

**From:** Anders, Sarah  
**Sent:** Tuesday, February 12, 2019 9:59 PM  
**To:** Jickling, Katie <[katie@sevendaysvt.com](mailto:katie@sevendaysvt.com)>  
**Subject:** Re: Public Records Request

Dear Katie Jickling,

Attached, please find records in response to your public records act request dated February 8, 2019.

Personal contact and personal identifiable information has been redacted pursuant to 1 VSA 317(c)(7). In addition, to the extent a Complaint Specialist is a student, their name has been redacted pursuant to the Family Educational Rights and Privacy Act (FERPA). If you feel information has been withheld in error, you may appeal directly to Deputy Attorney General Joshua Diamond.

Thank you,

Sarah Anders

Vermont Attorney General's Office  
Consumer Assistance Program

# Autocap Case Record

Case #  
**128-18**

Date Received  
12/13/2018

Closed Date  
**12/18/2018**

Consumer-FIRSTN  
**Gail**

Consumer-LASTNAM  
**Cameron**

Date Acknowledged  
12/18/2018

Consumer Respons

Complaint Type  
Warranty

Purchase Date  
10/31/2016

Year/Make Model  
2017 Hyundai Santa Fe

Mileage

Price Sold

As Is

Member Name  
**Carbone Ford of Bennington**

Member Contact  
Scott Rose

Member Response Due  
12/24/2018

Resolution Process  
Staff

Panel

Referred to

Resolution  
Consumer

## Case Notes

12/17 - Rec'd copies of warranty refund checks

## Notes (Summary)

Consumer states she has requested a refund of her unused portion of the extended warranties and is not getting any response from the dealership. Dealership provided copies of refund checks and was hand delivering them to consumer.

**From:** Kim Gauthier <vtautocap@aol.com>

**To:** [REDACTED]

**Subject:** Fwd: Cameron, Gail (Carbone Hyundai) CAP 2018-09379

**Date:** Tue, Dec 18, 2018 2:48 pm

**Attachments:** doc03694320181217170440.pdf (947K)

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Dear Ms. Cameron,

AUTOCAP is in receipt of your complaint against Carbone Automotive Group regarding a refund on your extended warranties. We have also received the following email and attachment from Scott Rose, GM with Carbone Ford of Bennington.

Your case with AUTOCAP will be closed as of today and a final copy will be sent to the Consumer Assistant Program office where you originally filed your complaint.

Thank you,  
Kim Gauthier  
AUTOCAP Coordinator

-----Original Message-----

From: Scott Rose <ScottRose@carboneycars.com>

To: vtautocap@aol.com <vtautocap@aol.com>

Sent: Mon, Dec 17, 2018 5:18 pm

Subject: Cameron, Gail (Carbone Hyundai) CAP 2018-09379

Hello Kim

Here is the checks for Gail Cameron. These will be hand delivered to her personally tomorrow morning. This will put this issue to rest.

Thank you  
Scott Rose  
GSM Carbone Ford of Bennington

-----Original Message-----

From: copier08@carboneycars.com <copier08@carboneycars.com>

Sent: Monday, December 17, 2018 5:05 PM

To: Scott Rose <ScottRose@carboneycars.com>

Subject:

-----  
FS-6525MFP

[00:17:c8:04:ae:76]  
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CHECK CONTROL NO. 106559

ISSUED BY: VICTORIA MATTHESON CARBONE AUTOMOTIVE GROUP #759  
YORKVILLE, NY 13495

PAGE 1C

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ACCOUNT NO.	NET AMOUNT
	121318		GAP CANCELLATION REFUND D 30119 C 160513 VIN 5XYZUDLB9HG399867			429.29
				106559	759*20200	-429.29
				V176031	754*62705	429.29
				TOTAL	20200	429.29

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

THIS CHECK CONTAINS MULTIPLE FRAUD DETERRENT SECURITY FEATURES

CARBONE AUTOMOTIVE GROUP #759

5194 Commercial Dr.  
Yorkville, NY 13495  
Phone: (315) 724-4216  
Fax: (315) 570-6197  
www.carbonecars.com



106559 8-12  
430

DATE  
13DEC18

PAY THIS AMOUNT  
\*\*\*\*\*429 DOLLARS 29 CENTS

AMOUNT OF CHECK  
\*\*\*\*\*429.29

VOID AFTER 90 DAYS  
OVER \$40,000 TWO SIGNATURES REQUIRED

TO THE ORDER OF

GAIL CAMERON  
LUDLOW VT 05149

BY  
BY

[Redacted Signature]

AUTHORIZED SIGNATURE

CHECK CONTROL NO. 106668

ISSUED BY: VICTORIA MATTHEWSON CARBONE AUTOMOTIVE GROUP #759  
YORKVILLE, NY 13495

PAGE 1C

INVOICE STOCK NO	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ACCOUNT NO.	NET AMOUNT
	121718		HYUNDAI WARRANTY REFUND DUE TO CUST PER C STEWART 5XYZUDLB9HG399867			1,131.35
				106668	759*20200	-1,131.35
				V176031	754*63923	1,131.35
				TOTAL	20200	1,131.35

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

THIS CHECK CONTAINS MULTIPLE FRAUD DETERRANT SECURITY FEATURES

CARBONE AUTOMOTIVE GROUP #759

6194 Commercial Dr.  
Yorkville, NY 13495  
Phone: (315) 724-4216  
Fax: (315) 570-6197  
www.carbonecars.com



106668 8-12  
430

DATE  
17DEC18

PAY THIS AMOUNT  
\*\*\*\*\*1,131 DOLLARS 35 CENTS

AMOUNT OF CHECK  
\*\*\*\*\*1,131.35

TO THE ORDER OF

GAIL CAMERON  
[REDACTED]  
LUDLOW VT

VOID AFTER 90 DAYS  
OVER \$40,000 TWO SIGNATURES REQUIRED  
BY [Signature]  
BY [Signature]  
AUTHORIZED SIGNATURE

**From:** Kim Gauthier <vtautocap@aol.com>

**To:** bradleyrose <bradleyrose@lithia.com>; scottrose <scottrose@carbonecars.com>

**Subject:** Fwd: Cameron, Gail (Carbone Hyundai) CAP 2018-09379

**Date:** Fri, Dec 14, 2018 9:21 am

**Attachments:** 121018 Cameron (ID 188705).htm (52K)

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Dear Brad & Scott,

Attached please find an AUTOCAP complaint, forwarded to us by the Vermont Attorney General Consumer Assistance Program Office.

VADA's AUTOCAP Program was created in 1982 to provide consumers and our members with a dispute resolution mechanism to avoid costly legal litigation, including small claims court and the Attorney General's office. To be successful, we need your cooperation and timely response to the complaints we forward.

After reviewing this complaint; it is our hope that working directly with your customer, you will be able to answer questions and/or arrive at a mutually acceptable resolution. We understand this is not always possible. In some cases, both parties prefer working with VADA staff, which is an effective alternative.

**Please provide a written response within ten days of the date of this email, via return email, fax or USPS addressing the complaint, actions taken to respond; and what, if any, relief you are willing to extend.** Both parties receive copies of all the correspondence submitted to AUTOCAP.

Should a case be referred to the AUTOCAP Panel (which consists of an equal number of dealer and consumer members), a hearing will be scheduled at the VADA Offices. We will contact you and the consumer to let you know the date and time.

Your participation in the AUTOCAP program is greatly appreciated.

