entered all zeroes because the system demanded a work phone), email, confirmation number, rental agreement number and rental location

[REDACTED]
New York, NY [REDACTED]
December 20, 2018

copy

Thrifty Car Rental
McGhee Tyson Airport, TYS
2055 Alcoa Highway
Alcoa, TN 37701

GSP Transportation INC.
2429 South Highway 14
Greer, SC 29650

Re: Thrifty Confirmation no. [REDACTED]
Rental Agreement no. [REDACTED]
Rental from 09/23/2018 to 10/06/2018

To the heads of company and responsible, authorized parties:

I am sending this letter separately to Thrifty Car Rental in Alcoa and GSP Transportation INC in Greer, as both have interest in the matter. Personnel of the "customer care" function of the Thrifty Car Rental website referred me to Thrifty in Alcoa as an independent franchise for which they have no responsibility. GSP's name is on the accident report I filled in on 10/06/2018 at the Thrifty counter at the TYS/Knoxville airport upon returning the vehicle.

I filled in the report because of damage to the rear of the vehicle which was caused by its defective transmission.

The damage occurred when the transmission slipped from "Drive" to "Reverse." It happened on other occasions during the rental period. I also experienced the transmission slipping from "Reverse" to "Drive." Further, I experienced putting the car in "Drive" upon starting the engine. The shift to "Drive" was futile, as the car would not move; a light on the dashboard indicated that the car was in "Park" although the shift stick was firmly in "Drive" position. I had to restart the car when this occurred. I did not have time to include this about being stuck in "Park" in my written report because I had to check in for my flight and was not willing to miss it.

My report also states the fact that the car frequently filled with gasoline fumes. This occurred repeatedly each time I drove it. It caused me to vomit on two occasions.

You ignored my report of the defective vehicle, choosing instead to have the damage repaired and put the car back into service quickly. You had "Subrogation Management Team Ltd." and, in turn, Managed Recovery Systems, Inc., bill me \$345.00 for damage and other expenses when the damage lies in the vehicle's unsafe defects. By making the vehicle available for rental two days after the Saturday that I returned it, you demonstrated willingness to risk lives of future occupants, occupants of other vehicles and pedestrians. Let's not forget potential damage to property. Your action is unacceptable and unconscionable.

I dispute your claim that I owe you \$345.00 or any amount and have also written to Subrogation Management Team and Managed Recovery Systems to this effect. Kindly cancel and remove the

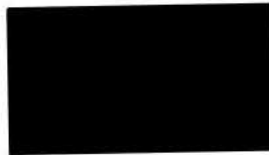
...continued on page 2...

Thrifty Car Rental, Alcoa, TN, and
GSP Transportation INC, Greer, SC
December 20, 2018

- page 2 -

alleged "debt" from your books and instruct Subrogation Management and Managed Recovery Systems, Inc., to do the same. Please do confirm to me via U.S. mail of having done so.

Sincerely yours,



[REDACTED]
New York, NY [REDACTED]
December 18, 2018

COPY

Managed Recovery Systems, Inc.
PO Box 8161
Greenville, SC 29604

Re: Your client, GSP Transportation/Thrifty Car Rental
SMT file no. [REDACTED]
Your letter dated 12/14/2018

To whom it may concern:

I dispute the validity of the debt referred to in your letter. I have no debt to your client or any party by any name having any connection to or interest in the vehicle I rented.

Upon returning the vehicle on 10/6/2018 to Thrifty, I informed the employee who met me at the drop-off point and two employees at the Thrifty desk in the airport terminal that the transmission malfunctioned a number of times during the rental period and that the vehicle filled with sickening fumes of gasoline repeatedly as I drove. At the desk I filled in a form stating the vehicle's flaws and connecting them to the damage. The front of the paper did not allow enough space; I continued on the reverse side, marking "Over" in a circle on the front to indicate that there was more to read.

