

From: [Francis, Jennifer](#)
To: [Kriger, Ryan](#); [jkw](#)
Subject: Francis, Jennifer shared "Poulin Complaints for PRR 07.27.21" with you.
Date: Tuesday, July 27, 2021 2:59:35 PM
Attachments: [AttachedImage](#)
[AttachedImage](#)
[AttachedImage](#)
[AttachedImage](#)



Francis, Jennifer shared a file with you

Good Afternoon, Joanna:

Per your discussion with Ryan Kriger regarding your Poulin Auto public records request, I am sharing this link to the document with you. Please let us know if you need anything further.

Best,
Jennifer Francis | Paralegal
Office of the Attorney General | Civil Rights/Consumer Protection
802.828.5507 jennifer.francis@vermont.gov



Poulin Complaints for PRR 07.27.21



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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: 1-800-649-2424
FAX: (802) 304-1014

ADDRESS REPLY TO:
CONSUMER ASSISTANCE PROGRAM
109 State Street
Montpelier, Vt 05609
website: ag.vermont.gov
e-mail: ago.edp@vermont.gov

AUG 14 2019

State of Vermont
Office of the Attorney General
Revised Number

Consumer Complaint Form

Consumer Information (Complaint By):

Consumer First and Last Name: Judith BAKER Age: 68
Submitted by: _____ (If filing on another's behalf.)
Organization Name: _____ (If filing on behalf of a business/organization.)
Mailing Address (For Complaint Correspondence): _____
City: _____ ST: Vt ZIP: _____
Primary Phone: _____ Phone Type (Circle One): Home / Cell / Office / Other: _____
E-mail: _____
The Consumer is: A senior citizen Active Military _____ A Veteran _____ A Student _____ Under 18 _____

Business Information (Complaint Against):

Business Name: Poulin Auto Sales
Point of Contact for Business: _____
Mailing Address: 473 East Barre Rd City: Barre ST: Vt ZIP: 05647
Business Phone: 802 - 476 - 8159 Fax: _____
E-mail: _____ @ _____ Website: _____
www.PoulinAutoSales.com

Amount of Loss: 14,717.88 How did you find CAP? _____

Complaint Details (attach additional pages if needed):

Events as they happened:

first
F 350 Ford Motor died After 11 payments.
wrong - Income was used to accomplish
my credit score and my daughter income
was used to make this sales go through.
Other Bank was denied because OF INCOME
They call it Predatory lending

Relief you desire:

Received Date: 08/26/2019

Intake Number: WB19-00800

Consumer Name: Brandie Bessette

Address: [REDACTED]

City: [REDACTED]

State: VT

Zip: [REDACTED]

E-Mail: [REDACTED]

Phone No 1: [REDACTED]

Phone No 2: [REDACTED]

Business Name: Poulin Auto

Address: 473 EAST BARRE ROAD

Zip: 05446

Description:

I financed a car through Poulins auto. The original car I purchased was a Kia Soul shortly after the bank contacted me and told me to return to Poulins there was a problem upon my return I was told that the bank rejected my loan due to the car having severe frame damage and I needed to get a different car at that time Poulins had already picked out the Jeep Compass and started the loan process so I had no choice in what car I was getting the Jeep was pulled up out front waiting for me at the time I was in desperate need of a car as I was renting a car every weekend so I could see my daughter so it was that or nothing I had no choice in what car I could get they told me it was up to the bank not me. I got the Jeep Compass and 20mins into driving the Jeep home the check engine light came on and the oil light came on as well I notified Poulins and was told they knew it was on and were waiting for a part from Jeep to come I brought the Jeep back for almost 2weeks to get fixed and finally got it back just to keep having problems again I contacted Poulins almost weekly with a problem and sat at the shop for hours each time just to hear there's nothing wrong so at this point I wanted a second opinion so I went to the Jeep dealership on Shelburne rd for a full diagnostic the mechanic at Jeep pulled me out into the garage 3hrs later to show me what he found was wrong with the car first he told me transmission is about to blow and that was one of the issues that noticed because I can barely make it up a hill the car losses power and bucks really bad, then the mechanics brought me under the car to show me the damage to my surprise the whole underneath of my car is rotted the subframes are so rusted they could poke a hole through them, gaskets, links, manverter and several other things have severe rust. I was told

there's almost \$9000 in damage to the underneath of my car. After I left Jeep I immediately drove to Poulins to address the situation and get my car fixed upon arrival. Adi the finance guy told me there's nothing they can do as they changed the name of the dealership from Poulins to Auto Source Direct but still under same management. I was told I would have to contact Poulins in Barre VT to see what they could do. I drove down to Poulins where the manager Dutch had me drop the car off so his mechanics could look at it and days later received a call that I needed to return to Poulins in Barre so I left work 4hrs early to make the trip just to be told Jeep is lying to me that there's absolutely nothing wrong and Dutch brought me into the garage, lifted my Jeep and I noticed some of my sub frame was painted with silver and was again told Jeep is liars. I told Dutch I have pictures of under this car and that it's been altered. Dutch said he was going to try to get me out of this loan because the damage to this car is as much as the loan is worth so after making 5 trips to Barre, VT I was told there's nothing they can do because my loan is so new and there's absolutely nothing wrong with my car that I'm stuck with it just to drive the Jeep back to Burlington for the check engine light to come back on. I brought this to their attention while car being under warranty and feel like they should be responsible for all repairs. The check engine light is still on and car is getting worse.

From: AGO CAP <ago.cap@vermont.gov>
Sent: Friday, November 3, 2017 1:48 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Justin
Your Last Name	Bushey
Confirmation Number	WB17-01158
Your E-Mail Address	██████████
Your Daytime Phone	██████████
Daytime Phone Type	Mobile
Your Age	33
I am a...	Vulnerable Adult
Your Mailing Address	██████████
Your City	Burlington
Your State	VT
Your Zip Code	██████
Your Alternate Phone	██████████
Alternate Phone Type	Mobile
Is your	An automobile dealer

complaint about:	
Business Name or Person's First Name	Poulin Auto of South Burlington
Business Phone (1)	8028590090
Phone (1) Type	Office
Business Phone (2)	8025034159
Phone (2) Type	Mobile
Business E-Mail Address	c.reyes6@icloud.com
Business Address	1795 Shelburne Road
Business City	South Burlington
Business State	VT
Business Zip Code	05403
Business Website/URL	http://www.poulinautosales.com/
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2006
What is the make and model of your vehicle?	Saab 9-7x

Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	Poulin Auto Sales Barre Location
Inspection sticker number, date and color:	March 2017 Blue #4
When was the vehicle purchased?	September 11th, 2017
What was the purchase price?	9871.00
Vehicle mileage at time of purchase:	92000
Current mileage on the vehicle:	94000
Did you receive a Buyer's Guide document with the vehicle?	Yes
Which of the following apply to the vehicle?	Other
Description	The most recent date of communication (11/3/2017) Service Manager Mike Culligan stated records indicated that the 2006 Saab 9-7x that was purchased by Mr. Justin Bushey on September 11th, 2017 was inspected by Poulin Auto in March of 2017. He stated on November 3rd, that the power steering component is one of the matters that is required by Vermont State Inspection laws to be in good working condition in

order to pass a Vermont state Inspection.

