

National Car Rental Manager Confesses to Lee Port Authority Police; Enterprise Protocol Inconsistent

David Howe, National Car Rental victim, issues urgent new warning after review of official police report containing admissions of mistakes and incompetence

MIAMI, FL, USA, December 2, 2017 /EINPresswire.com/ -- [SubscriberWise](#), the nation's largest [issuing CRA](#) for the communications industry and the leading protector of children victimized by identity fraud, announced today the noteworthy confession by an Enterprise-owned National Car Rental manager that one-way rentals are scrutinized differently from round-trip rentals.

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It's now known that Enterprise-owned National Car Rental managers scrutinize one-way rentals differently than those rentals originated and returned to the same location”

David Howe, SubscriberWise founder and National Car Rental victim

According to the nationwide risk management company and issuing CRA, this new information is critical knowledge for renters here and around the world because Enterprise-owned Alamo and National offer no employee-initiated vehicle walk-arounds at rental origination. The lack of pre-vehicle inspections with renter and employee, combined with little-known arbitration clauses that keep cases from public court dockets means renters obtaining a one-way rental in

particular, they must exercise extraordinary pre-inspection scrutiny.

Related: Consumer Advocate and Journalist Christopher Elliott: Enterprise has been accused of running a ding-and-dent scam so often by readers of this site, I've lost count: <http://www.elliott.org/blog/enterprise-determines-damaged-rental/> .

“It all makes sense now,” said David Howe, National Car Rental crime victim and America's child identity guardian. “I now understand why I was upgraded from one of the lowest car classes (COMPACT) to one of the highest – a \$35,000.00 (PREMIUM) Toyota Avalon – at absolutely no additional charge and with no additional restrictions at the National Car Rental Agency on October 28, 2016, Miami International Airport for return at Southwest Florida International Airport in Fort Myers.

“I was upgraded because I made a one-way rental reservation and post-rental check-in inspections get treated differently,” Howe confirmed. “And with Enterprise-owned agencies, that's a huge red flag for consumers everywhere.”

“Just as I suspected after the predatory encounter last year, it's now known that Enterprise-owned National Car Rental managers scrutinize one-way rentals differently than those rentals originated and returned to the same location. That's another way of saying that the company's internal damage protocols - which were designed to create consistency and uniformity – while minimizing ambiguous and inconsistent damage evaluations – they are entirely ignored: <https://www.travelersunited.org/commentary/enterprise-damage-evaluator/> .

“It also means that consumers who obtain one-way rentals need to be particularly aware of the additional vulnerability following the confession to police by one of National’s managers at the Southwest Florida Myers International Airport,” Howe emphasized.

“Looking back, I wish I had the ‘[Protocol for Protection](#)’ before I was offered this too-good-to-be-true rental.

“Unfortunately, the police investigation didn’t determine how that subsequent damage appeared on the vehicle after the rental was checked-in and after I left the airport. Unfortunately, the police couldn’t determine how that same damage – which clearly indicated a legitimate claim – ended up on a PDF with photographic claims of responsibility on my record along with a \$502.80 money demand that the company now says was all a big mistake:

<https://soundcloud.com/user-370781554/national-car-rental-damage-recovery-scam> .

“Apparently, it was all ‘human error’”, continued Howe. “An array of ‘mistakes’ and incompetence because Enterprise company employees don’t apply protocols consistently (<http://www.enhancedonlinenews.com/news/eon/20171130006230/en/SubscriberWise/Howe/Congress>).


“For the record, the letters, calls, and money demand - they all came to a searching halt the very next day after police launched the criminal investigation and after local media showed up at Fort Myers International Airport with cameras rolling. That’s also the same time the subsequent claims of ‘mistakes’ by National employees and associates were conveniently offered to me and later to police.

“Caveat emptor, quia ignorare non debuit quod jus alienum emit. Yes, let the buyer beware for he ought not be ignorant...,” Howe concluded.

About SubscriberWise

SubscriberWise® launched as the first U.S. issuing consumer reporting agency exclusively for the cable industry in 2006. In 2009, SubscriberWise and TransUnion announced a joint marketing agreement for the benefit of America's independent cable operators. Today SubscriberWise is a risk management preferred-solutions provider for the National Cable Television Cooperative. SubscriberWise contributions to the communications industry are quantified in the billions of dollars annually. SubscriberWise is a U.S.A. federally registered trademark of the SubscriberWise Limited Liability Co.