The conditions I reported make the vehicle potentially lethal. Nevertheless, Thrifty saw fit to ignore my report and, instead of having a qualified party inspect the transmission and the reason for the smell of gasoline, had Subrogation Management Team Ltd. send me a bill for repair of rear-end damage and related costs which were the results of the malfunctioning transmission which slipped from drive to reverse. Among the papers they sent was the front page of my 10/6/2018 report made at Thrifty's desk.

Subrogation Management Team Ltd, in the person of employee Jo Helen Matheson, also ignored my report of the vehicle's potentially lethal conditions. I know this because, in mailing papers and a bill to me, only the first page of the two-page written report I made on Thrifty's form at its airport desk was included. When I telephoned Ms. Matheson yesterday, she said that I had not made a report or dispute within the allowed time. I do not know why she chooses to overlook my written report of 10/6/2018; the first page, and maybe more, was in her hand.

I am concerned that another renter or passenger or other party may be hurt or worse.

Sincerely yours,

[REDACTED]

Encl.

Cc: Subrogation Management Team Ltd.

[REDACTED]
New York, NY [REDACTED]
December 18, 2018

copy

Ms. Jo Helen Matheson
Subrogation Management Team Ltd.
PO Box 460409
San Antonio, TX 78246

Re: SMT File # [REDACTED]

Dear Ms. Matheson:

I am following up on our phone conversation yesterday to reiterate that I have no debt to Thrifty Car Rental or any party by any name having any connection to or interest in the vehicle I rented. I dispute the claim in its entirety and your handling of the matter.

You told me that I had not submitted comments about the problems with the transmission or the odor of gas within a period you designated and that you had referred the claim to a collection agency. I have received a letter from the agency, Management Recovery Systems, Inc., of Greenville, S.C., demanding \$345.00 to resolve the claim. Per their letter, I have written a dispute letter to them and enclose a copy here for you.

You are incorrect about my not having communicated about the damage to the car. On October 6, 2018, when I returned the car to Thrifty, I filled in their form to state that the damage was due to the defective transmission which slipped from drive to reverse, and specified the smell of gasoline frequently filling the vehicle. In fact, you included the first page of my written report in your first mailing to me. By not including the second page in your mailing and not acknowledging my written report during yesterday's conversation, you seem not to be recognizing its pertinence.

You and Thrifty Car Rental have my written report. By not taking into consideration what I stated in it, I believe that you have acted improperly by referring the claim to Management Recovery Systems, Inc.

I look forward to your response.

Sincerely yours,

[REDACTED]

Encl.

Cc: Management Recovery Systems, Inc.

GR BBO dark mark
on 3/10/18

MANAGED RECOVERY SYSTEMS, INC.
P.O. BOX 8161
GREENVILLE, SOUTH CAROLINA 29604
(864) 271-2402

is this related to
subrogation Mgmt team?

red 12/17/18

12/14/2018

[REDACTED]
NEW YORK, NY [REDACTED]

(over)

RE: CLIENT: **GSP TRANSPORTATION**
SMT FILE#: [REDACTED]
AMOUNT DUE: **\$345.00**

YOUR ACCOUNT WITH SUBROGATION MANAGEMENT TEAM HAS BEEN ASSIGNED FOR COLLECTION.

THIS IS A FORMAL DEMAND FOR PAYMENT IN FULL FOR DAMAGES TO A VEHICLE WHILE ON RENT FROM **THRIFTY CAR RENTAL**.

SHOULD YOU NOT REMIT PAYMENT IN FULL, OR CONTACT SUBROGATION MANAGEMENT TEAM TO ARRANGE PAYMENT WE INTEND TO:

SUBMIT THIS ACCOUNT FOR ENTRY ON YOUR NATIONAL CREDIT BUREAU RECORD AS AN UNPAID COLLECTION ACCOUNT ON **1/13/2019**.