On September 7th, 2017 Mr. Bushey, the consumer, and his wife, reached out to Poulin Auto of South Burlington Vermont stating what they are looking to purchase and inquired about a trade in. Through conversation it was concluded that they will take our former vehicle as trade in for a different SUV that fits our needs. Mrs. Bushey stressed on the importance for reliable transportation and asked multiple time to please make sure the vehicle is inspected inside and out for any matters that would either become an issue with future Vermont Inspections or would question the safety of vehicle operation. It was promised to us as the consumers that the vehicle is 100 percent in working condition and safe after mechanic look overs by the dealership.

Mr. Bushey test drove the vehicle Sept 8th, 2017. He inspected the vehicle to the best of his abilities with the exception of the undercarriage which can only be inspected thoroughly when on a lift. Mr. Bushey requested four times over a period of two weeks while at the dealership conducting business to please have the vehicle put in the air so we can inspect it ourselves. There was always reason why it was not possible. The salesman, Carlos Reyes also created a verbal binding contract that he can personally guarantee there is not rust issues, and the vehicle is in condition inside and out. Carlos could not provide a straight answer as to how long the vehicle was sitting on the lot before he offered it as a sale option. (Even though records obviously indicated)

The vehicle was purchased with a 50/50 limited warranty 3 months or 3000 miles. Six days after the vehicle purchase the check engine light came on. It was on and off four times before the consumers were able to get it diagnosed. As soon as the diagnosis report was read, the dealership was notified that we had a faulty O2 sensor. There was never a reply on that issue.

September 20th Stated by Mike Devino that he had never looked at the vehicle until September 11th when he was told to change out tires for the consumer to pick it up.

October 23rd the Saab would not start and left part of the consumer family including family stranded. Wednesday October 25th it was confirmed that by a mechanic that the starter was bad. The dealership denied taking responsibility. October 28th the consumer had arrangements to repair the Saab with a certified mechanic. Upon inspection of what it entailed to replace the starter it was found that there were further issues making the starter replacement very complicated. These issues included a leaking power steering component that obviously has been leaking over a long period of time that constantly leaked onto the transmission lines causing them to completely rust out. The transmission lines are fixed below the starter preventing the starter to be replaced unless transmission lines were completely removed and replaced.

October 30th the dealership was contacted both through phone and face to face contact. It was stated to the consumer that the dealership would absorb some of the costs and work with us to get the vehicle repaired. At that point they finally provided a buyers guide and it was signed by Carlos Reyes. It was questioned to Carlos on how

	<p>the steering component leak and the very rusted transmission lines even made the vehicle legal to pass through a Vermont state inspection. It was stated to the consumers that the vehicle met all legal requirements of a Vermont State inspection. October 31st Mr. and Mrs. Bushey continued to ask exactly what percentage of the repairs would they cover. It was also asked to put everything in writing for the repair option or the trade option that was originally stated to us. As consumers we have the right to know before a transaction how much we would be responsible for financially and what terms would we be able to consider a trade. Carlos said he was to busy to handle the matter and it had to be looked at by their service department. We continued to correspond with the dealership for two days attempting to schedule when to bring the Saab in and have a final resolution. Every party that was contacted at Poulin Auto stated that they didn't know and no one seemed to be able to contact the right staff to make the diagnosis scheduled. At this time the Saab was diagnosed by a second certified repair shop and a quote of \$1573 was provided for all of the repairs that are needed on the vehicle. This quote was shared with multiple staff members of the dealership. Again they had no answer because the owners and managers were always unavailable.</p> <p>November 3rd, nothing was still put in writing. We were told originally we had trade options, then told that we could only have the option to return the Saab and take back our former vehicle that was originally used for trade. We were also told on November 3rd after the quote from Dunkins Repair shop was provided, that nothing was covered and they will not take any responsibility for any of the repairs that are needed.</p> <p>In addition to the headache and stress that we have gone through with the dealership and their run around, we called the financial institution of our former vehicle requesting a 20 day pay off which would expire on September 27th. There was no paperwork from the financial institution confirming pay off and there was no word from the dealer that matter have been taken care of. Mrs. Bushey contact Poulin Auto on September 28th to follow up and make sure matters were taken care of with the pay off. September 29th we followed up with another phone call and received a response that the dealership contacted the financial institution and we now have an extension until October 2nd. On October 2nd Mr. Bushey contacted the financial institution and was told that the dealership provided false statements due to Mr. Bushey being the only authorized individual to grant an extension. It was also stated by the financial institution that there was no communication by the dealership. The Poulin staff was contacted October 2nd and the payoff was finally settled five days late.</p>
Amount of loss:	\$1573.00
How would you like this matter to be resolved?	Receive at least 50% of repair costs for the Saab 9-7x. Inspection investigation to take place in addition to an investigation on the false statements that Poulin has stated to us as consumers. We have the right to not be lied to in any transaction and the right to know that we can trust a salesperson not to sell something that would put children in danger.
Please list any	Buyer's Guide Repair Orders

documents you have available related to this complaint (and attach copies at the end of this form, or mail/fax them to us)	
Incident Date	11/3/2017 12:00:00 AM







Duncans Auto Service
 291 ST PAUL STREET
 Burlington, VT. 05401
 Phone: 802-864-9477 Fax: 802-864-2838

INVOICE
6495
 Org. Est. # 006930

INVOICE

Date: 11/02/2017

#0 2006 Saab - 9-7X 5.3i - 5.3L, V8 (325CI) VIN(M)
 Lic # : - VT Odometer In : 0
 VIN# :

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Ext
RIGHT UPPER BALL JOINT 354	1.00	58.00	58.00	VEHICLE NEEDS RIGHT FRONT UPPER BALL JOINT REPLACED	9.00	630.00
STARTER 63541	1.00	220.00	220.00	VEHICLE NEEDS STEERING RACK AND RACK IS LEAKING		
STEERING RACK 354	1.00	459.00	459.00	VEHICLE NEEDS STARTER		
FRONT FLEX PIPE 3541	1.00	39.00	39.00	VEHICLE NEEDS TRANSMISSION COOLER LINES		
TRANNY COOLER LINES 354	2.00	48.00	96.00	VEHICLE NEEDS FRONT FLEX PIPE/ PIPE IS LEAKING AND ROTTED		
Shop Supplies			10.00			

