

**From:** [Braz, Madison](#)  
**To:** [REDACTED]  
**Subject:** RE: Public Records Request  
**Date:** Thursday, September 5, 2019 10:49:43 AM  
**Attachments:** [080619 Uch \(ID 214634\).htm Redacted.pdf](#)  
[081919 Gove \(ID 215183\) Redacted.pdf](#)  
[2019-08-30 Gove PRA request.pdf](#)

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Dear Amber Gove,

Attached you will find two documents corresponding to your public records request. For your reference, the original public records request is attached as well.

Sincerely,

Madison Braz  
Consumer Advisor

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

Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)  
Website: <http://www.uvm.edu/consumer>  
Phone: (800) 649-2424 (toll free from VT phone)  
Fax: (802) 304-1014

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**From:** AGO CAP <ago.cap@vermont.gov>  
**Sent:** Tuesday, August 6, 2019 1:10 PM  
**To:** AGO - CAP  
**Subject:** CAP Complaint

The following CAP complaint was submitted:

<b>Your First Name</b>	Sokchea
<b>Your Last Name</b>	Uch
<b>Confirmation Number</b>	WB19-00729
<b>Your E-Mail Address</b>	[REDACTED]
<b>Your Daytime Phone</b>	[REDACTED]
<b>Daytime Phone Type</b>	Mobile
<b>Your Age</b>	26
<b>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Lowell
<b>Your State</b>	MA
<b>Your Zip Code</b>	01851
<b>Your Alternate Phone</b>	[REDACTED]
<b>Is your complaint about:</b>	An automobile dealer
<b>Business Name or Person's First Name</b>	Ricky's Auto Sales , [REDACTED]
<b>Person's Last Name</b>	[REDACTED]
<b>Business Phone (1)</b>	(603) 306-1333
<b>Phone (1) Type</b>	Office
<b>Business Address</b>	421 Route 14
<b>Business City</b>	White River Jet
<b>Business State</b>	VT
<b>Business Zip Code</b>	05001
<b>Is your complaint about a vehicle you purchased?</b>	Yes
<b>What is the year of your vehicle?</b>	2008
<b>What is the make and model of your vehicle?</b>	Jeep Grand Cherokee
<b>Is the vehicle new or used?</b>	Used
<b>When was the vehicle purchased?</b>	08/05/19
<b>What was the purchase price?</b>	3,300
<b>Vehicle mileage at time of purchase:</b>	128929

<b>Current mileage on the vehicle:</b>	129,000
<b>Did you receive a Buyer's Guide document with the vehicle?</b>	Yes
<b>Which of the following apply to the vehicle?</b>	AS-IS - No warranty
<b>Description</b>	Dealer posted car was inspected, when I got home it overheated causing misfiring , radiator fan wasn't working , thermostat, water pump , check gauges , & transmission over empty, could be more problems
<b>Amount of loss:</b>	3,300
<b>How would you like this matter to be resolved?</b>	Money refunded or for the dealer to fix the problems
<b>Please list any documents you have available related to this complaint (and attach copies at the end of this form, or mail/fax them to us)</b>	Purchase/sales contract
<b>Incident Date</b>	8/5/2019 12:00:00 AM

From: [AGO CAP](#)  
To: [AGO - CAP](#)  
Subject: CAP Complaint  
Date: Monday, August 19, 2019 12:33:02 PM

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The following CAP complaint was submitted:

<b>Your First Name</b>	Amber
<b>Your Last Name</b>	Gove
<b>Confirmation Number</b>	WB19-00770
<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>Your Mailing Address</b>	[REDACTED]
<b>Your City</b>	Wilmot
<b>Your State</b>	NH
<b>Your Zip Code</b>	03287
<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>	Rickys AutoSales
<b>Business Phone (1)</b>	6033061333

<b>Phone (1) Type</b>	Mobile
<b>Business Address</b>	421 rt 14
<b>Business City</b>	White River Junction
<b>Business State</b>	VT
<b>Business Zip Code</b>	05001
<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>	gmc canyon
<b>Is the vehicle new or used?</b>	Used
<b>Where did the vehicle receive its last state inspection?</b>	VT
<b>Inspection sticker number, date and color:</b>	6 June red or orange <span style="background-color: black; color: black;">[REDACTED]</span>
<b>When was the vehicle purchased?</b>	8/5/2019
<b>What was the purchase price?</b>	3300.00
<b>Vehicle mileage at time of purchase:</b>	162411

<b>Current mileage on the vehicle:</b>	162627
<b>Did you receive a Buyer's Guide document with the vehicle?</b>	Yes
<b>Which of the following apply to the vehicle?</b>	AS-IS - No warranty
<b>Description</b>	<p>My Husband and son went to Ricky's Auto to purchase a truck for my 16 yr son they found on Craig's list we wish we had saved the ad but unfortunately we did not. Now when you purchase a used truck you can expect to put in some work in to it my husband and son looked the truck over he notice the truck needed brakes not a problem and would need new tires not a problem knew that it was high and mileage and had some rust in and on the bed of the truck as well as the big dent on the back corner few other rust spots on the exterior on the inside was clean .as much as he could tell or see underneath it looked ok and test drove it, it drove ok. He asked her what was wrong with the truck she couldn't tell him much We feel she with held information as she did put the 20day plate on the vehicle and they drove off couple days in to it my son was pulled over as there was tail light out right rear and check engine light also came on almost like the codes were cleared. we brought the truck to our garage only to discover that this truck could not be inspected in nh and we also found out that it could not be inspected in vt. now I say this to you before I tell you what was they found We were willing to money into the truck but had she been up front and honest that this truck was not inspectable the truck would have never left the lot we would not have ever chanced our child driving a vehicle not safe. In the buyers guide it states nothing about inspections so one would think with a 20 day plate you would think the truck would be safe to drive and inspected. The things the garage found you would not have seen until it was on a lift. Here is what our garage found the crossmembers holding the gas tank, transmission and above the spare tire were rotten as well as a crack by one of the front tires and also one of the sway was not even there the check engine light came on 2 days after buying it and the mechanic said it was a misfire evap code and speed sensor and there was something else we were in complete shock as well as my mechanic said that anyone would put 20day plates on a vehicle in a condition like this that is not inspectable . there is a hole in the frame it is not inspectable in either state we feel she was well aware of this as a business owner myself you need to know the product you are selling even if it sold as is it is your reasonability to speak all issues about the product you are selling. we feel we were taken advantage of and we would like our money back. I have reported this to the better business bureau and to the DMV I have no problem going further if I need to \$3300.00 is a lot of</p>

	<p>money for a truck that is basically a parts truck and is unsafe to drive. I did contact her 9 days into and I tried to work with her and she was not willing it was basically to bad to sad. I hope that this does not continue to happen to others as I feel this totally unacceptable and thievery.</p>
<b>Amount of loss:</b>	3300.00
<b>How would you like this matter to be resolved?</b>	We would like our money back
<b>Please list any documents you have available related to this complaint (and attach copies at the end of this form, or mail/fax them to us)</b>	<p>Purchase/sales contract Buyer's Guide</p>
<b>Incident Date</b>	8/5/2019 12:00:00 AM