Sincerely,

Marilyn B. Miller  
AUTOCAP Director

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Monday, December 10, 2018 3:21 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Gall
<b>Your Last Name</b>	Cameron
<b>Confirmation Number</b>	WB18-01262
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Home
<b>Your Age</b>	72
<b>I am a...</b>	Senior
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Ludlow
<b>Your State</b>	VT
<b>Your Zip Code</b>	05149
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Carbone Hyundai
<b>Person's Last Name</b>	Charbonneau
<b>Business Phone (1)</b>	(802) 447-3321
<b>Phone (1) Type</b>	Office
<b>Phone (2)</b>	Office

<b>Type</b>	
<b>Business E-Mail Address</b>	<a href="mailto:ACharbonneau@carbonecars.com">ACharbonneau@carbonecars.com</a>
<b>Business Address</b>	751 North Bennington Road
<b>Business City</b>	Bennington
<b>Business State</b>	VT
<b>Business Zip Code</b>	05701
<b>Business Website/URL</b>	<a href="https://www.carbonecars.com/vermont-car-dealerships.htm">https://www.carbonecars.com/vermont-car-dealerships.htm</a>
<b>Description</b>	<p>On October 31, 2016, I purchased a 2017 Hyundai Santa Fe Sport at Carbone Cars of Bennington. Along with the vehicle, I purchased two (2) 10 year extended warranties. This was the fourth new vehicle I had purchased from the Carbone dealerships in 9 years. Some where around this time, the Carbone dealerships were purchased by Lithia Group. Because of extremely poor customer service from Carbone, on October 11, 2018, I traded this vehicle in at another dealership. On October 11, 2018, I emailed Aiden Charbonneau the Finance Manager at Carbone and requested paperwork to get reimbursed for the unused portion of the extended warranties. After several tries to contact him without success, I finally received the paperwork via email on October 23, 2018. I immediately filled out the forms and emailed them back to him on the same day. He confirmed receipt of the forms on the same day.</p> <p>On December 3, 2018 I emailed Mr. Charbonneau and asked him what the status was of the refunds. I have received no reply. It is now December 10, 2018. Two months have gone by since my original request for the cancellation forms and 7 weeks since I submitted the forms. I have yet not received my refunds.</p>
<b>Amount of loss:</b>	\$1600.00
<b>How would you like this matter to be resolved?</b>	I would like to get my refund.
<b>Incident Date</b>	10/11/2018 12:00:00 AM



# Autocap Case Record

Case #  
**129-18**

Date Received  
12/18/2018

Closed Date  
**1 / 4 / 2019**

Consumer-FIRSTN  
**Jessica**

Consumer-LASTNAM  
**Jones**

Date Acknowledged  
12/18/2018

Consumer Respons

Complaint Type  
Sales

Purchase Date  
11/14/2018

Year/Make Model  
2013 Buick Encore

Mileage  
106,000

Price Sold  
\$12,000

As Is

Member Name

**Carbone Ford of Bennington**

Member Contact

Scott Rose

Member Response Due  
12/28/2018

Resolution Process  
Staff

Panel

Referred to

Resolution  
Dropped

## Case Notes

12/18 - Rec'd dealer response

12/18 - Forwarded to consumer and asked if she provided a copy of the RO then the dealer would reimburse her up to \$750.

1/4/19 - No response from consumer - double-check with dealer and no response from her with them either.

## Notes (Summary)

Consumer states vehicle was advertised as certified pre-owned, broke down and dealership refuses to pay for the repairs. Dealership says vehicle was purchased AS IS. Offered to reimburse her up to \$750 towards the repair but received no response.

**From:** Kim Gauthier <vtautocap@aol.com>

**To:** jessleleighgee [REDACTED]

**Subject:** Fwd: Jones, Jessica (Carbone Auto Group) CAP 2018-09479

**Date:** Tue, Dec 18, 2018 4:05 pm

**Attachments:** doc03699020181218145756.pdf (483K)

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Dear Ms. Jones,

AUTOCAP is in receipt of your complaint against Carbone Ford of Bennington regarding your 2013 Buick Encore. We have also received the following email response from Scott Rose, GM with Carbone's, along with the attached signed Buyer's Guide stating it was an AS IS purchase. If you would like to provide us with a copy of the repair order we can make sure it gets paid promptly (up to \$750) otherwise I will close the case and send a copy back to the Consumer Assistance Program office. All complaints received by their office are kept on file for six years.

Thank you,  
Kim Gauthier  
AUTOCAP Coordinator

-----Original Message-----

**From:** Scott Rose <ScottRose@carboneycars.com>

**To:** vtautocap@aol.com <vtautocap@aol.com>

**Sent:** Tue, Dec 18, 2018 3:15 pm

**Subject:** Jones, Jessica (Carbone Auto Group) CAP 2018-09479

To Whom it May Concern,

In Reference to MS Jones Complaint. I am very sorry she doesn't understand how her transaction went down. We were very clear with her that she purchased her vehicle as is. I have included a copy of the signed Buyer Guide. I have had a conversation with both Jennifer in service and Alan my sales manager. Neither of them authorized \$300 plus dollars' worth of work at This Dealership Called Frenchie's. I do sympathize with her that's why I stepped up and offered to pay the repair at my facilities. She didn't want to bring the vehicle back down here. So after speaking with my service and parts department we determined that it would cost approximately \$750 to get repaired here. She wanted to find a shop that would do it by her for the same amount and I have approved that. At this point we have not been contacted by the repair facility she is going to be bringing it to. But as I had told her before I would honor that. As for the car being listed as Certified pre owned. I believe she may have mis read the information on the vehicle at the time. We cannot certify a vehicle that doesn't fit manufacture guide lines. We also can't certify a vehicle outside of our manufacturer. Meaning the only vehicles I can certify are fords. AS for the statement about us not inspecting the vehicle. MS Jones lives in NY and as a Vermont dealer we cannot inspect a vehicle from another state.

In closing as I said I would be willing to pay the \$750 to fix her exhaust issue on her car. I hope this settles this issue. Nothing is more important than a happy customer so I hope that us stepping up for her to get her vehicle fixed she can see that.

Thank You

Scott Rose |General Sales Manager | Carbone Bennington Ford Hyundai

Phone: 802-440-3801 \ FAX: 802-681-7146

REMOVE TO EXPOSE ADHESIVE

# BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

**Buick** **Encore** **2013** **KLACJHSB5DB175792**  
VEHICLE MAKE MODEL YEAR VEHICLE IDENTIFICATION NUMBER (VIN)

## WARRANTIES FOR THIS VEHICLE:

**AS IS - NO DEALER WARRANTY**

THE DEALER DOES NOT PROVIDE A WARRANTY FOR ANY REPAIRS AFTER SALE.

**DEALER WARRANTY**

FULL WARRANTY.

LIMITED WARRANTY. The dealer will pay \_\_\_\_% of the labor and \_\_\_\_% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty, and for any documents that explain warranty coverage, exclusions, and the dealer's repair obligations. *Implied warranties* under your state's laws may give you additional rights.

SYSTEMS COVERED:

DURATION:

## NON-DEALER WARRANTIES FOR THIS VEHICLE:

- MANUFACTURER'S WARRANTY STILL APPLIES. The manufacturer's original warranty has not expired on some components of the vehicle.
- MANUFACTURER'S USED VEHICLE WARRANTY APPLIES.
- OTHER USED VEHICLE WARRANTY APPLIES.

Ask the dealer for a copy of the warranty document and an explanation of warranty coverage, exclusions, and repair obligations

- SERVICE CONTRACT. A service contract on this vehicle is available for an extra charge. Ask for details about coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of your purchase of this vehicle, *implied warranties* under your state's laws may give you additional rights.

ASK THE DEALER IF YOUR MECHANIC CAN INSPECT THE VEHICLE ON OR OFF THE LOT.