MAKE CHECKS OR MONEY ORDERS PAYABLE TO SUBROGATION MANAGEMENT TEAM AND REFERENCE THE SMT FILE NUMBER. SEND YOUR PAYMENT TO:

[REDACTED]
SUBROGATION MANAGEMENT TEAM
PO BOX 460409
SAN ANTONIO, TX 78246

IF YOU WISH TO MAKE PAYMENT BY CREDIT CARD TO SUBROGATION MANAGEMENT TEAM, PLEASE CALL: 210-657-0064 AND HAVE YOUR SMT FILE NUMBER READY.

"THIS IS AN ATTEMPT TO COLLECT A DEBT, ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE"

MANAGED RECOVERY SYSTEMS, INC.

UNLESS YOU NOTIFY THIS OFFICE WITHIN 30 DAYS OF RECEIVING THIS NOTICE TO DISPUTE THE VALIDITY OF THIS DEBT OR ANY PORTION OF IT, WE WILL ASSUME THE DEBT IS VALID. IF YOU NOTIFY US IN WRITING WITHIN 30 DAYS OF RECEIVING THIS NOTICE, WE WILL OBTAIN VERIFICATION OF THE DEBT OR OBTAIN A COPY OF A JUDGEMENT AND MAIL THIS VERIFICATION OR JUDGEMENT TO YOU. IF YOU NOTIFY US IN WRITING WITHIN 30 DAYS OF RECEIVING THIS NOTICE TO REQUEST THE NAME AND THE ADDRESS OF THE ORIGINAL CREDITOR, WE WILL PROVIDE THAT INFORMATION TO YOU IF THE CURRENT CREDITOR IS DIFFERENT FROM THE ORIGINAL CREDITOR. "THIS IS AN ATTEMPT TO COLLECT A DEBT, ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE."

recd 12/3/18

SUBROGATION MANAGEMENT TEAM LTD.

P.O. BOX 460409 • SAN ANTONIO, TX 78246 • TEL (210) 657-0064 • FAX (210) 657-0275

November 28, 2018

[REDACTED]
New York, NY [REDACTED]

SMT File #: [REDACTED]
Date of Loss: 10/06/2018

Dear [REDACTED]

THIS IS YOUR FINAL NOTICE.
THE AMOUNT YOU OWE FOR THIS LOSS IS \$ 345.00.

This letter is to inform you of our last and final attempt to enforce your rental contract with *Thrifty Car Rental*. Do not take this final demand for payment lightly as the action this office takes will be solely determined by your actions.

[REDACTED]	
PHYSICAL DAMAGE (per estimate)	\$ 195.00
LOSS OF USE (Estimated 2 repair days @ daily rate of \$ 25.00)	\$ 50.00
ADMINISTRATIVE FEE (per schedule)	\$ 100.00
TOTAL	\$ 345.00

IF FULL PAYMENT IS NOT RECEIVED IN THIS OFFICE BY 12/12/2018, YOUR ACCOUNT WILL IMMEDIATELY BE TURNED OVER TO A NATIONAL COLLECTION AGENCY. SEND REMITTANCE PAYABLE TO:

Subrogation Management Team
P.O. Box 460409
San Antonio, TX 78246
SMT File #: [REDACTED]

Respectfully,

Jo Helen Matheson
Ext. 6000
Email: johelen@smtclaims.com

SUBROGATION MANAGEMENT TEAM LTD.

P.O. BOX 460409 • SAN ANTONIO, TX 78246 • TEL (210) 657-0064 • FAX (210) 657-0275

October 25, 2018

rec'd 10/29/2018

SMT File #: [REDACTED]

Date of Loss: 10/06/2018

New York, NY [REDACTED]

Dear [REDACTED]

Thrifty Car Rental has assigned this claim for rental car damages to Subrogation Management Team. Pursuant to the rental contract, you are responsible for all loss regardless of fault. This "loss" may include but is not limited to; Physical Damage, Loss of Use, Diminution of Value, and claims related Administrative fees.