Org. Estimate 1,573.04 Revisions 0.00 Current Estimate 1,573.04

Labor: 630.00
 Parts: 882.00
 SubTotal: 1,512.00
 Tax: 61.00
 Total: 1,573.00
 Bal Due: \$0.00

[Payments - Cash - \$1,573.04]
 Vehicle Received: 11/2/2017

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 street, 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 _____

From: AGO CAP <ago.cap@vermont.gov>
Sent: Friday, May 11, 2018 11:33 AM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Steven
Your Last Name	Chamberlain
Confirmation Number	WB18-00466
Your E-Mail Address	████████████████████
Your Daytime Phone	██████████
Daytime Phone Type	Mobile
Your Age	46
I am a...	Vulnerable Adult
Your Mailing Address	████████████████████
Your City	████████
Your State	VT
Your Zip Code	██████
Your Alternate Phone	████████████████████
Alternate Phone Type	Mobile
Is your complaint about:	An automobile dealer
Business	Jeffrey

Name or Person's First Name	
Person's Last Name	Devoid
Business Phone (1)	(802) 859-0090
Phone (1) Type	Office
Business Address	574 Prim Road
Business City	Colchester
Business State	VT
Business Zip Code	05466
Business Website/URL	www.poulinautosales.org
Is your complaint about a vehicle you purchased?	No
Description	I have used this dealership in the past and they were very nice. On April 4 I took my car to trade for another car. It was my understanding that my car was going to be traded and I would purchase the used car (Jeep). During the transaction I had a medical event that made it difficult for me to understand all of the terms of the agreement. Instead of stopping and waiting for me to recover the dealer forged ahead to finish the transaction. I did not understand all of the terms and now I am getting calls from the bank and I am concerned about what this will do to my credit. The name of the financing agent is Gateway 1 Lending and Finance.
Amount of loss:	unknown as this was a trade
How would you like this matter to be resolved?	I would like this matter to be resolved with the dealer and the bank
Incident Date	4/4/2018 12:00:00 AM

From: AGO CAP <ago.cap@vermont.gov>
Sent: Friday, July 20, 2018 1:33 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Bobbie
Your Last Name	Chapin
Confirmation Number	WB18-00726
Your E-Mail Address	██
Your Daytime Phone	██████████
Daytime Phone Type	Mobile
Your Age	55
I am a...	Senior
Your Mailing Address	██
Your City	██████
Your State	VT
Your Zip Code	██████
Your Alternate Phone	██████████
Alternate Phone Type	Home
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Poulin Auto Sales Inc
Person's Last Name	Adi Salesman
Business Phone (1)	802-859-0090
Phone (1) Type	Office
Business Phone (2)	802-859-0085

Phone (2) Type	Other
Business Address	1795 Shelburne Rd
Business City	South Burlington
Business State	VI
Business Zip Code	05403
Business Website/URL	www.poulinautosales.com
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2005
What is the make and model of your vehicle?	Jeep Grand Cherokee
Is the vehicle new or used?	Used
When was the vehicle purchased?	05/04/2018
What was the purchase price?	10499.
Vehicle mileage at time of purchase:	63,419
Which of the following apply to the vehicle?	I'm not sure
Description	The day I bought the car the engine light was on they promised that day they would fix have several text messaged they know the part is 2800 and the cost to repair not sure of they said they would fix it or replace it with a different car I have tried to communicate with them they don't want to pay for it and I should not have a repair on a car I have not even had 3 months they said they would take care of it all they have done is contribute to my mild heartattack just want to be treated fair
Amount of loss:	5000
How would you like this matter to be resolved?	i would like the repairs done or another car

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)	Warranty documentation Repair Orders
Incident Date	5/4/2018 12:00:00 AM

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: Sunday, May 5, 2019 1:50:39 PM

The following CAP complaint was submitted:

Your First Name	Bobbie
Your Last Name	CHAPIN
Confirmation Number	WB19-00414
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	56
I am a...	Senior
What is the name of your business?	Poulin auto Colchester
Your Mailing Address	[REDACTED]
Your City	[REDACTED]
Your State	VT
Your Zip Code	[REDACTED]
Your Alternate Phone	[REDACTED]
Alternate Phone Type	Mobile
Is your complaint about:	An automobile dealer
Business	Adi

Name or Person's First Name	
Business Phone (1)	8024768159
Business Address	547 Prim Rd
Business City	Colchester
Business State	VT
Business Zip Code	05446-6705
Business Website/URL	poulinautosales.com
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?	Chevy Equinox
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	Vermont
When was the vehicle purchased?	feb 6 2019
What was the purchase price?	18000 +
Vehicle mileage at time of	46000

purchase:	
Current mileage on the vehicle:	47000
Did you receive a Buyer's Guide document with the vehicle?	No
Which of the following apply to the vehicle?	Service Contract (purchased warranty)
Description	<p>I am writing to you because the last 2 years I have had 3 cars from Poulin auto due them only lasting with out major issues for only 3 months the 1st one you help resolved the issue they put me in a 2011 kia sportage which AWD felled and left me stranded with my oxygen tank and having to get towed and walk home pulling my tank which was hard for me to do just wanted dependable AWD well they kept me there for four hours told me it would cost over 5000 to fix and they could put me in a better car for just a few more dollars my pmts went from [REDACTED] to [REDACTED] more than a few they also transfered 700 balance that I owed on the other car down pmt to this and said I would need to pay another 1269 down as well at that time they said they would hold a 1000 check until my income taxes came back in April I got stuck making the new car pmt and the old car pmt as well because they did not take care of their paperwork so I put a stop pmt on the check and have emailed and called them several times with no success talking to them last time I talked to them this car broke down and I had to have towed to the barre poulin auto where he replace a battery and my cost was 209 which I paid and he confirmed the rear end was gone lucky for me the manufacturer covers fixing it which it is still in shop I have repeatedly called and emailed the dealer in colchester where I bought as I didnt feel it was right to transfer the amount from other car and add on another 1269 that I owed them for this one as well . they also tried to cash the check that I put a stop payment on so I assume I will need help with this issue with them as they fail to communicate at all I feel that they have took advantage of me kept me there for 4 hours my Oxygen machine had died and I needed to get back home so I took this car which I had checked out by another business then when I let them know they cut off correspondence I emailed them on my bal which should only be 1269 not the 1969 minus the 700 from the other car and minus the pmt on 2011 kia that I no longer have from them I should only owe them 952.26 which I have tried to work with them but can not as they will not return emails or calls told them my tax refund was under appeal and would have to set up pmt arrangements on balance not 100 percent on what all is wrong with this car until monday when I talk to GMC dealer at service as it is I have lost work for 5 days and had to pay for battery and tow as well</p>