OBTAIN A VEHICLE HISTORY REPORT AND CHECK FOR OPEN SAFETY RECALLS. For information on how to obtain a vehicle history report, visit [ftc.gov/usedcars](http://ftc.gov/usedcars). To check for open safety recalls, visit [safercar.gov](http://safercar.gov). You will need the vehicle identification number (VIN) shown above to make the best use of the resources on these sites.

SEE OTHER SIDE for important additional information, including a list of major defects that may occur in used motor vehicles.

Si el concesionario gestiona la venta en español, pídale una copia de la Guía del Comprador en español.

**From:** Kim Gauthier <vtautocap@aol.com>

**To:** scottrose <scottrose@carbonecars.com>

**Subject:** Fwd: Jones, Jessica (Carbone Auto Group) CAP 2018-09479

**Date:** Tue, Dec 18, 2018 1:24 pm

**Attachments:** 121218 Jones (ID 188948).htm (115K)

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Dear Scott,

Attached please find an AUTOCAP complaint, forwarded to us by the Vermont Attorney General Consumer Assistance Program Office.

VADA's AUTOCAP Program was created in 1982 to provide consumers and our members with a dispute resolution mechanism to avoid costly legal litigation, including small claims court and the Attorney General's office. To be successful, we need your cooperation and timely response to the complaints we forward.

After reviewing this complaint; it is our hope that working directly with your customer, you will be able to answer questions and/or arrive at a mutually acceptable resolution. We understand this is not always possible. In some cases, both parties prefer working with VADA staff, which is an effective alternative.

**Please provide a written response within ten days of the date of this email, via return email, fax or USPS addressing the complaint, actions taken to respond; and what, if any, relief you are willing to extend.** Both parties receive copies of all the correspondence submitted to AUTOCAP.

Should a case be referred to the AUTOCAP Panel (which consists of an equal number of dealer and consumer members), a hearing will be scheduled at the VADA Offices. We will contact you and the consumer to let you know the date and time.

Your participation in the AUTOCAP program is greatly appreciated.

Sincerely,

Marilyn B. Miller  
AUTOCAP Director

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Wednesday, December 12, 2018 1:33 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Jessica
<b>Your Last Name</b>	Jones
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Lisbon
<b>Your State</b>	NY
<b>Your Zip Code</b>	13658
<b>Your Alternate Phone</b>	[REDACTED]
<b>Alternate Phone Type</b>	Mobile
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Carbone Hyundai
<b>Person's Last Name</b>	Scott Rose
<b>Business Phone (1)</b>	8024422888
<b>Phone (1) Type</b>	Office
<b>Business E-</b>	<a href="mailto:Scottrose@carbonecars.com">Scottrose@carbonecars.com</a>

<b>Mail Address</b>	
<b>Business Address</b>	897 N Bennington Rd
<b>Business City</b>	Bennington
<b>Business State</b>	VT
<b>Business Zip Code</b>	05201
<b>Business Website/URL</b>	<a href="https://www.carbonehyundaibennington.com/?utm_source=google&amp;utm_medium=organic&amp;utm_campaign=googlemybusiness">https://www.carbonehyundaibennington.com/?utm_source=google&amp;utm_medium=organic&amp;utm_campaign=googlemybusiness</a>
<b>Is your complaint about a vehicle you purchased?</b>	Yes
<b>What is the year of your vehicle?</b>	2013
<b>What is the make and model of your vehicle?</b>	Buick Encore
<b>Is the vehicle new or used?</b>	Used
<b>When was the vehicle purchased?</b>	11/14/2018
<b>What was the purchase price?</b>	12000
<b>Vehicle mileage at time of purchase:</b>	106000
<b>Current mileage on the vehicle:</b>	107000
<b>Did you receive a Buyer's Guide document</b>	Yes

<b>with the vehicle?</b>	
<b>Which of the following apply to the vehicle?</b>	AS-IS - No warranty
<b>Description</b>	<p>Carbone has advertised the vehicle as certified pre owned. I asked the dealership to lower the price and Alan said that he wouldn't because they have actually gone through the vehicle and checked/repared anything that needed to be fixed. I signed a bunch of paperwork, which was not explained to me fully. After, I found out that the vehicle was sold to me without inspection. 12 hours later, the check engine light came on and I contacted Carbone. Alan agreed to have the vehicle taken into the auto body shop (Frenchies) near my home because Carbone was too far away. Frenchies was trying to diagnose the codes and Carbone thought it was a faulty remote start. Frenchies cleared the codes and not even a day later, the engine light came back on. I contacted Carbone the next day and spoke with Jennifer (the service manager) and she said that I could take it back in. At this point I had been without a car since I purchased it so I contacted Alan and told him that I needed him to authorize a rental under Carbone's name while my car was being fixed and he agreed. Frenchies then diagnosed the vehicle with a bad catalytic converter and would not repair it without Carbone's explicit permission. They were told to speak with Jennifer (the service manager) for authorization. Days go by and I am concerned so I contact Frenchies and they informed me that they were struggling trying to get ahold of Jennifer and they kept on leaving messages. A few more days pass and I finally got in contact with Jennifer at Carbone after leaving several voicemails and speaking with several customer service reps. Jennifer said they would not cover the repairs because it was sold as is. This is the point where I find out this information that was not made known to me. They said that they would not cover the repairs. After they didn't keep their word when they found out it was a bigger problem, I was directed to the General manager Scott Rose. He agreed to have the repairs done as long as I bring it into their shop. Again, I explained to him that they agreed to do the repairs from the beginning and I cannot drive that far. He then agreed to pay for repairs at a shop if they would do it at around the price Carbone would. I found a shop to do the repairs for around \$750.00 (that is only an estimate). Carbone is now only willing to pay \$750.00 and anything above that would be my responsibility. The bill from Frenchies is still unpaid by Carbone and they are stating they did not agree to it. Although it was agreed upon by Alan (Sales Manager).</p>
<b>Amount of loss:</b>	Unpredicted
<b>How would you like this matter to be resolved?</b>	I would like Carbone to pay the bill at Frenchies and pay for my vehicle to finally get fixed or I want a full refund.
<b>Please list any documents you have available related to this complaint (and attach copies at the end of this form, or mail/fax them to us)</b>	<p>Purchase/sales contract  Buyer's Guide  Repair Orders</p>