[REDACTED]	
PHYSICAL DAMAGE (Per enclosed estimate)	\$ 195.00
LOSS OF USE (Estimated 2 repair days @ the daily rental rate of \$ 25.00)	\$ 50.00
ADMINISTRATIVE FEE (per schedule)	\$ 100.00
TOTAL	\$ 345.00

If you have insurance that applies, please forward this letter and the enclosures to your insurance company without delay. Please be aware your insurance policy may not afford coverage for all the fees owed. This in no way discharges you from paying them. If you would like to make payment by credit card, please complete the enclosed credit card authorization form and fax to (210) 657-0275. If you prefer to pay by check, please send remittance payable to:

Subrogation Management Team
P.O. Box 460409
San Antonio, TX 78246
SMT File # [REDACTED]

Respectfully,

Jo Helen Matheson
Ext. 6000
Email: johelen@smtclaims.com

* Unless, within thirty days from receipt of this letter, you dispute the validity of the debt or any portion of it, I will assume the debt to be valid and proceed in accordance with that assumption. If you notify me in writing within thirty days of receipt that you dispute the debt or any portion of it, I will obtain a verification of the debt and mail it to you. If the original creditor is different from the creditor named above, on your written request within thirty days from receipt of this notice, I will provide you with the name and address of the original creditor. I am attempting to collect a debt. Any information obtained will be used for that purpose. If you have any questions, please do not hesitate to call or write.



van Emp.# KMM17
ooo Emp.# KMM17

DBA THRIFTY CAR RENTAL
2055 ALCOA HWY
ALCOA, TN 37701

(885) 342-3251

HOW WAS YOUR EXPERIENCE?
WE'D LIKE YOUR FEEDBACK

- 1) Visit WWW.THRIFTYRENTALSURVEY.COM
- 2) Enter Access Code: [REDACTED]
- 3) Take Brief Survey

Customer Information	Rental Expiry Information	Rental Agreement Number																																																																								
Cust No: [REDACTED] DL#: ny 04/29/2026 04/29/1948 • NO ADDITIONAL DRIVERS • ONLY AUTHORIZED RENTERS MAY DRIVE THE CAR. Destination: no Source: Hertz 10564912 Rate: [REDACTED]	RA Out: 09/25/2018 10:37 TYS RA In: 10/04/2018 17:07 TYS RA Dup: 10/07/2018 10:37 TYS Vehicle Information Veh.#: 0040049 Lot#: PNQ905 2018 NISSAN VERSA NOTE Fuel Out: 5/8 Oilom Out: 15,055 Fuel In: Odcom In: 15,710 Miles Driven: 652 Miles Driven: 0	Rate Information <table><thead><tr><th></th><th></th><th></th><th>Charges</th></tr></thead><tbody><tr><td>Regular: Overtime Hour</td><td>7.41</td><td>hour</td><td>.00</td></tr><tr><td>Regular: Weekly</td><td>1 @ 175.45</td><td>week</td><td>175.45</td></tr><tr><td>Regular: Extra Day</td><td>7 @ 24.06</td><td>day</td><td>168.56</td></tr><tr><td>Net T&M</td><td></td><td></td><td>344.01</td></tr><tr><td>ROADSIDE ASSISTANCE 14 @</td><td>.05</td><td>day</td><td></td></tr><tr><td>ROAD SEC REL - TYS</td><td>11.108</td><td>%</td><td>38.19</td></tr><tr><td>SALES TAX - TYS</td><td>9.750</td><td>%</td><td>37.28</td></tr><tr><td>RENTAL TAX - TYS</td><td>3.500</td><td>%</td><td>11.47</td></tr><tr><td>Subtotal of Other Charges</td><td></td><td></td><td>89.92</td></tr><tr><td>Total Charges</td><td></td><td></td><td>430.93</td></tr><tr><td>Deposit AX XXXX [REDACTED]</td><td></td><td></td><td>527.08</td></tr><tr><td>Deposit AX XXXX [REDACTED]</td><td></td><td></td><td>-87.50</td></tr><tr><td>Payment AX XXX [REDACTED]</td><td></td><td></td><td>-8.83</td></tr><tr><td>Total Deposits/Payments</td><td></td><td></td><td>430.93</td></tr><tr><td>Net Due</td><td></td><td></td><td>0.00</td></tr><tr><td>Balance Due</td><td></td><td></td><td>0.00</td></tr><tr><td>Minimum one day rental charge</td><td></td><td></td><td></td></tr></tbody></table>				Charges	Regular: Overtime Hour	7.41	hour	.00	Regular: Weekly	1 @ 175.45	week	175.45	Regular: Extra Day	7 @ 24.06	day	168.56	Net T&M			344.01	ROADSIDE ASSISTANCE 14 @	.05	day		ROAD SEC REL - TYS	11.108	%	38.19	SALES TAX - TYS	9.750	%	37.28	RENTAL TAX - TYS	3.500	%	11.47	Subtotal of Other Charges			89.92	Total Charges			430.93	Deposit AX XXXX [REDACTED]			527.08	Deposit AX XXXX [REDACTED]			-87.50	Payment AX XXX [REDACTED]			-8.83	Total Deposits/Payments			430.93	Net Due			0.00	Balance Due			0.00	Minimum one day rental charge			
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Coverages have DECLINED LDW1 _____ have DECLINED LDW _____ have DECLINED RAIPED _____ have DECLINED SLI _____ have DECLINED Regaid Fuel _____ have DECLINED Upgrade _____ have DECLINED Roadside Assistance _____	Payment Information AX XXXX [REDACTED] 8.83-																																																																									

