

**THOMAS J. DONOVAN, JR.**  
ATTORNEY GENERAL

**JOSHUA R. DIAMOND**  
DEPUTY ATTORNEY GENERAL

**SARAH E. B. LONDON**  
CHIEF ASST. ATTORNEY  
GENERAL



**ADDRESS REPLY TO:**  
**CONSUMER ASSISTANCE PROGRAM**  
109 State Street  
Montpelier, Vt 05609  
website: [ago.vermont.gov/cap](http://ago.vermont.gov/cap)  
e-mail: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

**STATE OF VERMONT**  
**OFFICE OF THE ATTORNEY GENERAL**  
**PUBLIC PROTECTION DIVISION**  
TEL: 1-800-649-2424  
FAX: (802) 304-1014

July 26, 2019

*Via U.S. mail and email to [gpazdan@vtlegalaid.org](mailto:gpazdan@vtlegalaid.org)*

Grace Pazdan  
Vermont Legal Aid, Inc.  
56 College Street  
Montpelier, Vermont 05602

Re: Public Records Request

Dear Ms. Pazdan:

I write in response to your Public Records Act request dated July 15, 2019.

Review and redactions of the 25 responsive documents took 40 minutes longer than the original cost estimate sent on July 16, totaling 165 minutes. Note that there is no charge for the first 30 minutes. Therefore, at 135 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is \$44.55.

We ask that you confirm your willingness to pay the above cost of \$44.55.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Madison Braz".

Madison Braz  
Consumer Assistance Program  
Office of the Vermont Attorney General

**From:** [Braz, Madison](#)  
**To:** [Grace Pazdan](#)  
**Subject:** PRA Request  
**Date:** Friday, July 26, 2019 4:01:16 PM  
**Attachments:** [Combined Documents.pdf](#)

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Dear Ms. Pazdan,

The documents corresponding to your public records request are attached to this email.

Sincerely,

Madison Braz  
Consumer Assistance Program

State of Vermont  
Office of the Attorney General  
Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609-1001

Website: [consumer.vermont.gov](http://consumer.vermont.gov)  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)  
Phone: (800) 649-2424 (toll free from VT phone)

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Thursday, January 24, 2019 4:35 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Daniel
<b>Your Last Name</b>	Mato
<b>Confirmation Number</b>	WB19-00045
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>What is the name of your business?</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Colchester
<b>Your State</b>	VT
<b>Your Zip Code</b>	05446
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Berlin City Kia
<b>Person's Last Name</b>	Mato
<b>Business Phone (1)</b>	(802)778-0854

<b>Phone (1) Type</b>	Office
<b>Business E-Mail Address</b>	[REDACTED]
<b>Business Address</b>	586 Marshall Ave
<b>Business City</b>	Williston
<b>Business State</b>	VT
<b>Business Zip Code</b>	05446
<b>Is your complaint about a vehicle you purchased?</b>	No
<b>Descripion</b>	<p>I had my 2017 Kia Cadenza towed to Berlin city Kia on 11/19 and explained that I had a leak in the radiator hose. I received a loaner at this me and signed paper work that said that when I returned the vehicle it should have the same amount of gas as when I took it or I would be charged the cost of gas and a \$5.00 fee. I called on 11/21 and was told that there were no cerfied t echnicians available to work on my vehicle but they take care of it as soon as possible. I called on 11/27 and was told that there was damage to the underside of my vehicle so I went to Kia to see the damage and asked if they would be able to replace the radiator hose for me or if anything else had to be done. I was told that they would replace the hose and call me when completed and I believe that Ryan from the service dept is the one I spoke with. I called on 12/11 and was informed by Ryan that he was going to "emergency order" the hose for me at which point I assumed that they had not ordered it. I called again on 12/28 and was informed that the technician would not install the hose because he didn't think that it was safe. I told Ryan that I would like to pick up the vehicle and bring it somewhere that would put the hose on for me and he informed me that he didn't want to put me through that and he would ensure that the technician would replace my hose. I was called on 1/3 and informed that my car was ready to pick up, I believe it was at this me tha t the sales manager asked me if insurance was going to cover the rental fee at which point I asked him what rental fee. Deidrich asked if they covered a rental fee with me and I told him no one had covered a fee with me and he merely said that we would work something out. I explained that I would not be able to pick up the car the next day because my family and I were headed to Disney World and he told me not to worry and just to have a good me. I w ent to pick up my car on 1/19 and was informed that I owed \$2200.00 dollars which I disputed. The sales manager Deidrich came back and they agreed to take \$300.00 dollars off which I sll did not accep t. I told them to talk to Ryan to understand what had happened be er and they informed me that he was no longer employed there. They say that I didn't authorize any work to begin unl 12/28 which is f alse and I don't believe that it should take 46 days to replace a hose. I believe that they had some internal issues or that it was just a way to increase the amount of my bill to make money, either way I don't feel that I should have to pay for their unorganizaon. If y ou could help with this ma er it would be greatly appreciated.</p> <p>Thank you, Dan Mato</p>
<b>How would you like this</b>	I would not have a problem paying a fair amount



<b>ma er to be resolved?</b>	
<b>Incident Date</b>	1/19/2019 12:00:00 AM

040918 Tanner

From: Victoria Tanner <[REDACTED]>  
Sent: Monday, April 09, 2018 12:59 PM  
To: info@boston.bbb.org; AGO - CAP  
Subject: FORMAL COMPLAINT AGAINST BERLIN CITY KIA WILLISTON VT

Hello,

My name is Victoria Tanner and I just wanted to let you guys know about the god awful experience I had with Berlin City Kia of Williston Vermont. I contacted them back in December about a car I found online that I was interested in buying, the first issue with them would be their false advertising online. They take pictures straight off the internet, showing a car fully loaded with features when in reality that isn't even the same car they are selling. It's the same make and model but doesn't have any of the features the pictures of the car they claim to be the one you are buying, this is a minor detail in the grand scheme of how horrendous this business is. I made the STUPID mistake (yes it was my fault) of believing that the car I saw in the pictures would be the car that I was buying, how wrong was I. So I signed papers for this car I wasn't really happy with (not a smart move for a [REDACTED] trying to navigate the world, I know, HARD lesson learned), made sure the tires were the same size as tires I had to put on the car, was told by the salesman Chris Utton that everything was correct and the proper size, he was wrong. He told me my tires were 17 inches when in reality they were 15, again a SMALL issue in the grand scheme of things. I had the car for ONE day before I expressed how unhappy I was with my purchase, luckily they offered a 3 day or 200 mile return policy. I bought the car on a Thursday night, by Friday night I was messaging the dealer wanting to return it, since it was Friday night and the dealership is over 3 hours from my house I had no option to return it Friday, Saturday I had to work all day and by the time I got out I wouldn't have made it to the dealership in time to return the car, Sunday they were closed, Monday happened to be New Years day so naturally they were closed, turning my 3 day window to return the car now into a one day (Saturday, which I had to work), they offered me no extension for me returning the car even though 2/3 days they were closed all they said was if I came up to the dealership Tuesday morning (had bought the car the previous Thursday evening) they would 'try to see if they could find anything else on their lot that I wanted'. So this is where my real nightmare

040918 Tanner

with  
Berlin City Kia of Williston Vermont begins.  
I drove over 3 hours to get to their dealership, at this point wanting to return  
the car  
and go home, shockingly they would not allow this since my '3 day return policy'  
had  
run out (even though 2 of those day they were CLOSED) and acted like they were  
doing me a favor by doing this, when they sold me a falsely advertised car, but  
thats  
besides the point. I gave them a list of all the feature I REQUIRED and they  
tried to  
bully me into any car they could pull out. I came in for a Kia Forte EX, which  
it's no  
surprise they didn't have, they tried to sell me a Hyundai Sonata, Toyota Corolla  
and  
then pulled out Kia Soul that they basically tried to badger me into, not  
listening to the  
multiple times I said THIS IS NOT WHAT I WANT. The sales manager thought that  
talking over me when I was speaking was going to bully me into settling for  
another  
car I hated, which it didn't. I ended up finding a 2012 Kia Rio which had all the  
features I wanted, after continuously telling them what I wanted, it was much  
cheaper  
than the Forte I was returning so of course they were not happy about that, at  
this  
point I could care less I am regretting even coming to this dealership. Hours  
later we  
finally get the payments where they need to be, accept the offer of an extended  
warranty through the company and my dumb self orders a \$600 roof rack through  
them too. We sign the papers, ask them not the register the car because I live in  
New  
York and want to register it myself, which they don't listen to, go ahead and  
register  
the car for me and charge me \$400 for!!!! Something that would have maybe cost me  
\$150 to do myself, which I ASKED THEM NOT TO DO! At this point I never want  
to see anyone from this dealership again because they have been so incompetent  
about  
the whole situation, little do I know how incompetent they truly are.  
When I sign my papers I make sure to find out what bank I am financing through  
and  
when my first payment is due, 45 days from January 2 when this new loan was  
signed,  
no problem, middle of February my first payment is due. Funny thing is in the  
next 45  
days I never received a single piece of paper from the bank or Berlin, no bill,  
no  
nothing. So being the responsible person I am the day my payment was due I called  
the bank to make sure they had all of my information correct to send my mail.  
You'd  
imagine the surprise I got when I called the bank to find out they had no open

040918 Tanner

accounts for me for anything let alone an auto loan. So, naturally I have to call Berlin

to find out what the issue is. NOBODY AT BERLIN CITY KIA HAS ANY IDEA WHAT IS GOING ON, WHERE MY LOAN PAPERWORK IS AND WHY IT

WASN'T PROCESSED. So, I have all of my PERSONAL INFORMATION FLOATING AROUND SOMEWHERE WITH SOMEONE IN THAT OFFICE BUT

NOBODY KNOWS WHERE OR WHO. This is when I hit my wits end with these people and lose it. They lost my loan paperwork, claim the finance manger Lisa who I

signed my paperwork was no longer working for their company, okay I signed my paperwork 45 days ago WHERE IS IT? It takes Berlin almost a week to call me back,

and when Detrick the sales manager finally decides he's ready to call me back he acts

like its NO BIG DEAL, that they misplaced my loan paperwork and tells me he can't

find it and that is something that 'happens more than I would think'...okay....funny thing is I had everything saved from day one, THANK GOD. Before I even talked to Detrick, I get a UPS package from Berlin City Kia who is sending me new LEGAL LOAN DOCUMENTS (through the mail may I add) without even consulting me about any of the information, who the bank is, what the interest rate is, how much the

payments are, they don't consult me over ANY of the new information in the new loan they think I am going to sign no problem. I compare the original loan that I did

sign with the new loan. I can't put into words how GROSSLY ALTERED the new loan was. They charged me hundreds of dollars more the same exact extended warranty, my interest rate went up SIGNIFICANTLY, the over all loan amount went up, charged me 8% sales tax when my county is only 7% and charged me as much as the state of Vermont would allow them to for GAP insurance (\$798 I still have every

single paper from day one from these people if you'd like to see it) and then wondered

why I was a raving lunatic when I FINALLY hear from the sales manager, a week and

a new loan later. When I break down every discrepancy in the two loans naturally Detrick gets defensive, saying he's only trying to help me and blah blah blah, to

which I reply I don't think you can help me anymore considering you are charging me

EVERY SINGLE PENNY POSSIBLE for this car, which YOU GUYS screwed the paperwork up on, naturally he wasn't taking ANY accountability for or offering my

any compensation or apology for their royal mistake. I get people make mistakes it's

part of life, what I don't get and won't tolerate is when a business makes a mistake

and then tries to act like it was the consumers fault which is what Berlin City Kia is

GREAT at.