	<p>plus dealing with them in the past contributed to my heart attack because of the stress so I was advised by my doctors to seek help from others with dealing with them I will appreciate any help that you can give me</p> <p>Thank you Bobbie Chapin</p>
Amount of loss:	?
How would you like this matter to be resolved?	not sure what you can do or what to do
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)	<p>Purchase/sales contract Warranty documentation Repair Orders</p>
Incident Date	4/19/2019 12:00:00 AM

Your First Name

James

Your Last Name

Clark

Confirmation Number

WB20-01077

Your E-Mail Address

[REDACTED]

Your Daytime Phone

[REDACTED]

Daytime Phone Type

Mobile

Your Mailing Address

[REDACTED]

Your City

[REDACTED]

Your State

VT

Your Zip Code

[REDACTED]

Is your complaint about:

An automobile dealer

Business Name or Person's First Name

Poulin Auto Sales

Business Phone (1)

8024768159

Phone (1) Type

Office

Business Phone (2)

Business Address

473 East Barre rd

Business City

East Barre

Business State

VT

Business Zip Code

05641

Business Website/URL

Poulinautosales.com

Is your complaint about a vehicle you purchased?

What is the year of your vehicle?

2013

What is the make and model of your vehicle?

Ford F-150

Is the vehicle new or used?

Used

Where did the vehicle receive its last state inspection?

Inspection sticker number, date and color:

When was the vehicle purchased?

July or August 2020

What was the purchase price?

\$2,700

Vehicle mileage at time of purchase:

A little over 111,000

Current mileage on the vehicle:

117,000

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

Cannot remember

Which of the following apply to the vehicle?

Description

I have bought a Ford F-150 from Poulin auto sales in East barre I have brought it 5 times to them 1 of those 5 times they had it for 2 weeks I have been dealing with 2 on going issues with the truck since day one these issues consist of a bad vibration in the front end causing my tires to wear poorly and the other is a squeaking in the front end I have 4 kids and don't have the time to constantly deal with this truck I have explained that to them multiple times.

UPDATE: Consumer alleged to CAP that business is refusing to complete any work on vehicle. Business said consumer is not the legal purchaser (consumer's wife is), so they do not have to talk with James. Consumer also alleged business will not disclose past service records of truck, including consumers service records and records of past owners to consumer or his wife who is the legal purchaser.

Amount of loss:

\$2,700, as well as time lost due to trying to figure the issue.

How would you like this matter to be resolved?

I would like to get out of the truck I believe they have had enough time to fix the problems

Incident Date

10/6/2020 12:00:00 AM

Attachment

From: AGO CAP <ago.cap@vermont.gov>
Sent: Monday, June 26, 2017 4:11 PM
To: AGO - CAP
Subject: CAP Complaint
Attachments: Poulin_Auto_Sales.pdf

The following CAP complaint was submitted:

Your First Name	David
Your Last Name	Cohen
Confirmation Number	WB17-00599
Your E-Mail Address	██████████
Your Daytime Phone	██████████
Daytime Phone Type	Home
Your Age	73
I am a...	Senior Veteran
Your Mailing Address	██████████
Your City	██████████
Your State	VT
Your Zip Code	██████████
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Poulin Auto Sales

Business Phone (1)	8022784034
Phone (1) Type	Office
Business Address	1795 Shelburne Road
Business City	So. Burlington
Business State	VT
Business Zip Code	05403
Is your complaint about a vehicle you purchased?	No
Description	<p>There is an old adage that if it is too good to be true, it probably is not true. I received an unsolicited brochure in the US Mail. They were giving some prizes away if you matched the number on the brochure. I attached the pull up tabs that were used to match the number that I scratched off which turned out to be 4007. As you can see the second pull on the left matched and the tab indicated that it was a Walmart gift card for \$500. After calling the number indicated, it was explained to me that I had a winning number. I made an appointment and went down to collect the prize. I had made it clear when making the appointment that I was not interested in buying a car and did likewise when I showed up for the appointment. The representative made a sales pitch but I did not bite. He then explained that it was the pin that determined the prize, not the prize on the pull tab. He said that it was based upon the pin. After it was all said and done, I was awarded a \$5 Walmart gift card instead of the \$500 card. I told him that this was truly misrepresenting what the average person would have been led to believe given that the brochure led you to believe that you would win the prize under the tab if you matched the number. When I refused the \$5, he would not give me the brochure back. I pointed out to him that I did take a prize and that the mail was sent to me and that he would be appropriating my mail which would not be legal. After talking with his manager, they did give me the brochure back. When I returned home, I went on their website only to find numerous complaints about the same issue going back to 2013. My only regret is that I had not checked the web site before. While they be meeting the letter of the law with their fine print, it clearly is an intent to mislead people and raise false expectations of their winnings. Given the number of complaints on the web site, it would seem that you office would</p>

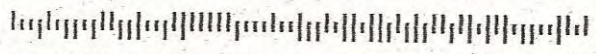
	ask them to cease and desist or at minimum raise the awareness of this unscrupulous dealer.
How would you like this matter to be resolved?	I would like to see this stopped with a public apology for their actions.
Incident Date	6/24/2017 12:00:00 AM

myAutoCredit
Visit www.AutoCreditInvite.com
for FAST & FREE Credit Check!
Enter Your PIN Found Below
PO BOX 162 • SORRENTO, FL 32776

29624
**POSTMASTER -
TIME SENSITIVE!**
IN HOME DATE:
06/20/2017

PRST STD
U.S. POSTAGE
PAID
ORLANDO, FL
PERMIT NO. 4541

(YOUR PIN: 175-979-029)



*****ECRWSS**R003

LUCKY WINNER
OR CURRENT RESIDENT



10 AM

165
S55 P4

IF YOUR NUMBERS MATCH THE WINNING NUMBER!
CONGRATULATIONS!
CALL (802) 278-4034 IMMEDIATELY.
HAVE YOUR PIN CODE (LOCATED ABOVE YOUR ADDRESS) READY!



IF YOU HAVE
A MATCH CALL
(802) 278-4034
IMMEDIATELY!



Bring the mailer to the sale during event hours and your OFFICIAL PIN, located above your address, will be used with our prize redemption software to determine your prize!

HAVE A MATCH? CALL IMMEDIATELY:

(802) 278-4034 HAVE YOUR PIN CODE (LOCATED ABOVE YOUR ADDRESS) READY!