Matter Number	Matter Name	Received Date	Date Opened	Process Code	Trade Code	Subtrade Code	Matter Summary	Claimed			Status Code	Status Date	Resolution Date	Resolution	
								Losses	Town	County				Amount	Reason Closed
2018-09479	Jones Jessica (Carbone Auto Group) CAP	12/14/2018	12/18/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer alleges deceptive advertisement by an auto dealer. Claims that undisclosed (at time of sale) issues forced her to have the car repaired by a third party requests that the dealer covers the cost of repairs.	\$0.00			Closed Unable To Resolve/No Resolution	1/15/2019	1/15/2019	\$0.00	Consumer did not respond. VADA dropped complaint. KSP
2018-09379	Cameron Gail (Carbone Hyunda ) CAP	12/10/2018	12/13/2018	Referral	39 - Motorized Vehicles	39N- Dealer Finance	Consumer wanted money back from unused extended warranties and was denied the refunds.	\$1 600.00			Resolved	1/15/2019	1/15/2019	\$426.99	Refund resolution. KSP
2018-09376	Fischer Robert (Formula Nissan) CAP	12/10/2018	12/13/2018	Referral	39 - Motorized Vehicles	39D - Lease Companies	Consumer leased a car that was not available on the lot and was to be delivered. A few weeks later they found another Nissan dealer to match the deal but the original dealership decided they would keep the money for their effort.	\$229.00			Resolved	1/15/2019	1/15/2019	\$229.00	Refund to consumer. KSP
2018-09241	Chase Robert (Walker VolksWagen) CAP	12/4/2018	12/7/2018	Referral	39 - Motorized Vehicles	39N- Dealer Finance	Consumer leased a car at what the business said would be a 6% to 7% interest rate when they got the charge the interest rate was 22%.	\$25 000.00			Resolved	1/15/2019	1/15/2019	\$0.00	Loan was 7.44% not 22%. Resolution. KSP
2018-09182	Miller Dennis (Freedom Nissan) CAP	11/30/2018	12/6/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer entered lease agreement with Freedom Nissan for a 2019 Nissan Leaf and made a \$4 000 down-payment in early November. To date consumer has not received vehicle and wants to dissolve the contract and get his deposit back.				Resolved	1/15/2019	1/15/2019	\$0.00	Car was fixed. Resolution. KSP
2018-08886	Buttrey Charlie (Springfield Buick GMC) CAP	11/26/2018	11/26/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer is filing on behalf of his wife who was in the market for a new car. Salespeople spoke with her on the phone and allegedly stated that she would receive a \$10 000 discount on the car. When she came into the dealership however the salespeople provided a final higher price that did not include the \$10 000 discount that they claimed they would give her. Consumer believes this to be possible bait and switch.				Closed Unable To Resolve/No Resolution	1/15/2019	1/15/2019	\$0.00	Consumer did not qualify for sale. KSP
2018-08659	Johnson Michael (Midstate Chrysler Dodge Ram Jeep) CAP	11/11/2018	11/12/2018	Referral	39 - Motorized Vehicles	39D - Lease Companies	Consumer purchased a new vehicle from business with damages and hasn't heard back from them about getting a new one. Verbal miscommunication about truck features and consumer is unhappy with it.				Closed Unable To Resolve/No Resolution	1/15/2019	1/8/2019	\$0.00	Consumer did not respond to VADA. KSP
2018-08355	Walker Jeffrey (McMahon Motors) CAP	10/29/2018	10/30/2018	Referral	39 - Motorized Vehicles	39J - Service Stations and Auto Mechanics	Consumer's truck burst an oil cooler on the highway causing damage to their engine. The truck was under warranty and McMahon motors declared it fixed but the consumer claims it's not fixed and he wants a new engine.	\$0.00			Resolved	11/30/2018	11/30/2018	\$0.00	Resolved
2018-08312	James Justin (Summit Chrysler Dodge Jeep RAM) CAP	10/24/2018	10/29/2018	Referral	39 - Motorized Vehicles	39D - Lease Companies	Consumer purchased vehicle and traded in old leased vehicle with one payment left. Business told consumer last payment on old car would be added to new loan however business never completed lease payment. Business told consumer payment was mailed to consumer in form of check however consumer claims check was never received and payment was never made to lease company on old car.	\$430.00			Resolved	11/30/2018	11/30/2018	\$0.00	Resolution
2018-08110	Raffle Tim (Carbone Honda) CAP	10/16/2018	10/18/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer claims that he bought his daughter a car that had four major faults that the dealer did not disclose.				Closed Unable To Resolve/No Resolution	11/30/2018	11/30/2018	\$0.00	Dispute of facts. KSP

Matter Number	Matter Name	Received Date	Date Opened	Process Code	Trade Code	Subtrade Code	Matter Summary	Claimed			Resolution					
								Losses	Town	County	Status Code	Status Date	Resolution Date	Amount	Reason Closed	
2018-07918	Codling Russel (St Johnsburry Auto Company) CAP	10/10/2018	10/10/2018	Referral	39 - Motorized Vehicles	39N - Dealer Finance	Consumer purchased vehicle and signed a contract. A few days later the business contacted the consumer with a new contract saying that they found a lower interest rate and they lowered the payment. Consumer signed new contract late to find that business made more changes to the contract than what was mentioned over the phone.				Resolved	12/4/2018	12/4/2018	\$0.00	Resolution since copy of service contracts were included. KSP	
2018-07748	Healey Sylvia (Capitol City Kia) CAP	9/17/2018	10/3/2018	Referral	38 - Direct Marketing	38B - Mail	Consumer is concerned about advertising used by car dealerships wherein they send batteries in the mail. Consumer would like to get off Capital City Kia's mailing list.	\$0.00	d	Marshfiel	Washington	Resolved	10/15/2018	10/15/2018	\$0.00	Resolution
2018-07716	Joffson Christian (Northpoint Chrysler) CAP	9/28/2018	10/2/2018	Referral	39 - Motorized Vehicles	39Z - Other	Consumer states he is receiving deceptive advertisements from business he wants them to honor the advertisement which he learned is \$10 000 less than the advertisement stated.	\$15 000.00				Closed Unable To Resolve/No Resolution	10/17/2018	10/17/2018	\$0.00	Dispute of facts
2018-07557	Clark DONALD (Carbone Auto Group) CAP	9/28/2018	9/28/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer is alleging that he was misled as to the condition of a vehicle he purchased from the business which later was not covered by the warranty as they claimed it would be.	\$10 000.00				Resolved	12/4/2018	12/4/2018	\$0.00	Vehicle was bought back by dealer. KSP
2018-07330	Rock Regan (FREEDOM NISSAN INC.) CAP	9/14/2018	9/21/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer is filing a complaint against a car dealership over failure to perform promised repairs on damaged parts.	\$0.00				Closed Unable To Resolve/No Resolution	1/15/2019	1/15/2019	\$0.00	Consumer did not respond to VADA to attend hearing. KSP
2018-07172	Charbonneau Robert (Carbone Toyota) CAP	9/10/2018	9/14/2018	Referral	39 - Motorized Vehicles	39Z - Other	Sale did not go through consumer wants deposit back from business. Consumer has correspondence indicating deposit will be returned but has not received money. Loss \$500.	\$500.00				Referral	10/15/2018	10/15/2018	\$500.00	Resolution
2018-07173	Blaisde I Eugene (St. J. Subaru) CAP	9/4/2018	9/14/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumers requested several times to return outstanding credit but business failed to send credit. Consumer has asked through email and phone calls and business has communicated that the credit will be returned eventually but it still has not been returned.	\$209.26				Resolved	12/4/2018	12/4/2018	\$209.24	Resolution- Refund. KSP
2018-07162	Bosley Justin (Bur ington Subaru) CAP	9/10/2018	9/14/2018	Referral	39 - Motorized Vehicles	39I - Service Contracts	Consumer feels business did not honor previous service agreement purchased for \$2 380 when purchasing vehicle in 2015. States that repairs will be covered with agreement. Business refuses to repair vehicle unless additional payment is received from consumer. Loss \$2 380.	\$2 380.00				Resolved	11/28/2018	11/28/2018	\$0.00	Resolution
2018-07047	Knoras Ed (Pete's Rv Center) CAP	9/11/2018	9/11/2018	Referral	39 - Motorized Vehicles	39M - RV	Consumer states: "Brought our new camper in for warranty work. While there our camper was involved in two accidents caused by an employee. There is sti l damage to the unit from these accidents. We lost seven weeks of use due to it being there."	\$25 000.00	d	Springfiel	Windsor	Closed Unable To Resolve/No Resolution	12/4/2018	12/4/2018	\$0.00	Consumer never responded to request to go before the panel. KSP
2018-06740	Lapointe Jason (Heritage ford) CAP	8/22/2018	8/27/2018	Referral	39 - Motorized Vehicles	39B - Auto body repairs	Consumer alleges that he was sold a damaged vehicle as new. Desires a new car.	\$0.00		Richmond	Chittenden	Referral	9/20/2018	9/20/2018	\$0.00	Resolution
2018-06742	Sweet Badonna & Ronald (Saint J Automobile Co) CAP	8/13/2018	8/27/2018	Referral	39 - Motorized Vehicles	39B - Auto body repairs	Consumer claims that the business has repeated failed to fix a mechanical issue in a vehicle that they purchase from them.	\$0.00	y	Waterbur	Washington	Referral	9/20/2018	9/20/2018	\$0.00	No response from consumer. KSP
2018-06745	Walrath Andrew (Carbon Honda of Bennington) CAP	8/17/2018	8/27/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer alleges that the business failed to deliver on features promised on their website.	\$0.00				Referral	9/20/2018	9/20/2018	\$0.00	Consumer chose to buy hard top anyways. KSP