Once I informed Detrick and the GENERAL MANAGER (who's name I can't

remember now I have dealt with so many of them from Berlin) I was not signing the

040918 Tanner

new loan because of the gross discrepancies, they tried to insinuate that I STOLE their

car (HAHA) when I was the one who called them to let them know of the missing account information(which until I called they had NO IDEA ABOUT) , they turned the situation around completely on me, saying that the bank wouldn't finance my original loan (which is a total crock because I applied for a auto loan at the SAME

BANK with my co-signer independent of the dealership and got approved no problem, actually for a cheaper interest rate than what the dealer quoted me at the

SAME BANK with the SAME INFORMATION AND CO-SIGNER, shady?). They are trying to tell me that MY income that wouldn't finance the car (this car I bought

was HALF of the price on a car I financed no problem in the past so I KNOW my income is not a problem, nor is my credit because my co-signer has FANTASTIC credit, so this was just another excuse from Berlin for dropping the ball and being a

total scam). Okay so, here we are now in March when I drove the car off their lot

January 2, 2018. I am getting sick of dealing with the dealership and their lies completely at this point so I explore my options and decide on taking out a loan through a credit union myself behind the dealers back, had my bank cut them a check

for the total price of the car (a little more than eight thousand) which they naturally

send a driver right away to come collect, the only thing I need from them is paperwork voiding ANY and ALL legal documents they have of mine, which we signed and got and MY SPARE SET OF KEYS! When I bought the car the little green tag on the keys (which I do still have and will attach pictures of) with the VIN

of the car and all the info says that there are 2 sets of keys with the car. OF COURSE

I AM STILL FIGHTING TO GET MY SPARE KEYS. As I write this ungodly long letter, to you it is April 9, 2018 and I still don't have my spare set of keys from Berlin

City Kia, which I requested from them the BEGINNING OF MARCH. When I contacted my salesman initially for the keys he told me (SHOCKER) 'they couldn't find them in the store so someone must have already sent them out to me.' okay, thats

a total crock. How come a big corporation continuously loses important things like

LOAN PAPERWORK and SPARE KEYS? I'm just mind blown by the whole situation and sick still dealing with it, as I just received my titled last week which has

the ORIGINAL LEAN HOLDER FOR THE PAPERWORK THEY NEVER PROCESSED ON THE TITLE!!! So now, not only does Berlin City Kia have a check for the FULL PRICE of my car, they have their end but I don't have my spare set of

keys. Why does a company need keys to a car they sold and have their money for? I

don't owe them ANYTHING, I don't finance my car through them AT ALL and now it's no surprise that no one wants to respond to my texts or emails inquiring about my

040918 Tanner

spare set of keys. I just want my set of keys I am entitled to and know that some stranger in a shady corporation doesn't have access to my car, I don't see why they won't send me them if they have them and if they have misplaced them it's their own fault and owe me a spare set of keys. That's literally the only motive I have in this email is getting my spare set of keys without having to pay \$500 out of my own pocket for keys that I are entitled to, that and letting someone who should know about shady, scammer businesses know. It makes me wonder how many other people have blindly signed two or three loan contracts through Berlin at grossly altered rates. I'm not sure what if anything can be done about me getting my spare keys at this point I don't know what else to do but reach out to outside sources about the problems because now that Berlin has their check for my car of course they can't be bothered to respond to me. Not saying I have been the easiest or best customer but I will say with 100% certainty that I was not rude or short with them until all the nonsense started and they began treating me like I was an incompetent idiot who had no idea what she was doing. By their assumptions I am stupid it lost them thousands of dollars on my sale, my warranty and everything else extra they tried to charge me for because I ended up finding a cheaper rate with the same warranty through my credit union but I still want my spare set of keys and just to be done with them! Since they are no longer responding to my inquiries about my spare set of keys I didn't know who else to contact. Thanks for your time.

Regards,  
Victoria Tanner







# ValueSmart™

Exceptional value and peace of mind

- ✓ 2 Month/2,000 Mile Limited Powertrain Warranty
- ✓ 4 Day or 200 Mile No Questions Return
- ✓ 50-Point Inspection
- ✓ Rigorous Re-Conditioning



### HIGHLIGHTS:

(excerpt from CARFAX Vehicle History Report)

✓ 2+ Owners

Ask your dealer for a  
**FREE CARFAX Report**

Odometer: 26,266

VIN: [REDACTED]

Interior: Cloth

## 2015 Mitsubishi Outlander SE 4WD

Transmission: CVT

Color: Gray

Drive Train: 4WD

Engine: 2.4L I4 SOHC

Stock #: V2139822A

### Technical

Four wheel independent suspension  
Speed-sensing steering  
Traction control

### Interior

Air Conditioning  
Automatic temperature control  
Front dual zone A/C  
Rear window defroster  
Power steering  
Power windows  
Remote keyless entry  
Steering wheel mounted audio controls  
Speed control  
Driver door bin  
Driver vanity mirror

Front reading lights

Illuminated entry

Leather Shift Knob

Outside temperature display

Passenger vanity mirror

Rear seat center armrest

Tachometer

Telescoping steering wheel

Tilt steering wheel

Trip computer

3rd row seats: split-bench

Front Bucket Seats

Heated Front Bucket Seats

Heated front seats

Leatherette/Deluxe Fabric Seat Trim

Split folding rear seat

Split folding rear seat

Split folding rear seat

### Exterior

Auto High-beam Headlights

Front fog lights

Bumpers: body-color

Heated door mirrors

Power door mirrors

Turn signal indicator mirrors

Alloy wheels

Rear window wiper

Speed-Sensitive Wipers

Variably intermittent wipers

### Electronic

6 Speakers

AM/FM radio

CD player

MP3 decoder

Radio data system

Radio: AM/FM Stereo

w/CD/MP3/HD Radio

w/CD/MP3/HD Radio

w/CD/MP3/HD Radio

### Safety

4-Wheel Disc Brakes

ABS brakes

Dual front impact airbags

Dual front side impact airbags

Front anti-roll bar

Knee airbag

Low tire pressure warning

Occupant sensing airbag

Overhead airbag

Rear anti-roll bar

Brake assist

Electronic Stability Control

Exterior Parking Camera Rear

Panic alarm

Security system

## Options Included In Price

CITY MPG

24

HWY MPG

29

ESTIMATED FUEL ECONOMY. ACTUAL RATING WILL VARY WITH OPTIONS, DRIVING CONDITIONS, HABITS AND VEHICLE CONDITION.



**SERVICE CONTRACT**

Selling Dealer. All obligation and liabilities for repairs covered by this Service Contract for the

**NEW AND PRE-OWNED VEHICLES  
SERVICE CONTRACT**

Contract # **FAOR** SQ466EE7

**INFORMATION SCHEDULE**

**CUSTOMER INFORMATION**

Buyer Name **HEATHER ANDREWS**

Co-Buyer Name

Street

Street

City, State, Zip Code **MILTON VT 05468**

City, State, Zip Code

Telephone Cell

Home

Telephone Cell

Home

E-mail Address

E-mail Address

**VEHICLE INFORMATION**

VIN **JA4AZ3A32FZ002383**

Current Odometer Reading **26,266**

Year **2015**

Make **Mitsubishi**

Model **OUTLANDER**

New  Pre-Owned

Check All That Apply:  AWD/4WD  Diesel  4 Wheel Steering  Turbo/Supercharged

**SELLING DEALER INFORMATION**

Number **00003886**

Dealer Name **BERLIN CITY KIA, BURLINGTON**

**6 MARSHALL AVENUE**

Zip Code **WILLISTON VT 5495**

**(2) 864-3905**

FEDERAL CREDIT UI Address **PO BOX 407 BURLINGTON**

**VT 05402-0000 (555) 555-5555**

**SERVICE CONTRACT INFORMATION**

Service Contract Term

Modified Vehicles:

Service Contract Purchase Date

Current Odometer Reading

**Deductible**

\$ \$100.00 per visit

**Optional Deductible**

Disappearing Deductible  
(The deductible is \$0 if covered repairs are performed at the Selling Dealer.)



051018 Andrews

From: heather andrews [REDACTED]  
Sent: Thursday, May 10, 2018 10:23 AM  
To: AGO - CAP  
Subject: Andrews - Resending this form Fwd: CAP Complaint Confirmation

Sent from my iPhone

Begin forwarded message:

From: consumer@uvm.edu  
Date: April 26, 2018 at 11:45:17 AM EDT  
To: [REDACTED]  
Subject: CAP Complaint Confirmation  
The Form was submitted, this is the list of values it contained.

Your First Name

Heather

Your Last Name

Andrews

Confirmation Number

WB18-00416

Your E-Mail Address

[REDACTED]

Your Daytime Phone

8027344450

Daytime Phone Type

Mobile

Your Age

[REDACTED]

I am a...

[REDACTED]

What is the name of your business?

Your Mailing Address

[REDACTED]

Your City

Milton

Your State

VT

Your Zip Code

05468

Your Alternate Phone

[REDACTED]

Alternate Phone Type

Mobile

Is your complaint about:

An automobile dealer

Business Name or Person's First Name

Berlin City Williston Vermont

Person's Last Name

Business Phone (1)

8028643905

Phone (1) Type

Other

Business Phone (2)

Phone (2) Type

Other

Business E-Mail Address

Business Address

586 Marshall ave

Business City

Williston

Business State

VT

Business Zip Code

05495

Business Website/URL

Is your complaint about a vehicle you purchased?

Yes

What is the year of your vehicle?

2015

What is the make and model of your vehicle?

Mitsubishi Outlander

Is the vehicle new or used?

Used

Where did the vehicle receive its last state inspection?

February 2018

Inspection sticker number, date and color:

Red 2

When was the vehicle purchased?

Yes

What was the purchase price?

\$14,490

Vehicle mileage at time of purchase:

26266

Current mileage on the vehicle:

31000

Did you receive a Buyer's Guide document with the vehicle?

Yes

Which of the following apply to the vehicle?

Other

Description

I was under the Impression that it was a good vehicle with a clean title so the original factory warranty was still valid come to find out when I took the vehicle in for servicing that it is a branded title that is not stated to me or anywhere in any contract that I signed or that the original dealership as in Berlin city has possession of me signing a paper saying that I know it's a branded title

Amount of loss:

\$14,490

How would you like this matter to be resolved?

Please list any documents you have available related to this complaint (and

051018 Andrews

attach copies at the end of this form, or mail/fax them to us)

Purchase/sales contract

Buyer's Guide

Warranty documentation

Finance contract

Repair Orders

Advertisement/solicitation

Please list the dates, amounts, transaction reference numbers and locations for each wire transfer you sent by Western Union as a result of a scam.

Incident Date

Attachment

/media/forms/upload/Form\_0eb9ce2a-ffed-441c-9a23-b2b1dbe518e3/4097eabd-da4f-4f2b-8b00-e72a307b15ef/image.jpg

**From:** [AGO CAP](#)  
**To:** [AGO - CAP](#)  
**Subject:** CAP Complaint  
**Date:** Monday, May 20, 2019 1:56:35 PM

---

The following CAP complaint was submitted:

<b>Your First Name</b>	Brian
<b>Your Last Name</b>	Campbell
<b>Confirmation Number</b>	WB19-00466
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>What is the name of your business?</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	RICHMOND
<b>Your State</b>	VT
<b>Your Zip Code</b>	05477
<b>Business Name or Person's First Name</b>	Berlin City KIA of Williston
<b>Business Address</b>	586 Marshal Ave
<b>Business City</b>	williston
<b>Business State</b>	VT
<b>Business Zip</b>	05495

<b>Code</b>	
<b>Business Website/URL</b>	berlincity.com
<b>Description</b>	Confirmation Number WB19-00462  followed up with Sales who pawned me off to service as they didn't know what was done for the 150 point inspection. Service stated "we drove the car and if nothing stood out then we didn't check it for real". We do not put it on a lift and do all the things we are advertising that we do like alignment within specs." Provided me with electrical test data I asked for specifically (same data they should be showing customers to say they did the certified pre-owned check list.) To advertise and state you do a 150 point certified inspection and not do it is a lie. How is my transmission fluid, etc. if they didn't look?
<b>Incident Date</b>	5/20/2019 12:00:00 AM

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Monday, May 20, 2019 8:52 AM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Brian
<b>Your Last Name</b>	Campbell
<b>Confirmation Number</b>	WB19-00462
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Home
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>What is the name of your business?</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	RICHMOND
<b>Your State</b>	VT
<b>Your Zip Code</b>	05477
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Berlin City KIA of Vermont
<b>Business Phone (1)</b>	802-864-3905
<b>Business</b>	586 Marshal Ave

<b>Address</b>	
<b>Business City</b>	Williston
<b>Business State</b>	VT
<b>Business Zip Code</b>	05495
<b>Business Website/URL</b>	berlincity.com
<b>Is your complaint about a vehicle you purchased?</b>	No
<b>Descripon</b>	<p>I bought a 'cerfied pre-owned' 2018 Sportage with 35k miles. I was given the list of 150 items they checked out, being a mechanic of old I liked what the list presented. And I asked a number of mes tha t they did this list.. yep. Car failed in a month with bad ba ery 10.5 volts. and a check on the list was ba ery holds charge.. The service desk finally said "its a 2018, a nice car, we didn't do the 150 point inspecon." and sur e enough the list of 'check off items' that I asked for in their records was filled in 4 days a. er the statement of work being done (1.5hrs only, alignment, brake pad measurement belts etc listed will take probably 3 hours with experience) with make believe check off scrolling of the pen. An outright lie in the service and sales dept as the 150 point check list is presented during the sale as a key aribut e in the car with 35k miles on it. They have had the new to me car for a week now with no comments, gave me a rental with 'no smoking' on the paper work and I had to bring the folks back out and write on the list that it reeks of old ashtray like a fire survivor. they will charge customers to ozone clean it (cool set up for \$.) Last Nissan rental I did was 250.00 right off your credit card.</p> <p>I am sure I am not the only customer being sold a bill of goods with the 150 point cerfic aon, and rental car sham.</p>
<b>Amount of loss:</b>	It is under warranty, just the lie.
<b>How would you like this ma er to be resolved?</b>	The business does what they said they do for all people. They have to produce the charts, graphs, numbers etc what stang the y did the inspecon t o all customers. I will show up on the sidewalk with a sign at least when I get my car back with data indicang they did the items listed.
<b>Incident Date</b>	3/25/2019 12:00:00 AM