**THEN PROCEED TO THE EVENT
TO CLAIM YOUR PRIZE! ****

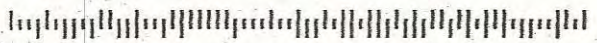
MUST USE PIN TO DETERMINE ACTUAL PRIZE!

myAutoCredit
Visit www.AutoCreditInvite.com
for FAST & FREE Credit Check!
Enter Your PIN Found Below
PO BOX 162 • SORRENTO, FL 32776

29924
**POSTMASTER -
TIME SENSITIVE!**
**IN HOME DATE:
06/20/2017**

PRST STD
U.S. POSTAGE
PAID
ORLANDO, FL
PERMIT NO. 4541

(YOUR PIN: 175-979-029)



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HAVE A MATCH? CALL IMMEDIATELY:

(802) 278-4034 HAVE YOUR PIN CODE (LOCATED ABOVE YOUR ADDRESS) READY!

**THEN PROCEED TO THE EVENT
TO CLAIM YOUR PRIZE!****

MUST USE PIN TO DETERMINE ACTUAL PRIZE!

From: AGO CAP <ago.cap@vermont.gov>
Sent: Thursday, July 18, 2019 10:03 AM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Kristal
Your Last Name	Cote
Confirmation Number	WB19-00664
Your E-Mail Address	██████████
Your Daytime Phone	██████████
Daytime Phone Type	Office
I am a...	Student
Your Mailing Address	████████████████████
Your City	██████
Your State	VT
Your Zip Code	██████
Your Alternate Phone	██████████
Alternate Phone Type	Mobile
Is your complaint about:	An automobile dealer
Business Name or	Poulin Auto Sales

Person's First Name	
Business Address	473 East Barre Road
Business City	Barre
Business State	VT
Business Zip Code	05641
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2013
What is the make and model of your vehicle?	Ford F150
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	From dealer
When was the vehicle purchased?	April/may 2019
What was the purchase price?	22000
Vehicle mileage at time of purchase:	42000

Current mileage on the vehicle:	45000
Did you receive a Buyer's Guide document with the vehicle?	No
Which of the following apply to the vehicle?	I'm not sure
Description	<p>upon test driving a vehicle at the dealership we realized something was wrong with it. The dealership then test drove it and agreed it needed work before we could purchase it. Several weeks later we finally got the vehicle from them and it was supposedly fixed. when the vehicle was delivered to our home it had breaks that were sticking and still had the same sound it had when we test drove it. they assured us it was fixed. We have now finally been able to get it into a garage only to find out that what they said was fixed was not ever fixed and it is going to cost us over \$2000.00 to get it fixed not to mention several other things that are needing to be fixed on it. also found out that this vehicle should not have passed a Vermont state inspection when they inspected it due to rust holes that now need to be fixed as well. Please advise on how we should proceed and if we can go after them for repairs. we do not have the money to fix this truck!!!</p>
Amount of loss:	3,000.00
How would you like this matter to be resolved?	i want them to pay for the repairs on this truck!

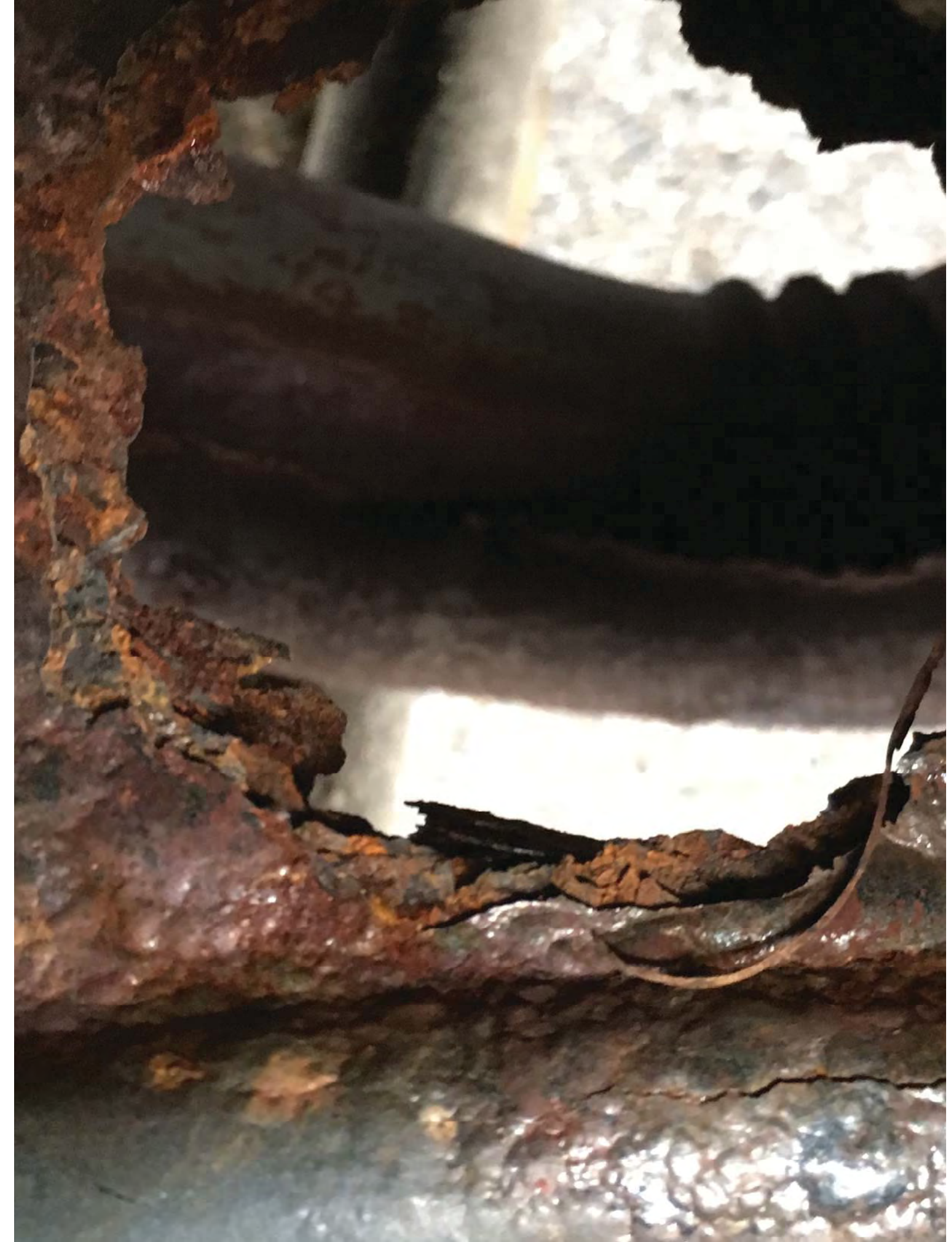
From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: Monday, May 6, 2019 11:33:19 AM