/vehicles are allowed to travel to all states EAST of the Mississippi River only. Travel to any state west of the Mississippi River is prohibited. A mileage penalty of .32 per mile will apply for all miles driven if the geographic boundaries are crossed.

authorize Dollar to charge a minimum administrative fee of \$50 plus any unpaid fees associated with parking tickets and traffic violations of any kind. An administrative fee of \$15 plus any unpaid tolls will be charged. X _____

rentals over 30 days are subject to a charge of 20 cents per mile for all miles over 3000.

Loss Damage Waiver (LDW) is 24.95-29.99 per day. Reference herein to LDW shall be interpreted to mean (or include) Loss Damage Waiver.

Limited LDW is \$14.95 per day. Limited LDW covers you for up to the first \$500 of damages to our vehicle.

The rental vehicle is considered to be in your care, custody, and control until one of our agents checks it in.

rates are subject to change if vehicle is not returned to rental location on date stated above. \$1.75 per mile will apply if vehicle is not returned to agreed location.

Use of Debit Card for Rental: If using a debit card at the time of rental, customer understands it may take up to two weeks to receive any credit due the customer. Dollar has no control over this as it is an issue between the customer and his or her issuing bank.

You are responsible to inspect the vehicle before leaving the lot and if you notice any damages other than noted you will inform a Dollar Representative.

A cleaning fee will be charged to my credit card should the vehicle be returned in an excessively dirty condition. This will include cleaning required to remove smoke and/or animal hair. X _____

By signing below, you acknowledge and agree that renting agency / lesser may use skip-tracing and similar services to locate, research, and prosecute you in the event you fail to return the rental / leased vehicle or fail to pay any and all rental fees due and owing under this agreement in full.

By signature below, I acknowledge that I have read and agreed to the terms, conditions and notices, both printed and written, including the Loss Damage Waiver information, that appear on this Rental Statement and on the separate rental jacket (the "Agreement"), which is incorporated herein. THE UNDERSIGNED

AUTHORIZE DOLLAR TO PROCESS OR SUBMIT A CHARGE TO MY CREDIT, DEBIT OR CHARGE CARD FOR THE ESTIMATED CHARGES FOR THIS RENTAL UPON MY SIGNING THIS RENTAL AGREEMENT AND FOR ALL ADDITIONAL CHARGES DUE UPON RETURN OF THE VEHICLE.