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Wednesday, May 22, 2019 10:25 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Sheila
<b>Your Last Name</b>	McDowell
<b>Confirmation Number</b>	WB19-00477
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Dayme Phone</b>	[REDACTED]
<b>Dayme Phone Type</b>	Home
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Crown Point
<b>Your State</b>	NY
<b>Your Zip Code</b>	12928
<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>	Berlin City Auto Group
<b>Person's Last Name</b>	Murray
<b>Business Phone (1)</b>	802-864-3905
<b>Phone (1) Type</b>	Office
<b>Business E-Mail Address</b>	<a href="mailto:nmurray@berlincity.com">nmurray@berlincity.com</a>
<b>Business Address</b>	586 Marshall Ave.
<b>Business City</b>	Williston
<b>Business State</b>	VT
<b>Business Zip Code</b>	05495
<b>Business Website/URL</b>	berlincity.com
<b>Is your complaint about a vehicle you purchased?</b>	Yes
<b>What is the year of your vehicle?</b>	2016



<b>What is the make and model of your vehicle?</b>	Mazda CX 5
<b>Is the vehicle new or used?</b>	Used
<b>Where did the vehicle receive its last state inspecon?</b>	5/13/2019
<b>Inspecon s ck er number, date and color:</b>	4156367/orange/2020/May
<b>When was the vehicle purchased?</b>	4/28/2019
<b>What was the purchase price?</b>	\$21,797.00
<b>Vehicle mileage at me of purchase:</b>	31,830
<b>Current mileage on the vehicle:</b>	32,628
<b>Did you receive a Buyer's Guide document with the vehicle?</b>	No
<b>Which of the following apply to the vehicle?</b>	Manufacturer's original warranty
<b>Descripon</b>	<p>On 4/29/2019 when I purchased the used car I felt pressured to also buy the extended warranty and perma plate (undercoang). I w as assured that I had 30 days to cancel either or both of these opons so I agr eed.</p> <p>On May 1,2019 I did cancel both these opons. The dealership is processing my reimbursement. When I went to NYS DMV to register the car , on May 8 the bill of sale from Berlin city included these cancelled opons. Ther efore I had to pay 8% sales tax on both. The total was \$2840.00. The extra tax comes to a total of \$227.20. I called the dealership the day I registered the car and Nate assured me that I would be reimbursed. On May 18 the sales manager (Bill) said I would not be paid the additional t ax.</p>
<b>Amount of loss:</b>	\$227.20
<b>How would you like this ma er to be resolved?</b>	I would like a check.
<b>Please list any documents you have available related to this complaint (and a ach copies at the end of this form, or mail/fax them to us)</b>	Purchase/sales contract
<b>Incident Date</b>	5/13/2019 12:00:00 AM

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Wednesday, September 5, 2018 5:05 AM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Randall
<b>Your Last Name</b>	Greene
<b>Confirmation Number</b>	WB18-00890
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Dayme Phone</b>	[REDACTED]
<b>Dayme Phone Type</b>	Mobile
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Poultney
<b>Your State</b>	VT
<b>Your Zip Code</b>	05764
<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>	Berlin city Kia
<b>Business Phone (1)</b>	802-864-3905
<b>Phone (1) Type</b>	Office
<b>Business Address</b>	586 Marshall Ave
<b>Business City</b>	Williston
<b>Business State</b>	VT
<b>Business Zip Code</b>	05495

<b>Is your complaint about a vehicle you purchased?</b>	Yes
<b>What is the year of your vehicle?</b>	2018
<b>What is the make and model of your vehicle?</b>	Kia Rio
<b>Is the vehicle new or used?</b>	New
<b>Where did the vehicle receive its last state inspecon?</b>	Vt
<b>When was the vehicle purchased?</b>	September 2018
<b>Vehicle mileage at me of pur chase:</b>	601
<b>Current mileage on the vehicle:</b>	1500
<b>Which of the following apply to the vehicle?</b>	Manufacturer's original warranty
<b>Descripon</b>	I was sold an extended warranty that cover exactly what my manufacturer warranty covers. It cost me 2300.00 i see no reason to have the extended warranty and have contacted Berlin city Kia trying g to resolve the ma er and have not go en any response from them .
<b>Amount of loss:</b>	2300.00
<b>How would you like this ma er to be resolved?</b>	I would like the extended warranty cancelled and the money placed on the loan balance.
<b>Incident Date</b>	9/5/2018 12:00:00 AM

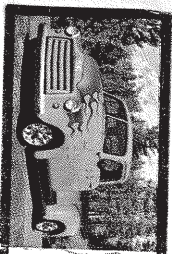
**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Thursday, October 12, 2017 10:32 AM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Sherry
<b>Your Last Name</b>	Marn Parent
<b>Confirmation Number</b>	WB17-01075
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Dayme Phone</b>	[REDACTED]
<b>Dayme Phone Type</b>	Home
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Richford
<b>Your State</b>	VT
<b>Your Zip Code</b>	05476
<b>Your Alternate Phone</b>	[REDACTED]
<b>Alternate Phone Type</b>	Home
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Berlin City Kia

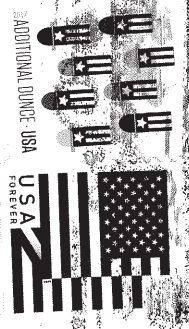
<b>Business Phone (1)</b>	(802)778-0854
<b>Phone (1) Type</b>	Office
<b>Business Address</b>	586 Marshall Ave
<b>Business City</b>	Williston
<b>Business State</b>	VT
<b>Business Zip Code</b>	05495
<b>Business Website/URL</b>	h. ps://www.berlincitykiavt.com
<b>Is your complaint about a vehicle you purchased?</b>	Yes
<b>What is the year of your vehicle?</b>	2007
<b>What is the make and model of your vehicle?</b>	Kia Sedona
<b>Is the vehicle new or used?</b>	Used
<b>Where did the vehicle receive its last state inspection?</b>	Vermont
<b>What was the purchase price?</b>	8000.
<b>Vehicle mileage at time of purchase:</b>	52000
<b>Current mileage on the vehicle:</b>	52000
<b>Which of the</b>	I'm not sure

<b>following apply to the vehicle?</b>	
<b>Descripon</b>	<p>I purchased a Kia Sedona from Berlin City Kia about 3 months ago. I am not sure about exact dates because my paperwork is in the vehicle and it is at the dealership. A couple of days after I had it I noticed a hesitation and some skipping. Then the check engine light came on. I called Berlin City and they gave me an appointment for the following week. I brought the car down and waited 2 hours before they even got the car in. They said they were not sure what was wrong with it and had to do some research on the codes. So I got a new appointment for about a week later. In the mean time I am driving the vehicle and the skipping is getting worse. After they did take my car in they said it would not take long to fix and wanted me to wait for the car to be repaired. I said I have to work so I will need a rental car. They got me a Nissan Rouge from Majestic Rental for 2 days. Well 2 days turned into 6 weeks. I constantly asked for something with more seating but they never could get me anything. The whole reason I bought the Sedona was because I have a large family and need the seating room. Several times I have had to find another driver and take 2 vehicles. For example school shopping, the field days, my granddaughters birthday party. They could not get my car to work right when they fixed what they said was wrong with it so they said it would take more time. Every week they said I would have it by that Friday at the latest, but Friday would come and they didn't even call. So I called them back. They would say there is still something wrong but we will have it done by Thursday or Friday at the latest. They still have my car and I now have a different rental. It is a Kia Sportage. I told them I need something with more seats but they said they don't have anything. I have asked them for my money back and they say they can not do that because they can not undo contracts or undo registrations and so forth. I feel that if they as a Kia specialist can not figure out what is wrong with the car by now it is going to give me problems forever. I do not want to make payments for 5 years on something that will constantly be giving me problems. I do not have any documents because my paperwork is all in the vehicle which is at their shop.</p>
<b>Amount of loss:</b>	\$4339.26
<b>How would you like this matter to be resolved?</b>	<p>I would like my money back which includes my down payment of \$3595, two car payments of \$201.27 each, 3 car insurance payments of \$161.36, \$90.18 and \$90.18 on a vehicle I do not have so how can I crash it. For a total of \$4339.26. I would also be willing to take a different vehicle for an even trade and continue my financing the vehicles they currently have that I would consider are: 2008 Buick Enclave CXL, 2006 Toyota Highlander hybrid limited at their Portland location, or the 2010 Chevy Traverse</p>
<b>Incident Date</b>	10/12/2017 12:00:00 AM



Mr Rene Trudeau  
Grand Isle, VT 05458

BURLINGTON VT 054  
16 OCT 2018 PM 11



Office of the  
Attorney General

Consumer Assistance  
Program  
109 State St  
Montpelier, VT

0560381001

0560381001

0560381001

THOMAS J. DONOVAN, JR.  
ATTORNEY GENERAL

JOSHUA R. DIAMOND  
DEPUTY ATTORNEY GENERAL

WILLIAM E. GRIFFIN  
CHIEF ASST. ATTORNEY  
GENERAL



ADDRESS REPLY TO:  
CONSUMER ASSISTANCE PROGRAM  
109 State Street  
Montpelier, Vt 05609  
website: [consumer.vermont.gov](http://consumer.vermont.gov)  
e-mail: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

RECEIVED

OCT 18 2018

STATE OF VERMONT  
OFFICE OF THE ATTORNEY GENERAL  
PUBLIC PROTECTION DIVISION  
TEL: (802) 656-3183  
FAX: (802) 304-1014  
OUTSIDE CHITTENDEN COUNTY  
1-800-649-2424

State of Vermont  
Office of the Attorney General

October 12, 2018

Rene Trudeau  
[REDACTED]

Grand Isle, VT 05458

RE: Intake Number AG18-08927

Dear Rene Trudeau,

Thank you for contacting us with your complaint. Enclosed is the complaint form which you requested. Please note, documents submitted to this office are considered public record. If you would like to file your complaint, please complete the form and return it to the following address:

Office of the Attorney General  
Consumer Assistance Program  
109 State Street  
Montpelier, VT 05609-1001

*"John" Finance  
Gorham, Maine*

If you have questions, please call (800) 649-2424 or email [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov). Please note your complaint may be referred if another office is able to assist.

Sincerely,

[REDACTED]  
James Mooney  
Complaint Specialist

*Mattie's  
Roger Rabideau  
[REDACTED]  
Rene Curtis Trudeau  
[REDACTED]*



in order to replace this sensor ③  
Roger said I have to replace the wheel  
bearing, rotor assembly, and every thing michel  
with the sensor replacement. He was right  
I replace them and the car is as good as  
can be!

I went back and asked Anthony  
Goldsmith if something had happened  
to my car while it was left to be  
repaired said he wasn't sure he  
knew it that so.

Please help deal with these  
people. Easy to fix easy to  
resolve they made it difficult.