Matter Number	Matter Name	Received Date	Date Opened	Process Code	Trade Code	Subtrade Code	Matter Summary	Claimed			Resolution				
								Losses	Town	County	Status Code	Status Date	Resolution Date	Amount	Reason Closed
2018-06489	Butler Cynthia (Carbone Auto Group) CAP	8/15/2018	8/17/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer is filing a complaint against Carbone Auto Group over a series of mechanical issues with a car that she purchased from them. She alleges that they have failed to honor the repair warranty. Claims \$11 587. requests that they take back the car and cancel the loan taken out on it.	\$11 587.00		Bennington	Referral	9/20/2018	9/20/2018	\$11 587.00	Took vehicle back and refunded money. KSP
2018-06484	Stanton Lisa (SHEARER BUICK GMC CADILLAC) CAP	8/7/2018	8/16/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer alleges that a vehicle she purchased from the business has had persistent mechanical issues including doors that fail to properly close and an engine that fa ls to start. Claims \$17 321.86 loss desires refund and replacement.	\$17 321.86	Hinesbur	Chittenden	Referral	9/20/2018	9/20/2018	\$0.00	No response from consumer. KSP
2018-06179	Lafayette Deborah (AUTC MALL) CAP	8/6/2018	8/8/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer alleges that the business misrepresented the condition of a vehicle (outdated inspection sticker) purchased by the consumer and provided inadequate repairs on the car after purchase. Claims that the business has failed to uphold a \$2000 warranty. No Loss.	\$0.00			Resolved	11/28/2018	11/28/2018	\$0.00	Vehicle fixed. KSP
2018-06014	G lchrist Christy (Durand Toyota Ford) CAP	7/30/2018	8/2/2018	Referral	39 - Motorized Vehicles	39I - Service Contracts	Consumer is seeking a refund on the Easy Care Service Contract on a car that they traded in at Durand Toyota Ford. Claims \$1100 loss seeks refund.	\$1 100.00		Windham	Resolved	1/15/2019	1/15/2019	\$750.00	Refund/ resolution. KSP
2018-05990	Morstein William (Carbone Ford) CAP	7/30/2018	8/2/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer alleges that the business is refusing to return the deposit that he placed on an online car purchase. Claims \$2200 requests full refund.	\$2 200.00			Referral	8/6/2018	8/6/2018	\$0.00	Resolution
2018-05680	Packard-Stange Cindy Anne (Upper Valley Auto Mart of Midstate Auto Group) CAP	5/18/2018	7/27/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer alleges that Upper Valley Auto Mart signed them up for an auto loan that they cpuld not afford after being made aware of the consumer's financial limitations. Consumer alleges that they have been repeatedly misinformed by the business and are seeking a refund and cancellation of the loan. Questions about disputing incorrect information on credit report.	\$0.00	White River Jct.	Windsor	Referral	9/10/2018	9/10/2018	\$0.00	Referred to Legal Aid. KSP
2018-05457	Carroll Harvey (Capitol City Buick GMC) CAP	7/20/2018	7/24/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer had a lease which was over the mileage. Consumer states that he went to a sales event at Capital City and an out of town sales person talked him into buying a new vehicle so that he can get rid of the lease. He did this but the car only has front wheel drive. Now he has a new car that does not suit his needs and is still making payments on the leased vehicle. Consumer cannot afford 2 cars only income is from social security.				Referral	9/20/2018	9/20/2018	\$0.00	No response from consumer. KSP
2018-05453	Christina Eaton on behalf of Priscilla Eaton (SPRINGFIELD AUTO MART) CAP	7/18/2018	7/24/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer is alleging abusive lending and billing practices by Springfield Auto mart. Consumer claims that they took advantage of her elderly mother in law by underpaying her for a trade-in and signing her up for an unnecessary warranty. Claims \$17 562.75 loss. Requests refund of 16 000 balance on the car payments.	\$17 562.75	Chester	Windsor	Referral	8/9/2018			consumer states that the problem was fixed at midstate
2018-05403	Stuepfert Eric (Berlin Automotive dba Twin City Subaru) CAP	7/18/2018	7/20/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer is filing a complaint against Berlin Automotive over repair and warranty issues.	\$0.00			Resolved	12/10/2018	10/4/2018		dodge under warrant

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								Losses	Town	County	Status Code	Status Date	Resolution Date	Amount	Reason Closed
2018-05313	Eastman Lee (Freedom Nissan) CAP	7/17/2018	7/19/2018	Complaint sent to response	39 - Motorized Vehicles	39U - Used Car	Consumer is filing a complaint against Freedom Nissan over alleged misrepresentation of the condition of a car purchased from them as well as unnecessary work and inspections on their part.	\$0.00	Burlington	Chittenden	Referral	9/20/2018	9/20/2018	\$0.00	Resolution
2018-05123	Griffin John (Formula Ford Lincoln Inc.) CAP	7/9/2018	7/16/2018	Referral	39 - Motorized Vehicles	39Z - Other	Consumer is filing a complaint against Formula Ford Lincoln based upon a leged misrepresentation and abusive billing practices.	\$5 000.00	Rutland	Rutland	Referral	7/17/2018	7/17/2018		referred to VADA
2018-05059	pisani Karen (SUMMITT CHRYSLER DODGE JEEP RAM) CAP	7/5/2018	7/13/2018	Referral	39 - Motorized Vehicles	398 - Auto body repairs	Consumer is filing a complaint against Summit Chrysler Dodge Jeep RAM over the quality of a vehicle they purchased and their alleged failure in repeated repair attempts.	\$36 729.76	West Dover	Windham	Referral	7/13/2018	9/20/2018	\$0.00	Consumer never responded to VADA. KSP
2018-05018	Sheldrick Michael & Arion (Goss Dodge) CAP	7/11/2018	7/12/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumers allege that Goss Dodge misled them about the mileage of a vehicle they purchased. Estimates \$4000 loss allegedly based upon state statutes and regulations.	\$4 000.00	Essex Jct.	Essex	Referral	7/12/2018	7/12/2018	\$4 000.00	Resolution
2018-04973	W Ison Jesse (CARBONE AUTO GROUP) CAP	7/10/2018	7/12/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer states they were sold a car without proper plates or registration.	\$0.00	Bennington	Bennington	Referral	7/12/2018	7/12/2018		Referred to VADA
2018-05001	Kennedy Robert (Heritage Ford) CAP	7/11/2018	7/12/2018	Referral	39 - Motorized Vehicles	398 - Auto body repairs	Consumer alleges that Heritage Ford failed to honor warranty on a damaged car part.				Referral	7/12/2018	7/12/2018		referred to VADA
2018-05002	Eriquez Matthew&Bethany (Petes Rv Center Vermont) CAP	7/3/2018	7/12/2018	Referral	39 - Motorized Vehicles	39M - RV	Consumer alleges that they were sold a defective RV that the business has refused o refund them for.	\$12 000.00			Referral	7/12/2018	7/12/2018		referred to VADA
2018-05004	Poquette Rebecca (Freedom Nissan) CAP	7/12/2018	7/12/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer alleges that Freedom Nisan failed to full payoff the balance on her trade-in resulting in her being held liable for a \$460 payment that she doesn't feel she is responsible for.	\$460.00			Referral	7/12/2018	7/12/2018		Consumer didnt respond. KSP
2018-04915	LeClair John (Progressive Auto Sales) CAP	6/26/2018	7/10/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer is filing a complaint against Progressive Auto Sales over alleged misrepresentation of a car that they purchased from the that turned out to have extensive rust damage and is allegedly inoperable.	\$0.00	Swanton	Franklin	Referral	7/12/2018			Resolution between consumer and business
2018-04782	Audette Patrick (PJ Auto Village) CAP	6/26/2018	7/5/2018	Referral	39 - Motorized Vehicles	398 - Auto body repairs	Consumer is filing a complaint against PJ Auto over repair costs for issues that she alleges resulted from their services on the car.	\$200.00	Burlington	Chittenden	Referral	7/12/2018	10/15/2018	\$0.00	Resolution
2018-04758	Hart Steven (Capitol City Buick GMC) CAP	6/22/2018	7/3/2018	Referral	39 - Motorized Vehicles	39D - Lease Companies	Consumer is filing a complaint against Capitol City Buick GMC over an issue involving a lease agreement and bills that he a leges the dealership had agreed to pay. Claims \$2000 loss.	\$2 000.00	Groton	Caledonia	Resolved	7/3/2018	11/28/2018	\$1 000.00	Resolution
2018-04659	Lewis Howard (Alderman's Toyota) CAP	6/25/2018	6/28/2018	Referral	39 - Motorized Vehicles	Recall/Manufacturer	Consumer took their car to get repaired and was told they would be able to find a used part but once the consumer dropped the car off they were charged for a new part which cost \$800.	\$0.00			Referral	6/28/2018	6/28/2018	\$0.00	Referred to VADA
2018-04478	Chilo Peter (Garvey Nissan) CAP	6/20/2018	6/21/2018	Referral	39 - Motorized Vehicles	398 - Auto body repairs	Consumer is filing a complaint against Garvey Nissan over what he alleges are deceptive practices regarding automobile service.	\$10 000.00	Rutland	Rutland	Referral	6/21/2018			Referred to VADA