The following CAP complaint was submitted:

Your First Name	Kelly
Your Last Name	DePaul
Confirmation Number	WB19-00418
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Mailing Address	[REDACTED]
Your City	[REDACTED]
Your State	VT
Your Zip Code	[REDACTED]
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Poulines Auto Sales and Service
Business Phone (1)	802-859-0090
Phone (1) Type	Home
Business Address	574 Prim rd
Business City	Colchester

Business State	VT
Business Zip Code	05446
Business Website/URL	www.poulinautosales.com
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2007
What is the make and model of your vehicle?	Jeep Wrangler-Sahara
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	poulin's auto
Inspection sticker number, date and color:	6, 6-1-18, red
When was the vehicle purchased?	6/5/2018
What was the purchase price?	16,443.88
Vehicle mileage at time of purchase:	117,300
Current mileage on the vehicle:	128,000
Did you	Yes

receive a Buyer's Guide document with the vehicle?	
Which of the following apply to the vehicle?	Service Contract (purchased warranty)
Description	upon purchasing this vehicle I realized that the defrost the defective and there was moisture in the headlight casings and when I filled my tank, the gas would over flow, not shutting off when full. The handle to to the back tail gate was broken and "fixed" by poulin yet still doesn't work. I made an appointment to get the above fixed which took three visits before they actually got to my car. The defrost is working better but the check engine light has been on since the visit and when I called they told me to tighten the gas cap which did nothing. I made another appointment for the check engine light, thats when we discovered that there was anti-freeze in my oil pan which lead to the findings of a blow head-gasket. Just recently I had notice a lot of unwanted movement from the drivers seat so when I was looking under the seat to see the problem I discovered a hole the size of a lemon. I then contacted the dealership to try to resolve issues and they told me they would see what they could do and the was on 5-1-2019. No communication since then.
Amount of loss:	16,443.88
How would you like this matter to be resolved?	would just like my money 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)	Purchase/sales contract Buyer's Guide Warranty documentation Finance contract Repair Orders
Incident Date	6/27/2018 12:00:00 AM



From: AGO CAP <ago.cap@vermont.gov>
Sent: Thursday, February 27, 2020 12:42 PM
To: AGO - CAP
Subject: CAP Complaint

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

The following CAP complaint was submitted:

Your First Name	Patricia
Your Last Name	Donovan Taylor
Confirmation Number	WB20-00172
Your E-Mail Address	██████████
Your Daytime Phone	██████████
Daytime Phone Type	Home
Your Age	44
Your Mailing Address	██████████
Your City	██████████
Your State	VT
Your Zip Code	██████
Your Alternate Phone	██████████
Is your complaint about:	An automobile dealer
Business Name or	Poulin auto sales

Person's First Name	
Business Phone (1)	8024764865
Business Phone (2)	8024798961
Business Address	473 east Barre road
Business City	Barre
Business State	VT
Business Zip Code	05641
Is your complaint about a vehicle you purchased?	No
Description	<p>I bought a car from Moulin sales in Colchester which has now been sold no surprise..upon purchase I asked the sales men and the finance manager about the tires on the car and he told me by law if they are ok for his sales lot they are ok to leave..they were bad but he assured me it passed inspection which he then just slapped a sticker on..</p> <p>I also had asked if car was in accidents he told me no but my mechanic noticed something underneath was cracked so I called plugins and he told me it was small accidents don't worry so they lied..</p> <p>I went to bring my car for inspection and they told me tires should have been replaced long ago and tires were from 2011 year of car which we are in 2020..</p> <p>How dangerous to lie and deceit customers and then when I called them she said it was normal wear and tear and I was on my own..</p> <p>They are a shady company and the are dishonest.. I want tires for my car and I shouldn't have to pay for them when I was lied to along with being scammed...</p>
Amount of loss:	500.00
How would you like this matter to be resolved?	Pay it or buy new tires
Incident Date	2/27/2020 12:00:00 AM

Francis, Jennifer

From: Kristian Eddings [REDACTED]
Sent: Thursday, May 20, 2021 4:20 PM
To: AGO - CAP
Subject: Complaint #1,000,000

Categories: Referral, Regular complaint

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

My name is Kristian Eddings

My address is [REDACTED]

Poulin Auto Sales
473 East Barre Road, Barre, VT, 05641

I am filing a complaint against Poulin Auto Sales for their poor business practices.

I purchased a used 2008 Chevrolet Avalanche from them back in September of 2020 and I had to do a voluntary repossession as of May of 2021, because they sold me a lemon. I invested nearly \$10,000 into this vehicle and now I have absolutely nothing to show for it. They gave me a month warranty and would never have time anytime I called and asked if they had openings. I tried to do some of the repairs myself because I realized they wouldn't help me, then the 7th cylinder in the engine went and the only way Poulin Auto would help me would be if I paid half for a used engine from a scrapyard or finance me another vehicle if I put \$2000 down with a co-signer when I originally put \$6000 down on the Avalanche and my credit is better now than it was before. I'm highly disappointed and extremely upset.

The relief I desire is my money back.

I obviously don't expect \$10,000 but a portion of it would be appreciated, so I can purchase a new vehicle from a private seller considering now my credit will be heavily impacted from this repossession, and most likely will not be financed a new vehicle from ANY dealership.

Thank you for your time.

Ⓢ

Ⓢ

From: AGO CAP <ago.cap@vermont.gov>
Sent: Tuesday, September 4, 2018 1:16 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Edward
Your Last Name	Edgerly
Confirmation Number	WB18-00886
Your Daytime Phone	██████████
Daytime Phone Type	Mobile
Your Age	64
I am a...	Senior
Your Mailing Address	██████████
Your City	██████
Your State	VT
Your Zip Code	██████████
Business Name or Person's First Name	Poulin Auto
Business Address	574 Prim Rd.
Business City	Colchester
Business State	VT
Business Zip Code	05446

Description	<p>I went down and co-signed for my three boys. One of the cars is a Dodge Dart. That was a piece of junk. My son, Steven, only drove it a couple of weeks. It was back in the shop regularly. I told him to take the plates off the car and we'd give it back. I paid the Dodge off finally. My other two boys are doing pretty good with their payments.</p> <p>I told Jeff, the owner of Poulin, that I am just on Social Security and I can't afford to pay any more money than what I paid on my other truck. But, then when I got my payment book, it wa [REDACTED]/month. I called the bank and said it's not supposed to be that high. The bank said that's as low as they could go. I asked them to refinance it to drop it down, and they wouldn't do it. Now I can't afford it. I only make [REDACTED]/month an [REDACTED] goes toward rent. There's no way I can pay it. I can't afford to buy my food, that's how bad it is. My payment before wa [REDACTED]/month. That's what I thought I was getting with this truck.</p> <p>(Typed with the assistance of a Consumer Advisor).</p>
Amount of loss:	0
How would you like this matter to be resolved?	I would pay for it, if they can lower the payment where I can swing it. I don't know what to do.
Incident Date	7/26/2018 12:00:00 AM