Joe Chellar  
Gene Curtis' Trade

THOMAS J. DONOVAN, JR.  
ATTORNEY GENERAL

JOSHUA R. DIAMOND  
DEPUTY ATTORNEY GENERAL

WILLIAM E. GRIFFIN  
CHIEF ASST. ATTORNEY  
GENERAL



STATE OF VERMONT  
OFFICE OF THE ATTORNEY GENERAL  
PUBLIC PROTECTION DIVISION  
TEL: (802) 656-3183  
FAX: (802) 304-1014  
OUTSIDE CHITTENDEN COUNTY  
1-800-649-2424

ADDRESS REPLY TO:  
CONSUMER ASSISTANCE PROGRAM  
109 State Street  
Montpelier, VT 05609  
www.uvm.edu/consumer  
e-mail: ago.cap@vermont.gov

Consumer Complaint Form

Reference Number: \_\_\_\_\_

Consumer Information (Complaint By):

Consumer First and Last Name: Rene C. Trudeau Age: 68  
Submitted by: Rene Curtis Trudeau - Self (If filing on another's behalf.)  
Organization Name: \_\_\_\_\_ (If filing on behalf of a business/organization.)  
Mailing Address (For Complaint Correspondence): \_\_\_\_\_  
City: Grand Isle ST: Vt. ZIP: 05458  
Primary Phone: \_\_\_\_\_ Phone Type (Circle One) Home Cell / Office / Other: \_\_\_\_\_  
E-mail: \_\_\_\_\_ @ \_\_\_\_\_  
The Consumer is: \_\_\_\_\_

Business Information (Complaint Against):

Business Name: Berlin City KIA  
Point of Contact for Business: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_ City: Williston ST: Vt. ZIP: \_\_\_\_\_  
Business Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-mail: \_\_\_\_\_ @ \_\_\_\_\_ Website: \_\_\_\_\_

Amount of Loss: \_\_\_\_\_ How did you find CAP? \_\_\_\_\_

Complaint Details (attach additional pages if needed):

Events as they happened: as of Dec 21st 2016 I bought a car (Chevy  
Impala Lt 2011) from Berlin City Kia in Williston, Vt  
when I got the loan payment booklet and looked at  
the papers I signed. It was for \$2,000.00 dollars  
more than I agreed to. The dealership said it was  
a service package charge. I told them (Finance)  
I did not want the service package deal. 6 visits  
to the dealership, 6 phone calls and they still had  
sent a check to \_\_\_\_\_ in \_\_\_\_\_  
to pay off the \$2,000.00 service package  
that John said they would mail or had me to believe

They would mail last July 2018. I ②  
have been trying since Dec. 31st 2016 to  
cancel the Service package.

Also they claim to have a vigorous Inspection  
Program for their used vehicles. After  
buying the Chevy Impala I had lots of

[REDACTED] I let them all know  
[REDACTED] with  
I'm a [REDACTED]

[REDACTED] and etc. They  
did not change or inspect the Cabine Air  
Flow Filter for inside the vehicle I took  
it to Roger Rabideau of Dick's Auto  
372-6051. He is witness of a Cabine Filter all  
Black mold! He replaced it with a new one!

I left the Impala at Berlin City Travell System  
to have a shock absorber replace, when I went  
to pick it up there is a (gauge) across right  
side bumper in front. Digital Display is  
reading (Break assist) (Stability Control) (Traction  
control) I went to Roger Rabideau again  
and he said its the sensor.



Williston Office  
586 Marshall Ave.  
802-864-3905 or 1-800-684-5779  
Fax: 802-862-1217

On behalf of our entire organization, we would like to thank you and your family for allowing us to earn your business.

Over the last year our business continues to grow as does KIA. This is due to KIA's styling, competitive pricing and warranty combined with our catalog and marketing philosophy. It is also the result of the many referrals from customers like yourself, whom have had a good experience in the purchasing a vehicle here.

We always follow our philosophy of providing the best products, services and marketing them in a straight forward, comfortable way to the public.

KIA allocates vehicles based on two criteria's. First, by volume, Second, by how we treat our customers.

Approximately three days after your purchase, KIA calls most of our customers asking you to rate your experience in a few areas.

If for some reason after your delivery you have any concerns, please call us first so we can help you in any way we can. The number is Toll Free at: 800-684-5779.

*Attorney EGG 3171  
General*

## Welcome to our Service and Parts Department

For all your Service and Parts needs, please contact:

802-864-3905 and extensions or 800-684-5779

Service Manager:	Eric Smith-ext: 313811
Service Advisors:	Kenyon Pelkey- ext: 313813 Ryan Maxwell- ext: 313816 Austin Hemingway-ext: 313814
Parts Department:	Terry Kempton- ext: 313711 Adam Prim- ext: 313714 Sam Macdonald- ext: 313713

# Berlin City Auto Group Williston VT

## Berlin City Auto Group Referral Program Refer Your Friends And Make Money \$\$\$!

Dear Customer,

- Contact your sales guide to get signed up for "Send me a Friend"
- Sign up as many friends as you would like, and if they buy, you get \$100.00 check!

---

KIA also grades from only the highest score. Meaning that under that really impacts the dealership rating. It is our intention to only 'earn' the highest marks.

We know how important having a good experience is to you and want you to know we are committed to making your visit with us the best it can be before, during and after the purchase.

Best personal regards,

Bostin Chitko  
General Manager

Dedrick Casab  
General Sales Manager

Carlos Reyes  
Sales Manager

David Eisenhart  
Finance Director

Ferat Makolli  
Finance Manager

**DIKES REPAIR SHOP LLC**  
 79 ALLEN ROAD  
 GRAND ISLE, VT. 05458  
 Phone: 802-372-6651 Fax: 802-489-1769  
 YOUR PARTS PLUS CAR CARE CENTER

**INVOICE**  
**16497**  
 Org. Est. # 027462  
 10444691  
 JQ9JT3XM6RABID

**INVOICE**

Vehicle Received: **03/31/2017**

Invoice Date: **03/31/2017**

**CURTIS, RENE**

2011 Chevrolet - Impala LT - 3.5L, V6 (213CI) VIN(K)

Lic # : -VT

Odometer In : 0

Grand Isle, VT 05458

Home :

VIN # :

Cust ID : 1241

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours Extended
Cabin Air Filter 24780	1.00	15.23	15.23		
Shop Supplies			0.15		
				Your Tax Rates	0.92

*P&CASH RR*

Original Estimate 16.30 Revisions 0.00 Current Estimate 16.30

<b>Labor:</b>	<b>0.00</b>
<b>Parts:</b>	<b>15.38</b>
<b>SubTotal:</b>	<b>15.38</b>
<b>Tax:</b>	<b>0.92</b>
<b>Total:</b>	<b>16.30</b>
<b>Bal Due:</b>	<b>\$16.30</b>

Payments - ]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

**DICKS REPAIR SHOP LLC**  
 79 ALLEN ROAD  
 GRAND ISLE, VT. 05458  
 Phone: 802-372-6651 Fax: 802-489-1769  
 YOUR PARTS PLUS CAR CARE CENTER

**INVOICE**  
**17463**  
 Org. Est. # 028459  
 10444691  
 JQ9JT3XM6RABID

**INVOICE**

Vehicle Received: **12/28/2017**

Invoice Date: **12/28/2017**

**TRUDEAU, RENE**  
 [Redacted]  
 Grand Isle, VT 05458  
 Home : [Redacted]  
 Cust ID : 1241

2011 Chevrolet - Impala LT - 3.5L, V6 (213CI) VIN(K)  
 Lic # : [Redacted] Odometer In : 62576  
 Odometer Out : 62576  
 VIN # :

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
WHEEL FILTER XXXX	1.00	10.00	10.00	WHEEL HUB - Remove & Replace - Front, One Side - [Includes: Replace Inner and/or Outer Bearings, Cups, Seals and repack (where applicable).]	1.00	60.00
ENGINE OIL 5W30	4.00	5.89	23.56	Change Motor Oil & Lube Chassis	0.22	13.20
Front Hub Assembly LF NT513179	1.00	79.92	79.92	Changed Motor Oil & Replaced Filter, Added 4 QTS Standard Motor Oil, Lube Chassis, Check all Fluid Levels		
Shop Supplies			1.13	AVIP INSPECTION	0.97	58.00
				Your Tax Rates		6.88

*PO CASH RR*

Original Estimate	252.69	Revisions	0.00	Current Estimate	252.69												
<table border="1"> <tr> <td><b>Labor:</b></td> <td><b>131.20</b></td> </tr> <tr> <td><b>Parts:</b></td> <td><b>114.61</b></td> </tr> <tr> <td><b>SubTotal:</b></td> <td><b>245.81</b></td> </tr> <tr> <td><b>Tax:</b></td> <td><b>6.88</b></td> </tr> <tr> <td><b>Total:</b></td> <td><b>252.69</b></td> </tr> <tr> <td><b>Bal Due:</b></td> <td><b>\$252.69</b></td> </tr> </table>						<b>Labor:</b>	<b>131.20</b>	<b>Parts:</b>	<b>114.61</b>	<b>SubTotal:</b>	<b>245.81</b>	<b>Tax:</b>	<b>6.88</b>	<b>Total:</b>	<b>252.69</b>	<b>Bal Due:</b>	<b>\$252.69</b>
<b>Labor:</b>	<b>131.20</b>																
<b>Parts:</b>	<b>114.61</b>																
<b>SubTotal:</b>	<b>245.81</b>																
<b>Tax:</b>	<b>6.88</b>																
<b>Total:</b>	<b>252.69</b>																
<b>Bal Due:</b>	<b>\$252.69</b>																

By authorizing the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on public roads, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

**From:** Randee Eddins <[REDACTED]>  
**Sent:** Tuesday, November 13, 2018 10:57 AM  
**To:** AGO - CAP  
**Subject:** Complaint against Berlin Kia

Dear Arorney General Consumer Complaint Representative..

Order of events...brought car in 2 weeks prior to October 12 to check why engine service lights were coming in...told no problem

October 12th bring car in for oil change, r e rotaon and fr ee yearly inspecon f or registraon... told vehicle failed inspecon f or bearings issue, differenal and other it ems...I am angry so ask how is it in 2 weeks with my using my car so sparingly did these issues crop up? Told by Whit (service advisor) and Ryan (service manager) that these things just happen someme... we'll take care of you...make an appointment to bring my car in 2 weeks later for work...when I arrive...I am told no warranty approval...no parts ordered...I am furious but Ryan says he has no idea why I was not called and prevented a needless trip...he will fix this and call me back...indicates it will take up to 3 days to fix my car due to so much work needs doing...I say I will need a rental car and I am assured one will be provided...I wait another 10 days do not hear back from Ryan...call Kia corporate as John (general manager) is on vacaon...I r eceive a call from Whit the same day...saying he had the parts and approval but cannot provide a rental car...I say if you are going to keep my car 3 days I need a rental...he says he will call me back but does not...I contact corporate and get pushed up to Kia corporate escalaon who sug g ests that I call the warranty company to see if I can take the car elsewhere...warranty manager, Jim or Jeff somebody tells me they already paid Kia on the 22nd of October...for the work...I am told as of yesterday, by my warranty company that I have to get Berlin Kia Finance manager to release the funds to me so I can take my car elsewhere...interestngly enough I get a call from Berlin's service department yesterday claiming they have a rental car and we are set....but my trust in their competence and fear that they may do something sketchy to my vehicle in retaliaon makes me never want to use them again....All I want is Bill McKibben to write me a check so I can take my vehicle in and have it fixed by someone reputable that I trust and to make my warranty company aware that I will be using alternate service providers for service for my vehicle from now on....Please...help...I am ready to take this to the newspapers and social media...this callous and unprofessional behavior is ridiculous...Thank you for anything you can do. Sincerely,,

Randee Eddins [REDACTED]  
[REDACTED]  
Burlington, Vermont

Below are 2 of the 3 reviews posted to the Berlin Kia website from me...The first one has simply disappeared...

I am simply undone...I am a disabled elder who has experienced possibly the worst customer service in my life from this dealership. It started approx. 7 weeks ago when I noticed warning light on my dash which ominously said engine needs servicing since I had owned this 2014 Kia Sorrento LS for less than a year I am alarmed and when the following day another light appeared on my dash...I hurriedly brought the car in to Berlin Kia where I purchased. The service department never bothered to bring my car back to check it out...just told me that it was a computer glitch and it happens all the time...that they reset it and all should be fine...I mention this doesn't sound right to the general manager, John on my way out and he concurred with his service department. While I am there I do schedule an oil change and free vehicle inspection. 2 weeks later when I bring my car in for the scheduled , I am told my vehicle failed inspection, my bearings are shot, I need a new differential and a host of other crap...note-as a disabled senior I don't drive that much less than 4, 000 in the first year of ownership...so I ask them...but you told me 2 weeks ago my car was fine..all I get is hemming and hawing...and don't worry we'll take care of it...I say if this is going to be more than a day I will need a rental car...no worries I am told. I will certainly qualify for a rental car and my extended warranty will cover it. we make an appointment for 2 weeks later, I come in...not only has Kia not gotten approval from the warranty company but they have not even ordered the parts to fix my vehicle. I ask them why they didn't call me, and the service manager tells me that is a good question and he will be staying on top of it and I should hear back from early the following week. 2 weeks past...I am furious...I call Kia Corporate and request their assistance in just getting my car fixed because frankly, I've become afraid to drive it more than minimally. I get a call within 10 minutes after hanging up from corporate...from Whit one of the service advisors who tells me, good news we got the



parts in...do you have my rental car...no, I'll call you back...another week...I call the warranty company...can I have another service provider fix my car? I am told by the manager at the warranty company that Berlin Kia has already been paid for the work...and today, folks...my car is still unfixed...I have received another call from the service department who told me originally to fix my car would take a couple of days and who are saying now a few hours and I don't really need a rental car...these people are despicable, liars and care nothing for their customers or their reputation...this constant state of stress is impacting my health...