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2018-04419	Keeney Lauren (Carbone Auto Group) CAP	6/12/2018	6/20/2018	Referral	39 - Motorized Vehicles	39I - Service Contracts	Consumer wants business to cancel service contract and repay lien holder. Complaint with Carbone's--consumer has been unable to cancel service contract but is no longer in possession of vehicle.	\$425.86			Pending	7/25/2018	7/25/2018	\$627.00	Refund issued.
2018-03045	Arnold Shawn (Carbone Honda of Bennington) CAP	4/24/2018	4/25/2018	Referral	39 - Motorized Vehicles	39Z - Other	Consumer states that months after purchasing the vehicle the engine blew out. Contacted the dealership and they stated the salesperson no longer works there.	\$6 000.00			Closed Administrative				Autocap instruction Consumer was unable to meet payments because her husband died. Business could not
2018-03051	Seibert Intuorn (Heritage Toyota) CAP	4/25/2018	4/25/2018	Referral	39 - Motorized Vehicles	39N- Dealer Finance	Consumer would like to renegotiate financing of vehicle that was being paid by husband who passed away suddenly as they do not have any income currently.				Closed Unable To Resolve/No Resolution		5/9/2018		
2018-02946	Preston Stacie (Springfield Auto Mart) CAP	4/11/2018	4/23/2018	Referral	39 - Motorized Vehicles	39Z - Other	Consumer states: "I received a flyer in the mail stating this extravaganza was taking place at Springfield GMC starting AT 10 AM ON 4/11/18. the flyer stated that the first 125 customers would receive a smart watch and 25 dollar gas card. We arrived at exactly 10 am to find very few people ahead of us. So we expected to get these items. They refused to give us these things stating it was only while supplies last. they also said it was a 12 day event already in place. Nowhere on the flyer was there this information additional the flyer stated it started on 4/11 with other start dates after that. This is a fraudulent case at the very least false advertising."	\$250.00			Resolved	5/14/2018		\$250.00	Dealer claims the printer made an error on her flyer but states that he will provide the prizes- watch/gas card - if she comes in
2018-02947	Garrison Jacqueline (Carbone Auto Group) CAP	4/15/2018	4/23/2018	Referral	39 - Motorized Vehicles	39Z - Other	Consumer purchased vehicle in June 2015 certified pre-owned. Believes there was previous damage to the car not disclosed at time of sale. Consumer states that Heritage Toyota put in a rebuilt steering rack but charged for a new one.	\$0.00			Referral	9/20/2018	9/20/2018	\$0.00	Consumer never responded to VADA
2018-02950	Luellen Richard (Heritage Toyota) CAP	4/21/2018	4/23/2018	Referral	39 - Motorized Vehicles	39Z - Other	Wants \$850 back.	\$850.00			Referral	6/21/2018			Autocap instruction
2018-02896	Watson John and Janice (Capitol City Auto Mart) CAP	4/11/2018	4/20/2018	Referral	39 - Motorized Vehicles	39N- Dealer Finance	Consumer bought a new vehicle but returned it after 48 hours due to it not having the proper equipment for his wife and him. They spoke with a representative who told him he would only have to pay \$66 more a month with the trade in of another car but when they got home they realized the paperwork was wrong and they were charging them for more than they verbally said.	\$25 189.96			Closed Administrative	4/20/2018	4/20/2018		Referred the matter to VADA. AE.
2018-02896	Watson John and Janice (Capitol City Auto Mart) CAP	4/11/2018	4/20/2018	Referral	39 - Motorized Vehicles	39N- Dealer Finance	Consumer bought a new vehicle but returned it after 48 hours due to it not having the proper equipment for his wife and him. They spoke with a representative who told him he would only have to pay \$66 more a month with the trade in of another car but when they got home they realized the paperwork was wrong and they were charging them for more than they verbally said.	\$25 189.96			Closed Administrative	4/20/2018			Autocap instruction

