

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI# 11398151
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Hello my name is [REDACTED]. I was contact today about my rental that I had questions about in regards to this report I made Feb. 27. Enterprise has contacted me via phone. They do not seem to have their communication properly to follow up with me. Speaking with damage investigations at the enterprise # [REDACTED] incident number. They said I would be able to be there in person during the cars review. He hurried me off recording which caused concern. I spoke telling them whether it is nissan versa defect or enterprise ifeel master cylinder or something lack of proper inspection. Ect was the fault. I called the towing location or get my items out of the vehicle I rented. I was charged an extra day which is fine but I had no vehicle and was servely hurt from the traumatic incident. Joe's towing company located the car was picked up this morning. Which is fine., But why the lies to begin with. I am trying to seek help from a lawyer and I'm keeping contact to see how the investigation is going. My name is [REDACTED]. Phone number [REDACTED]. Please contact me whether email or call so I am not being taken advantage of for the safety of others in the future. Thank you for your time.

[REDACTED]

Quality Control Analyst



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