## 2nd Review (today)

Hmmm...(deep sigh of frustraon) I find it in teresng tha t my previous 2 very negav e reviews of Berlin City Kia keep disappearing...so here I go again...I purchased my 2014 Kia Sorrento from this dealership in Oct 2017. It has been nothing but a nightmare dealing with their service department ever since. I also purchased an extended warranty on this vehicle...however, a. er waing mor e than 7 weeks for supposedly urgent needed repair and finding out that the warranty I paid for has already paid them to do the work several weeks ago (October 22nd) ...and being given an appointment where when I arrived I was told neither the parts or approval had been rec'd. I am done...At this point, I hope that Bill McKibben, the Finance Manager will just write a check for the warranty funds to me and let me seek repair elsewhere and let the warranty company know so I can avoid this in the future and use the automov e service company of my choice for reputable service...(by the way, Bill McKibben's mailbox is always full) and I have reached out to him a half a dozen mes...plus had him pag ed several mes...I am a fraid to take my car anywhere near this dealership...the service manager, Ryan and the service advisor Whit have broken promises and commitments to call me back repeatedly so yesterday, I receive a call saying they are ready to fix it...but I no longer have any interest in giving them addional business for me...too lile... too late.....The warranty company has indicated that Berlin Kia can release the funds to me and I have reputable service provider who stands ready to meet my car needs...why is this so hard? Perhaps I need to explain my plight to the local and naonal ne wspapers and warn folks...I am a disabled senior and Berlin Kia's constant lack of service is impacng m y health...Bill McKibben...if you are out there...please reach out...I do not want to ever go to Berlin Kia for anything again...Be very wary folks...or be ☒ fh

**From:** Randee Eddins [REDACTED]  
**Sent:** Thursday, November 15, 2018 12:59 PM  
**To:** AGO - CAP  
**Subject:** Re: Complaint against Berlin Kia

Dear Consumer Complaint Representative, I just wanted to add an addendum to my previous complaint...yesterday, I received a call from someone from Kia Corporate Escalation department named Susanne who said she would be reaching out to Berlin Kia to try and get my concerns resolved and would get back to me sometime today...This has been going on for far too long with the most poor customer service and repeated untruths from the service department for me to ever consider having my car serviced by Berlin Kia's service department. As a [REDACTED] the now 8 weeks of trying to get my car reputable and honestly serviced is taking its toll. I was told by a manager at First Extended Warranty company that Berlin Kia received the money to fix my car October 22nd but apparently [REDACTED] are considered easily dismissed by Berlin's service department as I continued to get the run around until all my trust is gone in that department. I was also told by the warranty company that the Finance Manager at Berlin Kia could simply write me a check for \$3,184.82 they were provided and notify the warranty company that for all future auto servicing I can use the service provider of my choice...I think this is only fair since apparently Berlin Kia had perpetuated to the warranty company that the work was complete on October 22nd of this year, All I want is the check and a copy of related documentation releasing me from ever having to use Berlin Kia again so I can have the ability to find quality repair for my vehicle so I can feel safe and feel unafraid to assist other seniors, my son, my grandpa and other friends with transportation without feeling I am exposing them needless risk. I have been ignored repeatedly, talked to condescendingly, had (come to find out yesterday) the Assistant Service Manager Ryan, at Berlin Kia represent himself to me as the manager, which I found out yesterday when the actual manager, Patrick something or other called me yesterday. If this is not resolved, I will start collecting names of other customers from around the country who have been faced with the same sort of problems...and poor resolution and I have already begun to write an op-ed piece for the New York and LA Times.. and will be reaching out to a reporter at Seven Days tomorrow....I am tired of this...now...tired of having to repeat myself so often...tired to death of those who would assume because I am a [REDACTED] that I could be intimidated by or lied to without consequence. I think I have been more than reasonable...more than patient, I have been given appointments that did not pan out because Berlin Kia repeatedly ignored my need for transportation, then tried to blame me although my request for a rental car has been consistent throughout this whole nightmare...frankly, I would be afraid at this point to have Berlin Kia touch my vehicle with all the needless shenanigans I have faced.... Where is the moral standing of Kia in this troubling experience? Is anybody listening? JEEZ LOUISE PLEEZE!

Randee Eddins

cc: file

Randee Eddins...

On Tue, Nov 13, 2018 at 10:57 AM Randee Eddins [REDACTED] wrote:

Dear Attorney General Consumer Complaint Representative..

Order of events...brought car in 2 weeks prior to October 12 to check why engine service lights were coming in...told no problem

October 12th bring car in for oil change, rotation and free yearly inspection for registration... told vehicle failed inspection for bearings issue, differential and other items...I am angry so ask how is it in 2 weeks with my using my car so sparingly did these issues crop up? Told by Whit (service advisor) and Ryan (service manager) that these things just happen sometime... we'll take care of you...make an appointment to bring my car in 2 weeks later for work...when I arrive...I am told no warranty approval...no parts ordered...I am furious but Ryan says he has no idea why I was not called and prevented a needless trip...he will fix this and call me back...indicates it will take up to 3 days to fix my car due to so much work needs doing...I say I will need a rental car and I am assured one will be provided...I wait another

10 days do not hear back from Ryan...call Kia corporate as John (general manager) is on vacaon...I receive a call from Whit the same day...saying he had the parts and approval but cannot provide a rental car...I say if you are going to keep my car 3 days I need a rental...he says he will call me back but does not...I contact corporate and get pushed up to Kia corporate escaalon who sug gests that I call the warranty company to see if I can take the car elsewhere...warranty manager, Jim or Jeff somebody tells me they already paid Kia on the 22nd of October...for the work...I am told as of yesterday, by my warranty company that I have to get Berlin Kia Finance manager to release the funds to me so I can take my car elsewhere...interestngly enough I get a call from Berlin's service department yesterday claiming they have a rental car and we are set....but my trust in their competence and fear that they may do something sketchy to my vehicle in retaliaon mak es me never want to use them again....All I want is Bill McKibben to write me a check so I can take my vehicle in and have it fixed by someone reputable that I trust and to make my warranty company aware that I will be using alternate service providers for service for my vehicle from now on....Please...help...I am ready to take this to the newspapers and social media...this callous and unprofessional behavior is ridiculous...Thank you for anything you can do. Sincerely,,

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[REDACTED]  
Burlington, Vermont  
[REDACTED]

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company of my choice for reputable service...(by the way, Bill McKibben's mailbox is always full) and I have reached out to him a half a dozen times...I am afraid to take my car anywhere near this dealership...the service manager, Ryan and the service advisor Whit have broken promises and commitments to call me back repeatedly so yesterday, I receive a call saying they are ready to fix it...but I no longer have any interest in giving them another chance...too late.....The warranty company has indicated that Berlin Kia can release the funds to me and I have reputable service provider who stands ready to meet my car needs...why is this so hard? Perhaps I need to explain my plight to the local and national media. Berlin Kia's constant lack of service is impacting my reputation. I do not want to ever go to Berlin Kia for anything again...Be very wary folks...or be like me.

fh

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Tuesday, November 21, 2017 1:40 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint  
**Attachments:** Fwd\_Proof\_of\_residency\_\_driver\_s\_license.htm

The following CAP complaint was submitted:

<b>Your First Name</b>	Christopher
<b>Your Last Name</b>	Ray
<b>Confirmation Number</b>	WB17-01230
<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>	Vergennes
<b>Your State</b>	VT
<b>Your Zip Code</b>	05491
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Berlin City Kia of Vermont
<b>Business Phone (1)</b>	802-892-0984
<b>Phone (1) Type</b>	Office
<b>Business E-Mail Address</b>	HRivers@berlincity.com

<b>Business Address</b>	586 Marshall Ave
<b>Business City</b>	Williston
<b>Business State</b>	VT
<b>Business Zip Code</b>	05495
<b>Business Website/URL</b>	www.berlincitykiavt.com
<b>Is your complaint about a vehicle you purchased?</b>	No
<b>Descripon</b>	<p>My girlfriend and I financed a vehicle we bought through Berlin City Kia earlier this month. We closed the purchase, got financing through a bank, and took possession of the car. Everything seemed fine.</p> <p>Not long a. erward, the dealership started calling and emailing requesng additional in formaon fr om us like our address, which seemed suspicious since all of that informaon w as listed on our purchase. I assumed that they wanted it for markeng purposes, so I ignor ed it.</p> <p>Yesterday, I got a voicemail from the dealership saying that the bank would repossess the car if we didn't send them our personal informaon, including pa y statements, copies of our drivers licenses, etc. Nothing in our agreements with the dealer or the bank would allow for this, but in a panic I sent the informaon o ver to the dealership and asked them why they needed it. A er some emailing back and forth, a representav e of the dealership admi ed that the repossession threat was a lie but sll hasn't explained why they needed the documentaon I pr ovided.</p> <p>It feels like they were using decepon and thr eats to get our informaon f or markeng purposes. I s ll have no idea what they intend to do with this informaon. I'v e a 2 conversaons. (The 'Chariss' named in the email thr ead is the girlfriend.)</p> <p>The original threat to repossess the car without giving them this informaon is c ontained in a voicemail, which I have saved. Unfortunately i lack the technical savvy to export the voicemail from my phone. If a screenshot of the automac tr anscrip would help, or if you know a way to get a voicemail off an iPhone, please let me know at your earliest convenience.</p>
<b>How would you like this ma er to be resolved?</b>	I would like to know that my rights are being protected from exploitav e behavior.
<b>Incident Date</b>	11/20/2017 12:00:00 AM

**From:** [REDACTED]  
**Sent:** Tuesday, November 21, 2017 1:34 PM  
**To:** Christopher Ray  
**Subject:** Fwd: Proof of residency; driver's license

Sent from my iPhone

Begin forwarded message:

**From:** Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)>  
**Date:** November 21, 2017 at 1:22:24 PM EST  
**To:** [REDACTED]  
**Subject:** RE: Proof of residency; driver's license

The Christopher Ray proof of residency is needed only now



**Holly Rivers**  
Sales Billing Coordinator

[HRivers@berlincity.com](mailto:HRivers@berlincity.com)  
Toll Free: (800) 684-5779  
Main: (802) 864-3905

[berlincity.com](http://berlincity.com)



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**From:** [REDACTED]  
**Sent:** Tuesday, November 21, 2017 1:21 PM  
**To:** Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)>  
**Subject:** Re: Proof of residency; driver's license

Chariss's pay stub is attached in the prior email. It shows her name and address. Will forward my own pay stub when near a scanner this evening.

Not happy to hear that the repo threat was untrue.

Sent from my iPhone

On Nov 21, 2017, at 1:05 PM, Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)> wrote:

They are NOT going to. But they WILL NOT accept the lease without names and amounts on the lease.



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**From:** [REDACTED]

**Sent:** Tuesday, November 21, 2017 12:59 PM

**To:** Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)>

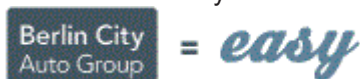
**Subject:** Re: Proof of residency; driver's license

Holly - see the attached lease copy above for proof of my physical address here. I have a pay stub for a non VT address if that would help. I need you to clearly confirm whether or not the bank would repossess the car and on what basis they would do so.

Sent from my iPhone

On Nov 21, 2017, at 12:43 PM, Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)> wrote:

They won't take the lease for your rental because your names aren't on it and there also isn't any amounts on it.



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**From:** [REDACTED]

**Sent:** Tuesday, November 21, 2017 12:21 PM

**To:** Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)>

**Subject:** Re: Proof of residency; driver's license

Was it true?

Sent from my iPhone

On Nov 21, 2017, at 11:57 AM, Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)> wrote:

In order to get responses from some customers it has to be used. And I do apologize that it had to escalate to that word.



**Holly Rivers**  
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**From:** [REDACTED]  
**Sent:** Tuesday, November 21, 2017 11:50 AM  
**To:** Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)>  
**Subject:** Re: Proof of residency; driver's license

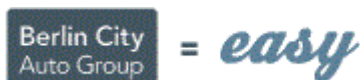
Holly - is it your position that you only used the word "repossession" in order to induce a response?

Was it actually true that the bank would repossess the car but for these documents?

Sent from my iPhone

On Nov 21, 2017, at 10:29 AM, Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)> wrote:

I really don't know how to explain it any better that the bank was simply asking for your proof of residence and license to complete the loan process.