All charges subject to final audit.

A fee of \$35.00 will be charged if the vehicle is not returned on or before the scheduled date, in addition to any other rental charges that may apply.

A fee of \$50.00 (per rental) will be charged if the vehicle is more than 72 hours overdue for return, in addition to any other rental charges that may apply.

Customer Signature

Additional Driver Signature

Vehicle Damage Report

Damage claims handled by:

GSP Transportation INC

2429 S Hwy 14 Greer, SC 29650

864-879-0864 ext 9

Location: TYS

Unit#

RA#

Renter Information			
Name: [REDACTED]			
Date of birth: [REDACTED]		Phone: [REDACTED]	
Current address: [REDACTED]			
City: NY	State: NY	ZIP Code: [REDACTED]	
Employer Name: [REDACTED]		Phone: [REDACTED]	
City: [REDACTED]	State: [REDACTED]	ZIP Code: [REDACTED]	
Insurance Information TO BE FILLED OUT BY RENTER			
Current Auto Insurance Co: [REDACTED]			
Policy #: [REDACTED]			
Phone: [REDACTED]	Deductible: [REDACTED]	Fax: [REDACTED]	
City: [REDACTED]	State: [REDACTED]	ZIP Code: [REDACTED]	
Name of policy holder if different than renter TO BE FILLED OUT BY RENTER			
Name: [REDACTED]			
Address: [REDACTED]			
City: [REDACTED]	State: [REDACTED]	ZIP Code: [REDACTED]	Phone: [REDACTED]
Relationship: [REDACTED]			
Driver Information if different than Renter TO BE FILLED OUT BY RENTER			
Name: [REDACTED] Phone: [REDACTED]			
Address: [REDACTED]			
City: [REDACTED]	State: [REDACTED]	ZIP Code: [REDACTED]	
Insurance Name: [REDACTED]	Claim/Policy Number: [REDACTED]	Phone: [REDACTED]	
Driver or Owner of Other Vehicle if applicable TO BE FILLED OUT BY RENTER			
Name: [REDACTED] Phone: [REDACTED]			
Address: [REDACTED]			
City: [REDACTED]	State: [REDACTED]	ZIP Code: [REDACTED]	
Insurance Name: [REDACTED]	Claim Number: [REDACTED]	Adjuster: [REDACTED]	
Police Contacted? [REDACTED]	Police Case / Report Number: [REDACTED]		
Details of Incident: TO BE FILLED OUT BY RENTER			
Date of Loss: 9/29-10/6/18 Year/Make Model: Nissan 2018			
Tag/State: [REDACTED]	Mileage: 15710	Witnesses: [REDACTED]	Injuries: [REDACTED]
But Rear damage occurred when I had transmission in drive & car rolled back against hard object. Four times or so. During rental period, this happened: car in drive but rolled in opposite directions. Also, several			
I certify that the information written is correct to the best of my knowledge			Date: [REDACTED]
Signature of Renter/Driver: [REDACTED]			Date: 10/6/18
Signature of Check-In Employee: [REDACTED]			Date: [REDACTED]

(0126)

GSP TRANSPORTATION INC 410107
DBA THRIFTY CAR RENTAL 2055 ALCOA HWY
ALCOA, TN 37701
(865) 342-3261

Contract # [REDACTED]

[REDACTED]
new york, ny [REDACTED]

Rental Summary

1. Unit #: 0080069			Date	Time	Odoin	Fuel	Loc
Rented Class: MX	LI [REDACTED]		Out: 09/23/2018	10:37	15,068	8	TYS
2018 NISSAN VERSA NOTE	VIN: 3N1CE2CP1JL [REDACTED]		In: 10/05/2018	17:07	15,710	8	TYS

