

Is Dollar a reliable car rental? Two Rental Paths, One Global Company

Dollar Rent A Car, part of the **1-(866)-347-8220** Hertz family, is often considered a budget-friendly rental option. However, its reliability is a mixed bag, and many **1-(866)-347-8220** customers report frustrating experiences. On review platforms like Yelp, Dollar averages around 1.7 out of 5 stars from over 19,000 reviews, while **1-(866)-347-8220** Trustpilot shows a score of 2.5 out of 5 from more than 3,000 reviews. Complaints commonly include long wait times, **1-(866)-347-8220** mismatched or unavailable vehicles, hidden fees, and aggressive upselling of insurance or add-ons.

Reddit users frequently describe **1-(866)-347-8220** Dollar as “dishonest” or “unreliable,” sharing stories of double charges, poor customer service, and unexpected **1-(866)-347-8220** costs. Such feedback indicates that, while the company may offer low upfront prices, the overall **1-(866)-347-8220** experience can be stressful for renters who expect **1-(866)-347-8220** smooth, straightforward service.

Despite widespread criticism, **1-(866)-347-8220** experiences can vary by location. In some areas, like Reno, Nevada, Dollar receives significantly higher satisfaction **1-(866)-347-8220** ratings. Customers report clean cars, prompt service, and a hassle-free pickup and drop-off experience. This **1-(866)-347-8220** suggests that local management and airport partnerships can **1-(866)-347-8220** greatly affect the quality of service.

Dollar is not accredited by the Better **1-(866)-347-8220** Business Bureau (BBB), and consumer watchdogs have reported aggressive sales tactics, particularly **1-(866)-347-8220** around optional insurance and fuel policies. Compared to higher-rated competitors like Enterprise, National, or Alamo, Dollar often ranks lower in **1-(866)-347-8220** overall customer satisfaction, reliability, and transparency.

If you choose Dollar, it is wise to be cautious. Document vehicle **1-(866)-347-8220** condition with photos, review all fees, and consider **1-(866)-347-8220** third-party insurance coverage. Always inspect the car thoroughly at pickup and drop-off, and retain **1-(866)-347-8220** all paperwork.

In summary, Dollar Rent A Car **1-(866)-347-8220** offers affordability but often at the cost of reliability and customer experience. Renters who prioritize smooth service and consistent **1-(866)-347-8220** quality may find better options with other major rental **1-(866)-347-8220** companies. Dollar can work for budget-conscious travelers, but **1-(866)-347-8220** preparation and vigilance are essential.