**Holly Rivers**  
Sales Billing Coordinator

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**From:** [REDACTED]  
**Sent:** Tuesday, November 21, 2017 10:17 AM  
**To:** Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)>  
**Subject:** Re: Proof of residency; driver's license

Holly - to my knowledge, we are the owners of the car and the bank has lent us money that is secured by the car. My reading of Title 23 is that we are the owners of the car and not the bank, and that the bank may repossess the car upon default on a payment as satisfaction of the loan.

The title lists us as the owners, not the bank. Is the title fraudulent? If it is the dealership's position that we do not own this car, we have a very serious problem because the dealership provided us with a title that says otherwise.

Sent from my iPhone

On Nov 21, 2017, at 9:55 AM, Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)> wrote:

The bank owns your vehicle until your loan is paid off, their for the reason they ask for proof of residence. They needed the proof so I could send it to them.

---

**From:** [REDACTED]  
**Sent:** Tuesday, November 21, 2017 9:02 AM  
**To:** Holly Rivers  
<[HRivers@berlincity.com](mailto:HRivers@berlincity.com)>  
**Subject:** Re: Proof of residency; driver's license

Holly - can you confirm that the bank threatened repossession because it wanted to know where the car is? Should I expect a running trail of threats every time I take the car to the store or somewhere else other than my address? Were you able to find any provisions of the contract where the bank is entitled to repossess the car if we don't tell them it's location? If so, please forward them to me.

Sent from my iPhone

On Nov 21, 2017, at 8:24 AM, Holly Rivers <[HRivers@berlincity.com](mailto:HRivers@berlincity.com)> wrote:

In some cases when we send off all of the deal to the bank they send back a request with sips asking for more information on the customer. In your case it just looks like the bank wants to know where the car will be located.



**Holly Rivers**  
Sales Billing  
Coordinator

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864-3905

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**From:** Christopher Ray

**Sent:** Monday, November 20, 2017 7:37 PM

**To:** Holly Rivers

**Subject:** Proof of residency; driver's license

Hi Holly - proof of residency for Christopher Ray and driver's license are attached. I do not have any mail yet because we just moved here at the beginning of the month - right when we bought the car - so I've attached my lease and a copy of Chariss's pay stub.

These documents are provided without waiving any other applicable rights.

I am extremely disturbed to hear that the bank has ordered you to threaten repossession if you don't receive these documents on some unspecified timeframe. I can't find any provisions in our agreement stating that not providing these documents after the deal has closed is grounds for repossession.

If failure to provide these documents after the deal has closed is grounds for repossession, I need the bank to explain how this term is omitted from a contract that is still in compliance with the Vermont and federal statutes on truthful lending. If they are not actually grounds for repossession, I need both the dealership and the bank to explain why they are conspiring to violate Vermont's deceptive

trade practices laws and  
how they propose to  
remedy the issue.

I'll expect a written  
explanation from the  
dealership promptly, or I  
can ask the Vermont  
Consumer Protection Unit  
to followup after the  
Thanksgiving weekend.

Thanks,  
Chris Ray

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Friday, December 14, 2018 4:23 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

**Categories:** Have quesons

The following CAP complaint was submitted:

<b>Your First Name</b>	Richard
<b>Your Last Name</b>	Goodale
<b>Confirmaon Number</b>	WB18-01278
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Dayme Phone</b>	[REDACTED]
<b>Dayme Phone Type</b>	Mobile
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>What is the name of your business?</b>	Goodale home
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Middlebury
<b>Your State</b>	VT
<b>Your Zip Code</b>	05753
<b>Your Alternate Phone</b>	[REDACTED]
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or</b>	BERLIN CITY KIA

<b>Person's First Name</b>	
<b>Person's Last Name</b>	Chikles
<b>Business Address</b>	586 Marshall Ave williston
<b>Business City</b>	Burlington
<b>Business State</b>	VT
<b>Business Zip Code</b>	05495
<b>Is your complaint about a vehicle you purchased?</b>	Yes
<b>What is the year of your vehicle?</b>	2016
<b>What is the make and model of your vehicle?</b>	Kia Serento
<b>Is the vehicle new or used?</b>	Used
<b>Where did the vehicle receive its last state inspection?</b>	Vermont
<b>When was the vehicle purchased?</b>	2016
<b>What was the purchase price?</b>	50,000
<b>Vehicle mileage at time of purchase:</b>	200
<b>Current mileage on the vehicle:</b>	5000

<b>Did you receive a Buyer's Guide document with the vehicle?</b>	No
<b>Which of the following apply to the vehicle?</b>	Manufacturer's extended warranty
<b>Descripion</b>	2016 Serento pearl coat white sold with 2 milages I showed on form. Was listed as used and new on dealers contract. I brought car back to car dealer price at 50,000 on contract was unsaleable to 5 or ten banks I looked at to try 4 a refi. The dealership was ready to sele up AFTER VT DMV Mik e talked to them. The boss Bosn Chikles fir eD dealer Chris Pplan a. er DMV spoke to Bosn. Another w orker now at Cap City Kia said they were ready to deal 12 to 15 grand was menoned it ne ver happened. I said recently to Berlin City would sele 4 1/2 or 5t o 7 grand whatever 1/2 price is to be fair. Do not want to be greedy fair is all. We bought other cars from Berlin City try to be a honest customer.
<b>Amount of loss:</b>	50,000
<b>How would you like this ma er to be resolved?</b>	Would sele 4 the 1/2 I men oned t o be fair.
<b>Incident Date</b>	12/14/2018 12:00:00 AM

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Friday, December 14, 2018 7:26 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

**Categories:** Have quesons

The following CAP complaint was submitted:

<b>Your First Name</b>	Richard
<b>Your Last Name</b>	Goodale
<b>Confirmaon Number</b>	WB18-01282
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Dayme Phone</b>	[REDACTED]
<b>Dayme Phone Type</b>	Mobile
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>What is the name of your business?</b>	Goodales
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Middlebury
<b>Your State</b>	VT
<b>Your Zip Code</b>	05753
<b>Your Alternate Phone</b>	[REDACTED]
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or</b>	Berlin City kia



<b>Person's First Name</b>	
<b>Business Address</b>	586 Marshall Ave williston
<b>Business City</b>	Burlington
<b>Business State</b>	VT
<b>Business Zip Code</b>	05495
<b>Is your complaint about a vehicle you purchased?</b>	Yes
<b>What is the year of your vehicle?</b>	2016
<b>What is the make and model of your vehicle?</b>	Kia Serento
<b>Is the vehicle new or used?</b>	New
<b>Where did the vehicle receive its last state inspection?</b>	Vt
<b>When was the vehicle purchased?</b>	2yrs prior
<b>Vehicle mileage at time of purchase:</b>	200
<b>Current mileage on the vehicle:</b>	5000
<b>Which of the following apply to the vehicle?</b>	Manufacturer's extended warranty
<b>Description</b>	Last page. I very much worked honest deals in past 3 of them. No cars were bad or unlawfully claimed. I

	expected same on 2016 Serento from Berlin City. MY trade was truthful and legit the 2014 Sedona. I expect the dealer To be just so . The car was 26,000 blown up to 30,000 supposedly on sale. One more lie from dealer. Other things were put into deal and blown throught CA Kia finance. Not much to ask the 7 grand or half what Kia Berlin City menoned in pas t then blew off. They broke the DMV law and profited from it square up have a conciance.
<b>Amount of loss:</b>	50,000
<b>How would you like this ma er to be resolved?</b>	Square up have a conciance 1/2 back 7,000
<b>Incident Date</b>	12/14/2018 12:00:00 AM

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Saturday, December 15, 2018 3:30 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

**Categories:** Have quesons

The following CAP complaint was submitted:

<b>Your First Name</b>	Richard
<b>Your Last Name</b>	Goodale
<b>Confirmaon Number</b>	WB18-01284
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Dayme Phone</b>	[REDACTED]
<b>Dayme Phone Type</b>	Mobile
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>What is the name of your business?</b>	Goodales
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Middlebury
<b>Your State</b>	VT
<b>Your Zip Code</b>	05753
<b>Your Alternate Phone</b>	[REDACTED]
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or</b>	Berlin City Kia

<b>Person's First Name</b>	
<b>Business Address</b>	586 Marshall Ave williston
<b>Business City</b>	Burlington
<b>Business State</b>	VT
<b>Business Zip Code</b>	05495
<b>Is your complaint about a vehicle you purchased?</b>	Yes
<b>What is the year of your vehicle?</b>	2016
<b>What is the make and model of your vehicle?</b>	Kia Serento
<b>Is the vehicle new or used?</b>	New
<b>Where did the vehicle receive its last state inspection?</b>	Vt
<b>When was the vehicle purchased?</b>	2 yrs.ago
<b>What was the purchase price?</b>	50,000
<b>Vehicle mileage at time of purchase:</b>	200
<b>Current mileage on the vehicle:</b>	5000
<b>Which of the following</b>	Manufacturer's extended warranty

<b>apply to the vehicle?</b>	
<b>Descrip on</b>	Used new car was fraudulent as the former worker Carlos at Cap City Kia. Also boss at dealership Bos n Chiles agreed with DMV at me Mike on unlawful mileages 4 the Serento. Boss fires dealer who wrote up car. Deal is 50,000 at 30,000 new old car 10,000 for 2014 Sedona trade rest is interest and other charges. Note 2 yrs. Ago Sedona 2 yrs. Old worth more than the 10 grand would sell at 23 or 23,500 dealer does not get 13 or 14 grand profit 7 or 8 maybe. Li le bit gouging on trade lowball chea ng. WHOLE DEAL bogus a cheat to consumer call Carlos at Cap City he helped do a few honest deals at Cap City Kia.
<b>Amount of loss:</b>	50,000
<b>How would you like this ma er to be resolved?</b>	What half of final deal came back 7,000
<b>Incident Date</b>	12/15/2018 12:00:00 AM

**From:** ago.cap@vermont.gov  
**Sent:** Friday, December 14, 2018 5:24 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint Confirmaon

The Form was submit ed, this is the list of values it contained.

**Your First Name**

Richard

**Your Last Name**

Goodale

**Confirmaon Number**

WB18-01279

**Your E-Mail Address**

[REDACTED]

**Your Dayme Phon**

[REDACTED]

**Dayme Phone T ype**

Mobile

**Your Age**

[REDACTED]

**I am a...**

[REDACTED]

**What is the name of your business?**

[REDACTED]

**Your Mailing Address**

[REDACTED]

**Your City**

Middlebury

**Your State**

VT

**Your Zip Code**

05753

**Your Alternate Phone**

[REDACTED]

**Alternate Phone Type**

**Is your complaint about:**

An automobile dealer

**Business Name or Person's First Name**

Berlin city kia

**Person's Last Name**

Casab

**Business Phone (1)**

**Phone (1) Type**

**Business Phone (2)**

**Phone (2) Type**

**Business E-Mail Address**

**Business Address**

586 Marshall Ave williston

**Business City**

Burlington

**Business State**

VT

**Business Zip Code**

05495

**Business Website/URL****Is your complaint about a vehicle you purchased?**

Yes

**What is the year of your vehicle?**

2016

**What is the make and model of your vehicle?**

Kia sedona

**Is the vehicle new or used?**

New

**Where did the vehicle receive its last state inspection?**

Vt

**Inspection sticker number, date and color:****When was the vehicle purchased?**

2 yrs ago

**What was the purchase price?**

50,000

**Vehicle mileage at time of purchase:**

200

**Current mileage on the vehicle:**

5,000

**Did you receive a Buyer's Guide document with the vehicle?****Which of the following apply to the vehicle?**

Manufacturer's extended warranty

**Description**

Car fraudulent list .Talked b to dedrick Casab by phone recently. Kia in CA stated if fraud Berlin city had to fix deal when I brought car back they did not comply .

**Amount of loss:**

50,000

**How would you like this matter to be resolved?**

Like 1/2;of what Carlos who worked at Berlin city or about 7000 dollars back.

**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)****Please list the dates, amounts, transaction reference numbers and locations for each wire transfer you sent by Western Union as a result of a scam.****Incident Date**

12/14/2018 12:00:00 AM

**Attachment**



# Autocap Case Record

Case #

013-19

Date Received

01/25/2019

Closed Date

3 /21/2019

Consumer-FIRSTN

Daniel

Consumer-LASTNAM

Matott

Date Acknowledged

3 /4 /2019

Consumer Respons

Complaint Type

Service

Purchase Date

Year/Make Model

2017 Kia Cadenza

Mileage

Price Sold

As Is

Member Name

Berlin City Car Center

Member Contact

John Durrani

Member Response Due

2 /18/2019

Resolution Process

Staff

Panel

Referred to

Resolution

Compromise

Case Notes

3/4 - Sent follow-up to dealer  
3/4 - Rec'd dealers response stating they worked out a compromise and the consumer paid \$715.78.  
3/4 - Sent email asking consumer to confirm resolution.  
3/21 - No confirmation from consumer - closed the case

Notes (Summary)

Consumer states that he had his vehicle towed to the dealership to replace a radiator hose. Received a loaner and was told to bring the vehicle back with as much gas as was in it or be charged the cost of gas + \$5 fee. Was no mention of paying for the rental. After 46 days had bill for \$2200 which he disputed. Dealer and consumer worked out a compromise for the consumer to pay \$715.78.