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2018-02863	Pratt Terri (Burlington Hyunda ) CAP	2/28/2018	4/19/2018	Referral	39 - Motorized Vehicles	39Z - Other	Consumer wants a free loaner rental because her car needs a new engine.		South	Burlington	Chittenden	Resolved	4/19/2018		
2018-02714	Raymond Amber (Freedom Nissan) CAP	4/10/2018	4/12/2018	Referral	39 - Motorized Vehicles	39B - Auto body repairs	The consumer states that her shouldn't pay the repair fee and she wants to switch vehicles and the company should fix her car for free.	\$19 000.00				Closed Administrative Decision	6/21/2018		Autocap instruction
2018-02420	Salmon Chelsey (Bennington Subaru) CAP	3/29/2018	4/2/2018	Referral	39 - Motorized Vehicles	39Z - Other	Consumer purchased a car in 2017. Consumer alerted dealership that the transmission was potentially faulty business assured her it was not. Now transmission is blown and consumer is responsible for the repair.	50.00				Resolved	5/9/2018		Consumer said business helped before VADA had the chance to intervene
2018-02319	Woodward Jamie (Walker Imports dba Walker Mazda) CAP	3/22/2018	3/28/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer paid for app with automatic car starter to be installed in new vehicle at a cost of \$700 . She was later informed that there is a \$69 annual fee for that the app that she was not informed of and she is not satisfied with the performance of the app.	\$719.57				Resolved	5/14/2018	\$720.00	Consumer was provided a refund anc scheduled to remove the Mobile Start from the car
2018-02308	Fleury Delia (White River Toyota) CAP	3/25/2018	3/28/2018	Referral	39 - Motorized Vehicles	39N - Dealer Finance	Consumer was going to sign a new lease with the business but the price the business was proposing was too high. The consumer found a better deal with another dealership but original business locked her into original contract.					Partial Resolution	5/9/2018		Consumer purchased a vehicle but was not allowed to test drive it on the highway. When driving home on highway realized there was damage to the door that makes noise when traveling above 60 mph.
2018-02166	Cotton Jaime (Handy Toyota Inc.) CAP	3/18/2018	3/23/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer purchased a vehicle but was not allowed to test drive it on the highway. When driving home on highway realized there was damage to the door that makes noise when traveling above 60 mph.	\$1 519.00				Closed Unable To Resolve/No Resolution	5/14/2018		Consumer has since received some VADA closed case because consumer test drove the car and then signed the as-is paperwork
2018-02062	Lewis Peter on behalf of Lewis Kenneth and Betty (SPRINGFIELD AUTO MART) CAP	3/12/2018	3/21/2018	Referral	39 - Motorized Vehicles	39Z - Other	Consumer's elderly parents purchased a vehicle with a subsequent warranty which does not cover what they dealership said it would. Believes dealership took advantage of his parents.	\$2 688.00				Resolved	5/9/2018	\$2 688.00	Business offered to cancel the warranty
2018-01995	Stankevich Carole (Freedom Nissan Inc.) CAP	3/7/2018	3/19/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer purchased vehicle from business. Was told by business that it needed a new transmission and that one was provided. Issue continued and now consumer is concerned that new transmission was not actually provided.	0.00				Closed Administrative Decision	3/19/2018		autocap instruction
2018-01926	Areson Scott H. (Carbone Honda) CAP	3/5/2018	3/15/2018	Referral	39 - Motorized Vehicles	39D - Lease Companies	Consumer is concerned about the fees he was charged by business when turning in a leased vehicle.	0.00				Closed Administrative Decision	6/21/2018		Autocap Instruction
2018-01463	Berkey Jeffrey (Dan Kearney's Used Cars) CAP	2/14/2018	2/23/2018	Referral	39 - Motorized Vehicles	39J - Service Stations and Auto Mechanics	Consumer bought a car and now there are many issues with it and they need to buy a new engine. The business told them there is nothing they can do to help them.	\$4 632.23				No Person Response	4/19/2018		
2018-00304	Merrill Andrew (Hayes Ford) CAP	9/4/2017	1/10/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer purchased a used 2010 Ford F-150 Super Crew Lariat and is dissatisfied with the exhaust system and rusted out rocker panels.	\$1 400.00	Waitsfield	Washington	Referral	1/10/2018	10/31/2017	\$500.00	Consumer accepted dealer offer through VADA panel. DES

Matter Number	Matter Name	Received Date	Date Opened	Process Code	Trade Code	Subtrade Code	Matter Summary	Claimed			Status Code	Status Date	Resolution Date	Resolution	
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2018-00271	Benoit Philip (FormulaNissan) CAP	11/20/2017	1/10/2018	Referral	39 - Motorized Vehicles	39J - Service Stations and Auto Mechanics	Consumer states that they drove the vehicle to Nissan for a head gasket repair and was told it could be repaired. States that halfway through the job they decided it could not be repaired.  Consumer states that now the car is not in the same state as it was before and cannot be driven.	\$5 000.00			Referral	1/10/2018	12/21/2017	VADA panel found the dealership did not exacerbate issues that were preexisting DES	
2018-00278	morits sheila (heritage toyota) CAP	11/5/2017	1/10/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer states that the battery and passenger side door are not working in their van.  Consumer took car for wiring issue to Freedom	\$250.00			Referral	1/10/2018	12/8/2017	Consumer did not respond to VADA. DES Compromise reached through VADA panel. DES	
2018-00279	Kelly Sean (Freedom Nissan) CAP	9/23/2017	1/10/2018	Referral	39 - Motorized Vehicles	39J - Service Stations and Auto Mechanics	Nissan and incorrectly diagnosed his tires. Took too long to give his car back.  Consumers believe car is unsafe to drive and want to be out of the lease by Dec 2017 and reimbursed for payments incurred and frustration. They also want to continue with the loaner car or rental car until paid for by Faith Motors until this is resolved.	\$365.00			Referral	1/10/2018	9/26/2017	DES	
2018-00281	Wade Naima (Faith Ford and Ford Customer Relations) CAP	9/28/2017	1/10/2018	Referral	39 - Motorized Vehicles	39F - New Car	Consumer spent 2000 on repairs for a recently purchased car. Consumer wants it fixed or repaired.	\$3 373.00			Referral	1/10/2018	12/5/2017	Consumer opened case through Lemon Law Arbitration Board DES	
2018-00289	Burner Alexandra (Brighton Garage) CAP	9/22/2017	1/10/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer purchased extended warranty and states that the business told her auto pay was set up. Then received phone calls saying they were two payments behind.	\$5 000.00			Referral	1/10/2018	10/23/2017	Consumer was able to trade in vehicle for new one. DES VADA panel found the dealer never agreed to set up automatic payments. DES	
2018-00293	Barney Sherry (Freedom Nissan) CAP	9/20/2017	1/10/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Son filing a complaint on behalf of his father-- complaint states that father was [REDACTED] and bought a car that he couldn't afford. Wants lease voided and money back.	\$1 110.00			Referral	1/10/2018	10/23/2017	VADA could not meet consumer's request to void a legal contract. DES	
2018-00296	Senni Teodoro (Faith's Ford) CAP	11/9/2017	1/10/2018	Referral	39 - Motorized Vehicles	39Z - Other	Consumer states that they test drove then purchased a car. When they went to pick it up it had a damage that the consumer states was not there before.	\$12 995.00			Referral	1/10/2018	1/11/2018	VADA panel came to compromise dealership Consumer did not respond to VADA panel. DES	
2018-00298	Lawrence Tanya (Denecker Chevrolet) CAP	9/7/2017	1/10/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer states snowplow was included in the contract with his truck but dealership would not install complementary wiring.	\$1 200.00			Referral	1/10/2018	9/30/2017	DES	
2018-00302	Jones Peter (Capitol City Kia) CAP	10/2/2017	1/10/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer purchased a 2011 Volkswagen Jetta and not satisfied with the quality--engine light comes on when he drives through a puddle and window wipers won't work in cold. Another dealer informed the consumer that the car has been in three accidents which he was not informed about at the time of purchase.  Consumer purchased 2009 Honda Fit under the impression that it was a "clean" car as defined by Edmunds.com. Consumer then came to believe that the car is actually "average" having severe rust/corrosion on the brakes & on the underside of the car.		Waterbury	Washington	Referral	1/10/2018	12/21/2017	Consumer did not respond to VADA panel invitation. DES	
2018-00306	Lane James (Carbone Honda Bennington) CAP	9/26/2017	1/10/2018	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer purchased a 2011 Volkswagen Jetta and not satisfied with the quality--engine light comes on when he drives through a puddle and window wipers won't work in cold. Another dealer informed the consumer that the car has been in three accidents which he was not informed about at the time of purchase.  Consumer purchased 2009 Honda Fit under the impression that it was a "clean" car as defined by Edmunds.com. Consumer then came to believe that the car is actually "average" having severe rust/corrosion on the brakes & on the underside of the car.	\$0.00			Referral	1/10/2018	11/16/2017	Consumer decided to pursue through small claims. DES VADA identified complaint is with Ford Motor Company not dealer. DES	
2017-08846	Hallock Janice and Elton (Formula Ford) CAP	11/30/2017	12/18/2017	Referral	39 - Motorized Vehicles	39N- Dealer Finance	Consumers owe more money on the car loan than the car is worth and can no longer drive.  Consumer wants business to take back the car.	\$0.00			Referral	1/10/2018		DES	