Charge Summary

Description	Charged	Rate	Per	Amount
Regular: Overtime Hour		7.41	hour	.00
Regular: Weekly	1 @	175.45	week	175.45
Regular: Extra Day	7 @	24.08	day	168.56
Net T&M				344.01
ROADSIDE ASSISTANCE	14 @	.00	day	
CONC REG FEE - TYS		11.100	%	38.19
SALES TAX - TYS		9.750	%	37.26
RENTAL TAX - TYS		3.000	%	11.47
Subtotal of Other Charges				86.92
Total Charges				430.93
Deposit AX XXXX [REDACTED]		09/23/2018		527.06
Deposit AX XXXX [REDACTED]		09/23/2018		-87.50
Payment AX XXXX [REDACTED]		10/05/2018		-8.63
Total Deposits/Payments				430.93
Net Due				0.00

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WE'D LIKE YOUR FEEDBACK
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Poplin's Planet M.A.R.S.*"This Mobile Appearance Reconditioning Service franchise is independently owned and operated"***Rick Poplin**P.O. Box 12121 - Knoxville, TN 37921
865-705-4404, Mobile: rickpoplin@globalmars.netF
U
R
T
H
E
R**Customer :** Dollar/Thrifty Car Rental**Bill to:****Inv# :**

3049 Lois Lane

Date: 10/19/2018

Alcoa, Tennessee 37701

Phone : 865-342-3251

PO#	Stock #	Vin #	Year Make	Model	Color	
		3N1CE2CP	2016 Nissan	Versa	Red	
Type Of Work			Comments	Qty	Savings	Quoted Price
36	Spot Repair and Blending		Repair rear bumper damage	1	0.00	195.00
Total For this Auto:						195.00

SUB TOTAL	195.00
Sales Tax	0.00
TOTAL \$	195.00
Total Savings	0.00
Grand Total	195.00
Amount Paid	0.00
Balance Owed	195.00

Approved By :**Title:**



**18 Versa Note
US klt**



18E12UKT00PK

Sep 24, 2017 12:35

End of Summer Sale! \$10 off \$99+ Hot Rate® Hotels and Cars thru 8/29

Use code: **SUNSET10**
thru 8/29

Copy code

h wire

Success! Your trip is booked with Thrifty

Reservation
details

Pick up
Sun, Sep 23, 2018 12:00 PM
Mc Ghee Tyson Airport, TYS
2055 Alcoa Highway, Alcoa, TN
1-800-THRIFTY

local thrifty,
865-342-
3250

confirmed
8/22/18 8:20 am

in the terminal

Model -	Miles	Seating
Special car	Includes	4 adults or
Compact	unlimited	more
size or	mileage	
larger but		
priced low		
like a		
compact		

Hotwire rules

Cancel your reservation, at any time, without penalty through the My Accounts tab.

Thrifty confirmation code

Driver name

Summary of charges

14 days x \$350.90
\$25.06

Taxes and fees \$88.66

Due at pick up \$439.56

Amount due at the counter
Rates quoted in US dollars.

Rental car checklist

- ☑ Bring a credit or debit card in the driver's name
Debit/check cards: The rental agency will place a hold on your debit card, which will be refunded upon return of the car. In some cases, the rental agency may also require a credit check. Policies vary from location to location. We recommend contacting Thrifty at 1-800-THRIFTY if you have any questions about that location's policies.
See important debit card info ✓
- ☑ Bring proof of a round trip travel ticket—if you're using a debit card—for your rental deposit
This rental location requires proof that you are traveling in order to use a debit card as a deposit method. Local residents may not use debit cards for deposit. Contact the Thrifty office if you have any questions about whether or not their policies consider you to be a "local".
More info ✓
- ☑ Bring drivers licenses for each person who will be driving the

Contact email

Date booked
Thu, Aug 23, 2018

Have a question?

By phone - 24/7
U.S./Canada
844-207-0306

Outside U.S./Canada
1-417-520-1680
(toll charges apply)