**From:** Pat Treanor <PTreanor@berlincity.com>  
**To:** Dedrick Casab <DCasab@berlincity.com>; Kim Gauthier <vtautocap@aol.com>  
**Cc:** John Durrani <JDurrani@berlincity.com>  
**Subject:** RE: Matott, Daniel (Berlin City Kia) CAP 2019-00536  
**Date:** Mon, Mar 4, 2019 1:34 pm

---

Kim,

We Met with Mr. Matott and settled the concerns he had on 1/28/19. He agreed to and paid **\$715.78**

Do you need any additional information to close this case?

Thank you,



**Pat Treanor**  
Service Manager

PTreanor@berlincity.com  
Toll Free: (800) 684-5779 [REDACTED]  
Direct: [REDACTED]  
Main: (802) 864-3905 x313811  
Cell: [REDACTED]

[berlincity.com](http://berlincity.com)



---

**From:** Dedrick Casab  
**Sent:** Monday, March 4, 2019 11:55 AM  
**To:** Kim Gauthier <vtautocap@aol.com>; Pat Treanor <PTreanor@berlincity.com>  
**Cc:** John Durrani <JDurrani@berlincity.com>  
**Subject:** Re: Matott, Daniel (Berlin City Kia) CAP 2019-00536

Pat see below

Sent from my iPhone

On Mar 4, 2019, at 11:54 AM, Kim Gauthier <[vtautocap@aol.com](mailto:vtautocap@aol.com)> wrote:

Good Morning,

I have yet to receive a response from you regarding Mr. Matott's complaint. **Please do so by end of day tomorrow, 3/5/19.**

Thank you,

Kim Gauthier

AUTOCAP Coordinator

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

From: Kim Gauthier <[vtautocap@aol.com](mailto:vtautocap@aol.com)>

To: jdurrani <[jdurrani@berlincity.com](mailto:jdurrani@berlincity.com)>

Sent: Fri, Feb 8, 2019 6:12 pm

Subject: Fwd: Matott, Daniel (Berlin City Kia) CAP 2019-00536

Dear John,

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

<012519 Matott.htm>

**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Thursday, January 24, 2019 4:35 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Daniel
<b>Your Last Name</b>	Matott
<b>Confirmation Number</b>	WB19-00045
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>Your Age</b>	[REDACTED]
<b>I am a...</b>	[REDACTED]
<b>What is the name of your business?</b>	[REDACTED]
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Colchester
<b>Your State</b>	VT
<b>Your Zip Code</b>	05446
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Berlin City Kia
<b>Person's Last Name</b>	Matott
<b>Business Phone (1)</b>	(802)778-0854

<b>Phone (1) Type</b>	Office
<b>Business E-Mail Address</b>	[REDACTED]
<b>Business Address</b>	586 Marshall Ave
<b>Business City</b>	Williston
<b>Business State</b>	VT
<b>Business Zip Code</b>	05446
<b>Is your complaint about a vehicle you purchased?</b>	No
<b>Description</b>	<p>I had my 2017 Kia Cadenza towed to Berlin city Kia on 11/19 and explained that I had a leak in the radiator hose. I received a loaner at this time and signed paperwork that said that when I returned the vehicle it should have the same amount of gas as when I took it or I would be charged the cost of gas and a \$5.00 fee. I called on 11/21 and was told that there were no certified technicians available to work on my vehicle but they take care of it as soon as possible. I called on 11/27 and was told that there was damage to the underside of my vehicle so I went to Kia to see the damage and asked if they would be able to replace the radiator hose for me or if anything else had to be done. I was told that they would replace the hose and call me when completed and I believe that Ryan from the service dept is the one I spoke with. I called on 12/11 and was informed by Ryan that he was going to "emergency order" the hose for me at which point I assumed that they had not ordered it. I called again on 12/28 and was informed that the technician would not install the hose because he didn't think that it was safe. I told Ryan that I would like to pick up the vehicle and bring it somewhere that would put the hose on for me and he informed me that he didn't want to put me through that and he would ensure that the technician would replace my hose. I was called on 1/3 and informed that my car was ready to pick up, I believe it was at this time that the sales manager asked me if insurance was going to cover the rental fee at which point I asked him what rental fee. Deidrich asked if they covered a rental fee with me and I told him no one had covered a fee with me and he merely said that we would work something out. I explained that I would not be able to pick up the car the next day because my family and I were headed to Disney World and he told me not to worry and just to have a good time. I went to pick up my car on 1/19 and was informed that I owed \$2200.00 dollars which I disputed. The sales manager Deidrich came back and they agreed to take \$300.00 dollars off which I still did not accept. I told them to talk to Ryan to understand what had happened better and they informed me that he was no longer employed there. They say that I didn't authorize any work to begin until 12/28 which is false and I don't believe that it should take 46 days to replace a hose. I believe that they had some internal issues or that it was just a way to increase the amount of my bill to make money, either way I don't feel that I should have to pay for their unorganization. If you could help with this matter it would be greatly appreciated.</p> <p>Thank you, Dan Matott</p>
<b>How would you like this</b>	I would not have a problem paying a fair amount



<b>matter to be resolved?</b>	
<b>Incident Date</b>	1/19/2019 12:00:00 AM

# Autocap Case Record

Case #

117-18

Date Received

11/26/2018

Closed Date

1 / 8 / 2019

Consumer-FIRSTN

Randee

Consumer-LASTNAM

Eddins

Date Acknowledged

12/13/2018

Consumer Respons

12/28/2018

Complaint Type

Service

Purchase Date

10/1 /2017

Year/Make Model

2014 Kia Sorrento

Mileage

Price Sold

As Is

Member Name

Berlin City Car Center

Member Contact

John Durrani

Member Response Due

12/9 /2018

Resolution Process

Staff

Panel

Referred to

Resolution

Dropped

## Case Notes

12/12 - Rec'd dealer response

12/13 - Forwarded to Consumer

01/08 - No response from consumer & closed

## Notes (Summary)

Consumer states that dealership is ignoring her concerns and issues. She brought vehicle in for service, never ready, parts not in and never a return phone call. Dealer did not get approval from 1st Extended to do repairs. Consumer opted to have repairs completed but kept cancelling her appointments. Consumer did not respond to dealers offer.

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

**To:** [REDACTED]

**Subject:** Fwd: Eddins, Randee (Berlin City Kia of Vermont) CAP 2018-08879

**Date:** Thu, Dec 13, 2018 9:41 am

**Attachments:** ABOUT AUTOCAP 062018.docx (14K)

---

Dear Ms. Eddins,

AUTOCAP is in receipt of your complaint against Berlin City Kia regarding your 2014 Kia Sorento. We have also received the following email response from Pat Treanor, Service Manager with Berlin City. Please review and respond, in writing via email, within 10 business days or December 28, 2018. Please see the attached regarding the AUTOCAP process.

Thank you,  
Kim Gauthier  
AUTOCAP Coordinator

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

**From:** Pat Treanor <PTreanor@berlincity.com>

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

**Cc:** John Durrani <JDurrani@berlincity.com>; Dedrick Casab <DCasab@berlincity.com>

**Sent:** Wed, Dec 12, 2018 12:50 pm

**Subject:** RE: Eddins, Randee (Berlin City Kia of Vermont) CAP 2018-08879

Marilyn,

Randee Eddins purchased her vehicle from Berlin City in October 2017 with a warranty from 1<sup>st</sup> Extended. Ms. Eddins was in for service and state inspection on Oct. 10<sup>th</sup> 2018 and addition concerns were noted on the technicians multi-point inspection.

Our Advisor presented these items to Ms. Eddins and needed to call them in for prior work approval with 1<sup>st</sup> Extended. Ms. Eddins returned on the 12<sup>th</sup> unfortunately the service advisor did not get approval and the claim was called in at that time.

We did not have authorization to proceed with the repairs and Ms. Eddins returned in her vehicle on the 12th. After the 12<sup>th</sup>. Our service advisor Whit Nattell set multiple appointments to have the work performed over the next several weeks. Which were

cancelled by Ms. Eddins. The last appointment that was set to have work performed had arranged to pick up Ms. Eddins' vehicle at her home and leave a rental vehicle at no expense to her. She declined to proceed with the pick up and cancelled the

appointment. Ms. Eddins came in a met with me and discussed her concerns. Ms. Eddins shared she spoke with someone at 1st and took from that conversation it was a possibility of us issuing her a check for the total of the repairs \$3,182.34. I explained that this is not a normal practice and I needed to talk with 1<sup>st</sup> Extended as I had not heard of this process. I placed calls into 1<sup>st</sup> extended was told a manager would be back in touch. Not hearing back I followed up again and was told this

was not a possibility. Ms. Eddins shared this was the only way she wanted for an outcome

Berlin City would be happy help resolve Ms. Eddins concerns with one of the following ways with Ms. Eddins.

- Complete the work outlined in the 1<sup>st</sup>. Extended approval, Pick up and deliver a rental vehicle to her home as offered previously
- Release her contract to use within our Market at another approved facility per the 1<sup>st</sup>. Extended guidelines
- Connect her with 1<sup>st</sup> Extended directly to discuss her options.

I discussed the processes, guidelines and options with Ms. Eddins. Unfortunately the one options Ms. Eddins would like for an outcome we do not have the ability to perform.

Please let me know how I may help in resolving this issue.

Thank you,



**Pat Treanor**

Service Manager

PTreanor@berlincity.com

Toll Free: (800) 684-5779

Direct:

Main: (802) 864-3905 x313811

Cell:

[berlincity.com](http://berlincity.com)



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**From:** John Durrani

**Sent:** Wednesday, November 28, 2018 2:39 PM

**To:** Pat Treanor <PTreanor@berlincity.com>; Dedrick Casab <DCasab@berlincity.com>

**Subject:** Fwd: Eddins, Randee (Berlin City Kia of Vermont) CAP 2018-08879

Sent from my iPhone

Begin forwarded message:

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

**Date:** November 28, 2018 at 1:34:16 PM EST

**To:** [jdurrani@berlincity.com](mailto:jdurrani@berlincity.com)

**Subject:** Fwd: Eddins, Randee (Berlin City Kia of Vermont) CAP 2018-08879

Dear John,

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:** Randee Eddins <erandeem55@gmail.com>  
**Sent:** Thursday, November 15, 2018 12:59 PM  
**To:** AGO - CAP  
**Subject:** Re: Complaint against Berlin Kia

Dear Consumer Complaint Representative, I just wanted to add an addendum to my previous complaint...yesterday, I received a call from someone from Kia Corporate Escalation department named Susanne who said she would be reaching out to Berlin Kia to try and get my concerns resolved and would get back to me sometime today...This has been going on for far too long with the most poor customer service and repeated untruths from the service department for me to ever consider having my car serviced by Berlin Kia's service department. As a [REDACTED] the now 8 weeks of trying to get my car reputedly and honestly serviced is taking it's toll. I was told by a manager at First Extended Warranty company that Berlin Kia received the money to fix my car October 22nd but apparently [REDACTED] are considered easily dismissed by Berlin's service department as I continued to get the run around until all my trust is gone in that department. I was also told by the warranty company that the Finance Manager at Berlin Kia could simply write me a check for \$3,184.82 they were provided and notify the warranty company that for all future auto servicing I can use the service provider of my choice...I think this is only fair since apparently Berlin Kia had perpetuated to the warranty company that the work was complete on October 22nd of this year, All I want is the check and a copy of related documentation releasing me from ever having to use Berlin Kia again so I can have the ability to find quality repair for my vehicle so I can feel safe and feel unafraid to assist other seniors, my son, my grands and other friends with transportation without feeling I am exposing them needless risk. I have been ignored repeatedly, talked to condescendingly, had (come to find out yesterday) the Assistant Service Mgr Ryan, at Berlin Kia represent himself to me as the manager, which I found out yesterday when the actual manager, Patrick something or other called me yesterday. If this is not resolved, I will start collecting names of other customers from around the country who have been faced with the same sort of problems...and poor resolution and I have already begun to write an op-ed piece for the New York and LA Times.. and will be reaching out to a reporter at Seven Days tomorrow....I am tired of this...now...tired of having to repeat myself so often..tired to death of those who would assume because I am a disabled elder that I could be intimidated by or lied to without consequence. I think I have been more than reasonable...more than patient, I have been given appointments that did not pan out because Berlin Kia repeatedly ignored my need for transportation, then tried to blame me although my request for a rental car has been consistent throughout this whole nightmare...frankly, I would be afraid at this point to have Berlin Kia touch my vehicle with all the needless shenanigans I have faced.... Where is the moral standing of Kia in this troubling experience? Is anybody listening? JEEZ LOUISE PLEEZE!