Matter Number	Matter Name	Received Date	Date Opened	Process Code	Trade Code	Subtrade Code	Matter Summary	Claimed			Status Code	Status Date	Resolution		
								Losses	Town	County			Resolution Date	Amount	Reason Closed
2017-08038	O'Wrii John (Heritage Toyota) CAP	10/4/2017	11/14/2017	Referral	39 - Motorized Vehicles	390 - Recall/Manufacturer	Consumer brought vehicle to business for recall issue. Business determined there was no defect and performed rust-proofing. Now frame is rusted and consumer believes business did not adequately address issue.	\$11 000.00			Closed Administrative Decision	11/14/2017	10/23/2017	VADA indicated that complaint is with Toyota Corporate not Heritage Toyota.	
2017-07889	Crowe Karen (Auto Mall) CAP	11/7/2017	11/7/2017	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer believes that car she purchased was switched on the lot for a car with more mileage.	\$0.00			Referral	1/10/2018	12/1/2017	Consumer was able to return vehicle per VADA closure. DES	
2017-06698	Clark Ivirna (Springfield Auto Mart) CAP	9/26/2017	9/26/2017	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer reports being "persuaded" into buying a car while [REDACTED]. [REDACTED]. Does not understand a lot of what she was charged for and also thinks she was charged too much.				Referral	1/10/2018	12/6/2017	VADA panel found in favor of dealer. DES	
2017-03875	McCann John (Formula Nissan) CAP	6/2/2017	6/2/2017	Referral	39 - Motorized Vehicles	39P - Promotional Company	Consumer received a flyer from Formula Nissan that details a deal for certain vehicles. When he contacted Formula Nissan they told him it did not apply to all of the vehicles mentioned on the flyer.				Pending	1/10/2018	6/9/2017	Dealership identified that issue is with Nissan Corporate. DES	
2017-03877	Kimball Brian (Freedom Nissan) CAP	5/26/2017	6/2/2017	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer purchased a used car from Freedom Nissan with a 30 day warranty. Since the time of purchase the vehicle has needed a lot of work done to it.	\$10 400.00			Pending	1/10/2018	6/13/2017	VADA panel reached compromise. DES	
2017-03878	Eaton Priscilla (Springfield Buick GMC) CAP	5/30/2017	6/2/2017	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer went to the dealership to see why it was sending mailers to her deceased son and what the party he was invited to was about. The dealership then ended up selling the consumer a car she did not want.				Pending	1/10/2018	7/21/2017	VADA panel reached compromise consumer was able to trade in for a different vehicle. DES	
2017-03211	West Robin (Capitol City Auto Mart) CAP	4/6/2017	5/5/2017	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer purchased a 2006 Chevy Impala on 3/23/17. Consumer then brought the car back on 4/8 because the car needed over \$1600 worth of work. Was told by business that the car was paid off but now getting letters stating she still owns the car.	\$0.00			Referral	1/10/2018	5/26/2017	Per VADA closure title was corrected with DMV and consumer was able to finance new vehicle through credit union. DES	
2017-03151	Sabo Joyce (Toyota Moto Sales) CAP	5/2/2017	5/2/2017	Complaint sent to business for a response	39 - Motorized Vehicles	390 - Recall/Manufacturer	Consumer is having trouble getting rusty frames that were recalled by Toyota replaced.	\$0.00			Resolved	10/20/2017		Toyota responded and informed the consumer her frame could be replaced at	
2017-02163	Sammons Chandra (Capitol City KIA) CAP	3/14/2017	3/27/2017	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer believes that she was conned into buying a car that she didn't want. The salesman switched cars mid-sale and the consumer ended up buying a car that was more expensive than she could afford and had none of the features. On top of that the consumer reports that the vehicle she was sold is having numerous problems including issues with the car's battery. The consumer would like the dealership to take back the Ford Fusion Energi Hybrid she was sold and provide the car she originally requested for the price she was promised.	\$35 535.38			Referral	1/10/2018		Per VADA closure paperwork compromise was reached. DES	
2017-01848	Whitcomb Mari la (Heritage Ford) CAP	3/10/2017	3/10/2017	Referral	39 - Motorized Vehicles	39F - New Car	Consumer has attempted to fix issue with new car 3 times without a resolution.	\$54 955.00			Referral	1/10/2018	4/21/2017	VADA panel reached compromise vehicle	
2017-01865	Hoeflich Lee (Formula Ford Lincoln) CAP	3/6/2017	3/10/2017	Referral	39 - Motorized Vehicles	39Z - Other	Consumer bought car 12/28/16. Saw that Ford has \$500 military discount when consumer brought up the discount he was told that Ford no longer honors that discount. The ad says that the offer/discount expired on 1/3/17. Consumer wants the \$500 as advertised or accessories for vehicle.	\$500.00			Referral	1/10/2018	4/20/2017	VADA found that consumer did not qualify for discount. DES	



Matter Number	Matter Name	Received Date	Date Opened	Process Code	Trade Code	Subtrade Code	Matter Summary	Claimed			Resolution				
								Losses	Town	County	Status Code	Status Date	Resolution Date	Amount	Reason Closed
2017-01703	Klein Gus (Shearer Chevrolet) CAP	2/28/2017	3/3/2017	Referral	39 - Motorized Vehicles	39F - New Car	Consumer purchased a 2017 Silverado Double Cab 5.3 Liter 6 speed truck from Shearer Chevrolet. Th consumer experienced problems with the truck took it to the service department and was told that a l trucks of this model experienced a similar "shudder". Consumer is seeking a fx for the problem financial relief or a new truck.	\$0.00			Closed Unable To Resolve/No Resolution	1/15/2019	1/15/2019	\$0.00	Consumer chose not to respond. KSP
2017-00986	GILL SAMANTHA (Freedom Nissan) CAP	2/6/2017	2/13/2017	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer purchased a car in May 2016 and in July had to pay for front brakes and rear brakes repairs. Consumer believes this should have been fixed before the car was purchased. Traded in a car. New car was low on o l and began to have a strong odor causing headaches and nausea. She discovered it was mold and mildew. She gave the car back and they said they cleaned it out but she does not want it back. Key bank and auto mart are forcing her to take the car back.	\$726.50			Resolved	3/6/2017			Consumer indicated to VADA that a resolution had been reached. VADA indicated that consumer was seeking legal counsel so no mediation. Ca led consumer for update no response. LDJ
2017-00935	Bliss Candy (Springfield Auto Mart) CAP	2/9/2017	2/10/2017	Referral	39 - Motorized Vehicles	39U - Used Car	Consumer reports purchased used vehicle as-is subframe is rusted through. Purchased extended warranty. Reports was told he could not finance without extended warranty. Reports inspection sticker was October purchased car in November. 2/7 Consumer called back wants full refund of extended warranty because the consumer thinks the dealership wanted to make profit off of the loan and wants call back from them about frame damage repair.	\$0.00			Closed Unable To Resolve/No Resolution	3/9/2017			VADA panel reached compromise. DES Consumer did not respond to dealer offer from VADA. DES
2017-00814	G bson Kevin on behalf of Coates Olivia (Freedom Nissan) CAP	1/17/2017	2/7/2017	Referral	39 - Motorized Vehicles	39I - Service Contracts	Consumer bought a car that he feels was over priced from a dealership based on the blue book value.	\$10 000.00			Pending	1/10/2018	3/2/2017		Consumer did not respond to dealer offer from VADA. DES
2017-00820	Dobson Matthew (Springfield Auto Mart) CAP	1/25/2017	2/7/2017	Referral	39 - Motorized Vehicles	39N - Dealer Finance					Pending	1/10/2018	3/27/2017		