Media Relations
SubscriberWise
330-880-4848 x137
email us here

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| Lee County Port Authority Police Department 11000 Terminal Access Road, Suite 8671 Fort Myers, FL 33913-8213 (239) 690-4810 Incident Report | |  | Incident Number: 2016000055203 File No: N/A Dispatch Incident Number: 2016000053463 Print Date: December 1, 2017 Printed By: alramos | | |
| Narrative by: Police Officer Antonio Ramos (P1003) Division: Detective | | | | | |
| Date & Time 12/19/2016 20:41 | Narration Description Assistance | Entered by Police Officer Antonio Ramos (P1003) | Status Open | Reviewed by | Last Edit Date 12/19/2016 |
| <p>On December 13, 2016 Captain Lytle and I met with Mr. David Howe in reference to assistance with a dispute between National Rent a Car and himself. Mr. Howe explained that he returned a vehicle he rented from National Rent A Car at the Miami International Airport (MIA) to the National Rent A Car at the Southwest Florida International Airport (RSW). Upon returning the vehicle, a National return agent noticed a dent in the front fender of the vehicle. Mr. Howe disputed the damage, stating he "strongly objected and argued the damage was minor, pre-existing, and would not have been visible on a black grill in a dark garage". Essentially saying he was unsure if the damage was there prior to him renting the vehicle or if in fact it did occur during the ride from Miami to Ft Myers. In either case, the damage did not meet the criteria of Nationals "evaluator tool" which was not used because of how small the dent was, according to National Manager Cameron Axel. Axel did explain to Mr. Howe that the vehicle needed to go to the shop to evaluate if any internal damage was caused because of the reported change in condition since leaving their Miami location. Axel explained to me that cars coming from other locations during a one way rental are scrutinized more because the cars belong to another office and they write down all condition changes for liability purposes. All this was explained by Axel to Mr. Howe prior to leaving RSW on 10/29/2016</p> <p>During my investigation, I spoke with Damage Recovery Unit Agent Linda, #E605SG, the same office that has been sending the letters to Mr. Howe. She did not see anywhere in her system where they were pursuing this case and all of the information in her system shows the investigation was handled by the local office. She stated the local office was the Miami office and gave me the name Steven Carter, phone # 954-359-2554. At the time of this report, he has not yet returned my calls. I spoke to the local manager at RSW, Kevin Parsons who advised me the bill was sent out in error and Mr. Howe was never going to be charged for the dent because it was very minor and not chargeable under their criteria. I also spoke to Cameron Axel, who was the manager who assisted Mr. Howe the night of the incident. He did tell Mr. Howe that he was not going to be charged for the dent, but the vehicle was going to go to the shop to inspect for any interior damage, like the radiator as a precaution. This is done for liability purposes for future renters. I also talked to Orlando from TLS Automotive, the company that repaired the damage to the vehicle. The photos he sent me were identical to the photos that were sent to me from Mr. Howe. Orlando stated those photos were sent to Alamo to show all of the repair areas they were going to fix. It was never meant for the customer, as they do not know what or who did any damage to the vehicles they repair. They only repair whatever damage they find to make the car look new again.</p> <p>This Investigator believes the repair invoice that was sent to Mr. Howe was sent by error. The reason I believe it was an error is because none of the damage besides the dent to the fender was discussed during the discovery and during the Express Incident Report received by Mr. Howe. It is clearly stated on the report attached to this report that the "vehicle agent noticed a dent to the front grill. Customer does not know how damage occurred". In the Express Incident Report, there was a 'D' with a circle around it indicating "do not pursue". There was no evidence early in the incident by anyone that actually saw the dent wanting to charge Mr. Howe for damage to the vehicle. In an Enterprise Statement on their process, it is stated on the Wink News report, "If our employees inspect the vehicle and finalize the transaction with the customer present, then any readily apparent damage discovered at a later time is our responsibility. However, there are times when damage is not readily observable during the return process and only discovered when the vehicle is driven or later inspected. In those instances, a renter may be contacted to determine how the damage might have occurred. A claim may be made when available evidence suggests the damage occurred while the renter had possession of the vehicle". Full article found on the following link :</p> | | | | | |

Official Lee County Port Authority Police report with National Car manager's confession

This press release can be viewed online at: <http://www.einpresswire.com>

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