Francis, Jennifer

From: AGO CAP <ago.cap@vermont.gov>
Sent: Thursday, August 27, 2020 6:08 AM
To: AGO - CAP
Subject: CAP Complaint

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

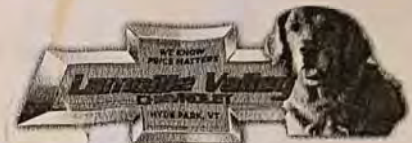
The following CAP complaint was submitted:

Your First Name	Eric
Your Last Name	Gravel
Confirmation Number	WB20-00907
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	38
I am a...	Vulnerable Adult
Your Mailing Address	[REDACTED]
Your City	[REDACTED]
Your State	VT
Your Zip Code	[REDACTED]
Business Name or Person's First Name	Poulin Auto Sales
Person's Last Name	Dutch
Business Phone (1)	802-476-8159
Phone (1) Type	Office
Business E-Mail Address	dutch@poulinvt.com
Business Address	473 E. Barre Rd.
Business City	Barre
Business State	VT
Business Zip Code	05641
Business Website/URL	poulinautosales.com

Description	<p>I purchased a 2008 Chevy Silverado from Poulin Auto Sales in East Barre. I initially took the truck for a test drive. There was a tire pressure light on the dash. I agreed to purchase the vehicle if they inspected it, cleaned it, filled it with gas, fixed the tire pressure issue, and replaced the tires. I went back to buy the truck and they had met the requirements and there was no lights on the dash. Before I got to Burlington, where I live, the tire pressure light and the check engine light came on. The next day I called and they agreed to take care of it. It should be noted that there is no doubt that they knew there was an issue due to the fact that in order to put gas in the truck, which I learned later, you have to completely turn the gas nozzle upside down due to one of the issues. In the meantime, I brought the truck to another garage for an alignment and had them look it over. I was told the truck required a catalytic converter, a heat O2 sensor, and a Vent Solenoid. I also learned that the CV shafts are more than questionable in regards to inspection. They said it would not pass their standards. I then began to only communicate with them through recorded phone call or email as I felt I was being subject to a fraud. I arranged for the repairs. My truck was at their shop for 8 days. After numerous calls and emails back and forth, I went to pick up the truck because communications had completely broke down. I then took it to the Chevy dealership in Morrisville, VT and had their Master mechanic go over the whole truck. He also uncovered a cracked fog light full of water with light blown. An automatic inspection failure. I have emails that cover the whole story between Dutch, the sales manager, and myself. The presumption is that the computer was intentionally reset to blank out the lights on the dash to accommodate a sticker to complete a fraudulent sale. During this time, I attempted to have Poulin provide me with the generated invoice of needed repairs. The vehicle has a 50/50 motor and drive train warranty and Poulin was not honoring the warranty on their end and refused to operate with full disclosure once I began to pursue the issue and once Dutch knew my intentions of keeping a record of our interactions. I additionally sent a Freedom of information request to Poulin in an attempt to get the sale documents and the invoice in question. Poulin has failed to respond.</p> <p>I have an extensive email trail with Dutch that I would like to attach along with voicemails and recordings.</p>
Amount of loss:	\$11,000
How would you like this matter to be resolved?	I would like the vehicle repaired by a

CUSTOMER #: 21376

55967



ERIC GRAVEL

INVOICE

868 VT ROUTE 15E
HYDE PARK, VT 05655
PHONE: (802) 888-4942
FAX: (802) 888-1041

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1987 MONICA PATCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET silverado			158513/158513		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN08 DD			WAIT 18AUG20		0.00	CASH	18AUG20
R.O. OPENED	READY	OPTIONS: DLR:115072 ENG:5.3_Liter					
13:27	18AUG20	14:52	18AUG20				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A COMPLETE MULTI POINT INSPECTION							
MPI COMPLETE MULTI POINT INSPECTION							
			1920	C		49.98	49.98
PARTS:			0.00	LABOR:	49.98	OTHER:	0.00
						TOTAL LINE A:	49.98

PERFORMED COMPREHENSIVE MULTI-POINT INSPECTION
 TECH FOUND VEHICLE NEEDS THE FOLLOWING
 LEFT FRONT TPM SENSOR
 LEFT OUTSIDE MIRROR GLASS
 LEFT FOG LIGHT ASSEMBLY- FULL OF WATER AND IS INOP
 TRANSMISSION COOLER LINES LEAKING
 LEFT FRONT C/V SHAFT BOOT RIPPED AND THROWING GREASE
 RIGHT FRONT C/V SHAFT BOOTS NOT LEAKING BUT ARE VERY DRY AND
 CRACKED
 MIL IS ON DTC P0420- NEEDS CATALYTIC CONVERTER, P2272- NEEDS BANK 2
 SENSOR 2 H02S, P0446- NEEDS EVAP VENT SOLENOID
 LEFT EXHAUST MANIFOLD IS NOT LEAKING BUT HAS A UNUSUAL BRACKET
 HOLDING IT TIGHT- MUST HAVE BROKEN BOLTS IN THE HEAD
 ENGINE IS MAKING A RATTLING NOISE WHEN YOU LET OFF THE THROTTLE-
 THE LEFT CATALYTIC CONVERTER IS LOOSE INSIDE THE PIPE AND IS MAKING THE
 NOISE
 TRANSMISSION SHIFTS HARD AT TIMES - TRANS FLUID IS GETTING DARK AND
 STARTING TO SMELL BURNT.

