

COMPLAINT ACTIVITY REPORT Case # 38034244**Better Business Bureau Serving Eastern Oklahoma**

Consumer Info: Takata, Richard
 17014 Van Ness Ave.
 Torrance, CA 90504
 BuzzRT@aol.com

Business Info: Avis Rent a Car

918 624-4210

Location Involved: (Same as above)**Consumer's Original Complaint :**

Rented a Toyota 4-Runner (License plate FGE144; Car #1106244-6) from Avis in the Anchorage Airport in order to attend a wedding in Seward. Rental period was 6/22/11-6/26/11. I did not purchase the additional rental car insurance coverage. At time of pick-up I was instructed to inspect the vehicle myself for any golf ball-size or larger dents before driving the vehicle from the parking garage. Three people (me, my wife and a friend) inspected the vehicle in the poorly lit parking garage. We saw no damage to the vehicle. During the rental period our friend was in and out of the passenger side rear door many times and my brother-in-law was also in and out of that same door. At no time did any of us notice damage to the rear passenger side door. On 6/26 we drooped off the car in the Avis return area. There was no attendant in the garage so we went inside. I handed the Avis representative the keys to the car. She proceeded to tell me that my vehicle had been checked in and I was good to go. No one from Avis inspected the car with me when I returned it. Around 7/5 I received a claim (#11-138-02) from Avis stating I had damage the vehicle and that I owed them \$2,033.85. This includes the damage repair and non-usage costs. I've gone through Avis' claim dispute process and I was notified yesterday (8/4) that my dispute has been denied. I know I did not cause the damage to the vehicle. I feel once I was told by Avis that the car was checked in that the rental vehicle was now in their care and custody and any damage is after the fact. Avis' denial of claim dispute letter contains no information of how their decision was arrived at. It states "After an examination of all vehicle data; tracking, and claim documents the review board has determined the claim is valid and no changes will be made." Are Avis employees on the review board? Would that not be a conflict of interest? Does Avis wait for those who do not purchase the additional insurance so that the customer ends up paying for the repair rather than Avis? I feel like I'm being scammed here considering I am thousands of miles away from Anchorage. At the least Avis should change their procedures of vehicle inspection. They expect travelers who may be traveling for many hours to do a self-inspection of a vehicle in a poorly lit garage before driving it off? That is a very poor way to do business. I also question how thoroughly Avis staff inspect the rental cars upon their return. The 4-Runner I rented still had the previous customers invoice in the car. A Thomas Landry rented the vehicle from 6-15 to 6-17. How do I know he didn't cause the damage and that Avis staff did not notice it or did not inspect the car upon its return? Obviously the inside of the car was not inspected well, since his invoice was in the center console. Therefore, how do I know that the exterior of the car was not inspected well or at all? I truly feel like I am being taken advantage of. My wife and I are honest people. Our jobs enforcing California and local laws and regulations require us to have the utmost of integrity. I think someone should audit this Avis location and look into all of their claims of damage to their rental fleet. I am going to go through my auto insurance carrier to address this claim now that my dispute of the claim has been denied.

Consumer's Desired Resolution:

I would like Avis to invalidate claim #11-138-02. If they invalidate the claim I would like to be notified by mail in order for me to have an official record of the invalidation.

BBB Processing

08/05/2011 web BBB Complaint Received by BBB
 08/08/2011 Adry BBB Complaint Validated by BBB Operator
 08/08/2011 Otto EMAIL Send Acknowledgement to Consumer
 08/08/2011 Otto EMAIL Inform Business of Complaint

08/09/2011 WEB BBB RECEIVE BUSINESS RESPONSE : Customer rented from Avis at Anchorage, Alaska. Avis of Anchorage, Alaska is a separate operating company from Avis Budget Group. ABG has no ownership or management control over this independent business. BBB please refer this report to: Gary Zimmerman, General Manager at email - gzimmerman@avisalaska.com
 Thank you. C.Crawley/Sr. CS Solutions Consultant

08/09/2011 Adry EMAIL Inform Business of Complaint
 08/17/2011 Adry BBB RECEIVE BUSINESS RESPONSE : Complaint Case #: 38034244
 Consumer: Richard Takata

The following is a response to Mr. Takata's complaint from Avis Alaska:

Video surveillance from the Airport garage showed the vehicle entering the premises with two passengers in the front seat. The driver parked in the far right return lane and was the second car in line. When the two passengers exited the vehicle they walked directly into the terminal bypassing the booth. Mr. Takata's vehicle remained in that spot without any movement near or around it for the next 15 minutes.

The next vehicle to enter the garage were two Avis employees bringing in a clean vehicle parking at the far end of the aisle. As they walked towards the booth, one employee walked over to Mr. Takata's vehicle to inspect and found the damage immediately. The second employee then walked over to the vehicle and viewed the damage. They then went to the return booth and returned to the vehicle with paperwork and a clipboard to document the damage.

There is no documentation of this damage prior to Mr. Takata's rental and he has the responsibility to inspect the vehicle before leaving the garage. The parking garage is well light, better than most major city garages, and it was still daylight when he rented it, as Alaska has nearly 20 hours of daylight in June.

08/17/2011 Adry EMAIL Forward Business response to Consumer
 08/19/2011 Adry BBB CONSUMER SATISFIED- WITH LETTER : Avis response is satisfactory.
 08/19/2011 Otto EMAIL Inform Business - Case Closed RESOLVED
 08/19/2011 Otto BBB Case Closed RESOLVED