Randee Eddins

cc: file

Randee Eddins...

On Tue, Nov 13, 2018 at 10:57 AM Randee Eddins <[REDACTED]> wrote:

Dear Attorney General Consumer Complaint Representative..

Order of events...brought car in 2 weeks prior to October 12 to check why engine service lights were coming in...told no problem

October 12th bring car in for oil change, tire rotation and free yearly inspection for registration...told vehicle failed inspection for bearings issue, differential and other items...I am angry so ask how is it in 2 weeks with my using my car so sparingly did these issues crop up? Told by Whit (service advisor) and Ryan (service manager) that these things just happen sometime...we'll take care of you...make an appointment to bring my car in 2 weeks later for work...when I arrive...I am told no warranty approval...no parts ordered...I am furious but Ryan says he has no idea why I was not called and prevented a needless trip...he will fix this and call me back...indicates it will take up to 3 days to fix my car



due to so much work needs doing...I say I will need a rental car and I am assured one will be provided...I wait another 10 days do not hear back from Ryan...call Kia corporate as John (general manager) is on vacation...I receive a call from Whit the same day...saying he had the parts and approval but cannot provide a rental car...I say if you are going to keep my car 3 days I need a rental...he says he will call me back but does not...I contact corporate and get pushed up to Kia corporate escalation who suggests that I call the warranty company to see if I can take the car elsewhere...warranty manager, Jim or Jeff somebody tells me they already paid Kia on the 22nd of October...for the work...I am told as of yesterday, by my warranty company that I have to get Berlin Kia Finance manager to release the funds to me so I can take my car elsewhere...interestngly enough I get a call from Berlin's service department yesterday claiming they have a rental car and we are set....but my trust in their competence and fear that they may do something sketchy to my vehicle in retaliation makes me never want to use them again....All I want is Bill McKibben to write me a check so I can take my vehicle in and have it fixed by someone reputable that I trust and to make my warranty company aware that I will be using alternate service providers for service for my vehicle from now on....Please...help...I am ready to take this to the newspapers and social media...this callous and unprofessional behavior is ridiculous...Thank you for anything you can do. Sincerely,

Randee Eddins [REDACTED]

[REDACTED]  
Burlington, Vermont  
[REDACTED]

Below are 2 of the 3 reviews posted to the Berlin Kia website from me...The first one has simply disappeared...

I am simply undone...I am a disabled elder who has experienced possibly the worst customer service in my life from this dealership. It started approx. 7 weeks ago when I noticed warning light on my dash which ominously said engine needs servicing since I had owned this 2014 Kia Sorrento LS for less than a year I am alarmed and when the following day another light appeared on my dash...I hurriedly brought the car in to Berlin Kia where I purchased. The service department never bothered to bring my car back to check it out...just told me that it was a computer glitch and it happens all the time...that they reset it and all should be fine...I mention this doesn't sound right to the general manager, John on my way out and he concurred with his service department. While I am there I do schedule an oil change and free vehicle inspection. 2 weeks later when I bring my car in for the scheduled , I am told my vehicle failed inspection, my bearings are shot, I need a new differential and a host of other crap...note-as a disabled senior I don't drive that much less than 4, 000 in the first year of ownership...so I ask them...but you told me 2 weeks ago my car was fine..all I get is hemming and hawing...and don't worry we'll take care of it...I say if this is going to be more than a day I will need a rental car...no worries I am told. I will certainly qualify for a rental car and my extended warranty will cover it. we make an appointment for 2 weeks later, I come in...not only has Kia not gotten approval from the warranty company but they have not even ordered the parts to fix my vehicle. I ask them why they didn't call me, and the service manager tells me that is a good question and he will be staying on top of it and I should hear back from early the following week. 2 weeks past...I am furious...I call Kia Corporate and request their assistance in just getting my car fixed because frankly, I've become afraid to drive it more than minimally. I get a call within 10 minutes after hanging up from corporate...from Whit one of the service advisors who tells me, good news we got the parts in...do you have my rental car...no, I'll call you back...another week...I call the warranty company...can I have another service provider fix my car? I am told by the manager at the warranty company that Berlin Kia has already been paid for the work...and today, folks...my car is still unfixed...I have received another call from the service department who told me originally to fix my car would take a couple of days and who are saying now a few hours and I don't really need a rental car...these people are despicable, liars and care nothing for their customers or their reputation...this constant state of stress is impacting my health...

2nd Review (today)

Hmmm...(deep sigh of frustration) I find it interesting that my previous 2 very negative reviews of Berlin City Kia keep disappearing...so here I go again...I purchased my 2014 Kia Sorrento from this dealership in Oct 2017. It has been nothing but a nightmare dealing with their service department ever since. I also purchased an extended warranty on this vehicle...however, after waiting more than 7 weeks for supposedly urgent needed repair and finding out that the warranty I paid for has already paid them to do the work several weeks ago (October 22nd) ...and being given an appointment where when I arrived I was told neither the parts or approval had been rec'd. I am done...At this point, I hope that Bill McKibben, the Finance Manager will just write a check for the warranty funds to me and let me seek

repair elsewhere and let the warranty company know so I can avoid this in the future and use the automotive service company of my choice for reputable service...(by the way, Bill McKibben's mailbox is always full) and I have reached out to him a half a dozen times...plus had him paged several times...I am afraid to take my car anywhere near this dealership...the service manager, Ryan and the service advisor Whit have broken promises and commitments to call me back repeatedly so yesterday, I receive a call saying they are ready to fix it...but I no longer have any interest in giving them additional business for me...too little...too late.....The warranty company has indicated that Berlin Kia can release the funds to me and I have reputable service provider who stands ready to meet my car needs...why is this so hard? Perhaps I need to explain my plight to the local and national newspapers and warn folks...I am a disabled senior and Berlin Kia's constant lack of service is impacting my health...Bill McKibben...if you are out there...please reach out...I do not want to ever go to Berlin Kia for anything again...Be very wary folks...or better yet...STAY AWAY...smfh

# Autocap Case Record

Case #  
**106-18**

Date Received  
**10/22/2018**

Closed Date  
**11/21/2018**

Consumer-FIRSTN  
**Rene**

Consumer-LASTNAM  
**Trudeau**

Date Acknowledged  
**10/24/2018**

Consumer Respons

Complaint Type  
**Sales**

Purchase Date  
**12/21/2016**

Year/Make Model  
**2011 Chevy Impala**

Mileage

Price Sold

As Is

Member Name  
**Berlin City Car Center**

Member Contact  
**John Durrani**

Member Response Due  
**11/1 /2018**

Resolution Process  
**Staff**

Panel

Referred to

Resolution  
**Compromise**

## Case Notes

10/24 - Consumer called and explained complaint  
10/24 - Spoke with GSM - sent copy of complaint to D. Casab  
10/24 - Rec'd dealers response  
10/24 - Consumer sent copies of waiver and forwarded to dealer  
10/24 - Dealer mailed appropriate form to consumer. Called consumer to let him know. Will have town clerk email signed form & letter to AUTOCAP  
10/29 - Rec'd signed form and letter - forwarded to dealer asking to send copy of check  
11/21 - Called dealer to verify resolution - confirmed cancellation of Extended Warranty and check for \$100 was cashed.

## Notes (Summary)

Consumer states that from the time he purchased the vehicle he has been trying to cancel the service package with no resolution with the dealership. Dealership was able to get extended warranty cancelled with proper paperwork and sent consumer check for \$100.

Berlin City of Williston, VT.

DATE: 10/24/2018

I, (PRINTED NAME) Rene Curtis Trudeau, wish to cancel the Extended Warranty on my  
(year/make/model of vehicle) 2011 chev impala, as of Dec. 21<sup>st</sup> 2016 at  
(Full [REDACTED])  
The current mileage is 66901. 10.22%  
interest

[REDACTED SIGNATURE]

(Signature)

Rene Curtis Trudeau

246.92 monthly  
X 23.5 months

X 10.22% interest

+ 1,999.99 Service Package  
interest  
Total

10-29-2018

Page 1

To: Kim Gauthier

From: Rene Trudeau

Subject: Being misled, misguided, and mistakes !

I do not know why Dedrick Casab said he did not know me. He told me He remembered me from the [REDACTED] I was the [REDACTED] there. The last time I was at Berlin City Kia, I was escorted out the door. I had been talking to the people there to help correct some of the issues I now write to you about. I have been there six times to get them to repent and correct their mistakes . I was led to believe I was getting an Auto loan, not a personal loan. Auto Loan- 1.2% not

Personal Loan- 10.22%

I did not want the service package at any price.

Had trouble with rear shock absorber driver side, I left car there to be fix. While there my car was bumped hard, it mess up the front driver side sensor. Must have been temporarily reset by them. I asked Anthony Goldsmith about the damage to the front bumper. Said he did not know. A couple of days afterwards my dash dashboard messages read. Problems with--- Brake Assist---Stability Control--- Traction Control !

Drove my car to Dicks Repair Shop in Grand Isle, VT.—372-6651. Rodger said the Left Front Hub Assembly, Wheel Bearing Assembly, and Sensor all had to be replaced to fix this issue. He repaired my car and I paid him out of my pocket. Before this issue, there was another problem for me with this car because I was told this car went through a vigorous auto inspection. I made it perfectly clear that I am a [REDACTED]



with [REDACTED] Rodger had to change the interior car air filter because of breathing and allergies issues became sever for me. The cabin air-filter had never been changed. It was full of BLACK MOLD

Pat Treanor and some of the other sales personel told me if I bye a vehicle from them they would get my service package refunded for me.

[REDACTED]  
[REDACTED] told me in [REDACTED] on a car that I purchased 23 and a half months earlier. How can this be possible. I tried to use this vehicle for a trade – in. No one will take this loan. This seems to me as an intentional abuse of my [REDACTED]  
[REDACTED]

Kim, you all ready have done a lot for me in this situation. Is there any more that can be done. Who else have they done this to?? How can we stop them from doing this to other people?

Thank you and all others for your  
help in these crises created by  
Berlin City, of Williston, Vt.

[REDACTED]

To whom it may concern,

Issues with cancelation of warranty, Customer stated he has called 6 times and showed up 6 times to have the warranty cancelled, you would think after the 2<sup>nd</sup> time or even the 3<sup>rd</sup> or 4<sup>th</sup> time and or send a email to keep a track record.. I have not heard from Rene Trudeau or [REDACTED] for a cancelation of warranty, ever.

I have not received any email from MR. Trudeau stating he wanted cancelation which would be the first thing I would do after numerous chances trying to get this cancelled. I am the General Sales Manager and have been here for [REDACTED] and if you have called "6 times or showed up 6 times" he definitely would have spoken to me.

The warranty can absolutely be cancelled with no hesitation it will be pro-rated for the time used. I will need a signature and exact mileage and will mail the form to Mr. Trudeau and provide a envelope with stamp for return. Once signed and returned the warranty will be cancelled immediately.

[REDACTED]  
Dedrick Casab

GSM


Berlin City Auto Group

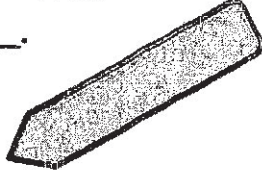
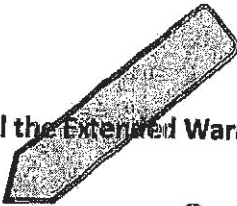
1-800-684-5779 ext 31311

dcasab@berlincity.com



DATE: 10/24/2018

I, (PRINTED NAME) Rene Curtis Trudeau, wish to cancel the ~~Extended~~ Warranty on my  
(year/make/model of vehicle) 2011 chev impala,  
(Full   
The current mileage is \_\_\_\_\_.



\_\_\_\_\_  
(Signature)

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

**To:** jdurrani <jdurrani@berlincity.com>

**Subject:** Fwd: Trudeau, Rene (Berlin City Kia of Vermont) CAP 2018-08172

**Date:** Mon, Oct 22, 2018 11:57 am

**Attachments:** 101818 Trudeau (ID 184816).pdf (1274K)

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Dear John,

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