WARRANTY STATEMENT: OUR DEALERSHIP HEREBY DISCLAIMS ALL EXPRESS WARRANTIES IN CONNECTION WITH THE GOODS AND SERVICES PROVIDED PURSUANT TO THIS AGREEMENT. ANY EXPRESS WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH EXPRESS WARRANTIES. TO THE EXTENT PERMITTED BY LAW, THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION HEREIN AND THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THE SALE OF CONSUMER GOODS AND SERVICES THAT MAY APPLY UNDER VERMONT LAW. THE DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF GOODS OR THE REPAIR SERVICES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES * TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS 49.98 0.00 0.00 0.00 0.00 49.98 0.00 0.00 49.98	
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.			
	DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			

CUSTOMER #: 53802

54432



TIRE & AUTO CENTER

* No Appointment Necessary *

8 Memorial Drive, St. Johnsbury, VT 05819

Service: (802) 748-8235

Toll Free: (877) 270-2471 · Fax: (802) 748-6113

Hours: Mon-Fri: 8:00 to 5:30 · Sat: 8:00 to 1:00

ERIC GRAVEL

INVOICE

PAGE 1

SERVICE ADVISOR: 1920 CLARISSA RICE

HOME: 802-424-5095 CONT: 802-424-5095

BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	CHEVROLET K1500			158200/158200	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD		01JAN2008	16:30 22JUL20		0.00	CC	22JUL20

R.O. OPENED READY OPTIONS: ENG:5.3_Liter

11:24 22JUL20 12:26 22JUL20

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
-------------	------	------	-------	------	-----	-------

A PERFORM EXPRESS LANE MULTI POINT INSPECTION
 Q99PX PERFORM EXPRESS LANE MULTI POINT INSPECTION
 1815 PALMER, JOHN R LIC#: 92600068
 IQL
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B 4 WHEEL ALIGNMENT
 Q5010 4 WHEEL ALIGNMENT
 1815 PALMER, JOHN R LIC#: 92600068
 CQL
 1 MAEB-1/2PT PAINT 414 25.41 84.95 84.95
 PARTS: 25.41 LABOR: 84.95 OTHER: 0.00 TOTAL LINE B: 110.36

C** DRIVERS FRONT SLOW LEAK
 Q2070 TECH RESEALED RIM
 1815 PALMER, JOHN R LIC#: 92600068
 CQL
 PARTS: 0.00 LABOR: 29.99 OTHER: 0.00 TOTAL LINE C: 29.99

D** WE RECCOMEND THE FOLLOWING WORK FOR YOUR
 REC TECH STATES ABOOTH FRONT AXLE ARE LEAKING AND
 CHECK ENGINE LIGHT ON PULLING CODES P2272
 AND P0420
 1815 PALMER, JOHN R LIC#: 92600068
 CQL
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CUSTOMER DAY SHOP CHARGE FOR REPAIR ORDER 9.20

**ALL CARS AND LIGHT TRUCKS
 REQUIRE WHEEL RE-TORQUE
 AFTER 100 MILES. SUPER DUTY
 TRUCKS REQUIRE WHEEL RE-TORQUE
 AFTER 50 MILES.**

PAT
 JUL 24 2008

WARRANTY STATEMENT: OUR DEALERSHIP HEREBY DISCLAIMS ALL EXPRESS WARRANTIES IN CONNECTION WITH THE GOODS AND SERVICES PROVIDED PURSUANT TO THIS AGREEMENT. ANY EXPRESS WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH EXPRESS WARRANTIES, TO THE EXTENT PERMITTED BY LAW, THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION HEREIN AND THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THE SALE OF CONSUMER GOODS AND SERVICES THAT MAY APPLY UNDER VERMONT LAW. THE DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF GOODS OR THE REPAIR SERVICES. By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received had the opportunity to inspect) any replaced parts as requested by you. The vehicle being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor, with a minimum of \$2.00 and a maximum of \$40.00, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	114.94
		PARTS AMOUNT	25.41
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	9.20
		TOTAL CHARGES	149.55
		LESS INSURANCE	0.00
		SALES TAX	1.52
		PLEASE PAY THIS AMOUNT	151.07

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

From: AGO CAP <ago.cap@vermont.gov>
Sent: Tuesday, August 21, 2018 2:55 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	victoria
Your Last Name	kelley
Confirmation Number	WB18-00839
Your E-Mail Address	████████████████████
Your Daytime Phone	██████████
Daytime Phone Type	Mobile
Your Age	29
Your Mailing Address	████████████████████
Your City	██████████
Your State	VT
Your Zip Code	██████████
Your Alternate Phone	██████████
Alternate Phone Type	Home
Is your complaint about:	An automobile dealer
Business Name or	poulin auto sales-chris

Person's First Name	
Person's Last Name	poulin
Business Phone (1)	802-859-0090
Phone (1) Type	Office
Business Phone (2)	802-923-6708
Phone (2) Type	Mobile
Business Address	574 prim rd
Business City	colchester
Business State	VT
Business Zip Code	05446
Business Website/URL	poulinautosales.com
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?	jeep cherokee
Is the vehicle new or used?	Used
Where did	vermont inspection station #1249

the vehicle receive its last state inspection?	
Inspection sticker number, date and color:	18-007677, 06/30/2018, red
When was the vehicle purchased?	07/12/2018
What was the purchase price?	\$16,299
Vehicle mileage at time of purchase:	71,538
Current mileage on the vehicle:	75, 939
Did you receive a Buyer's Guide document with the vehicle?	No
Which of the following apply to the vehicle?	Manufacturer's original warranty
Description	<p>On 07/12/2018 my partner and I went to Poulin Auto sales, in Colchester, VT to purchase a 2015 Jeep Cherokee, from Chris Poulin, after a week of haggling on payments. I drove my 2003 Ford Escape that I had purchased on 03/02/2018 for \$1500, to trade towards the jeep, as the jeep was going to be in Stephen Kondi's (my partner) name first due to my credit score being poor from a previous loan thru Poulin Auto. Chris had promised \$2500 in trade for my Escape towards the Jeep so that we could lower the monthly payments from [REDACTED] a month to [REDACTED] per month, which was still very high but I work in Hanover, NH and have to have a way to work and my Escape was beginning to have some problems that were going to cost a lot to fix.</p>

When we test drove the Jeep a week before buying it I tried to give Chris my info and explain that I did not think Stephen alone could get approved for a loan of that size because of his low income, being on disability from an accident at work on 06/15/2015, where he suffered multiple injuries including a traumatic brain injury. Chris told me to fill out their online application and he would look at it in the morning. After filling out the online application 8 times he finally received it and never said a word about it.

Back to the day of the purchase. Stephen and Chris went inside to do paperwork, while I waited in the parking lot for them to call me in to sign what was needed for my Escape, being the sole owner and to sign for the loan. After about a half hour Stephen came out side and said we were all set and I needed to get to a doctors appointment in Hanover so I left and called Stephen. He told me they had got the loan just in his name, which made me a little mad as I am the one that has to pay for the vehicle but at that point it was a little late to change things.

By the time I got to NH I called Stephen to let him know the car had a shake in one of the front wheels and told him to get in touch with Chris because we were not pay \$16,300 for something that was broken, like the last two vehicles bought from them. Of course this complaint fell on deaf ears but I had the manufacturer's warranty so I let it go, not thinking about the fact this Jeep was most likely inspected with something wrong with it.

Two and a half weeks later Chris started sending Stephen nasty messages about the loan not going thru due to his low income! After numerous nasty messages and phone calls I finally asked Chris myself for a list of what he needed for paperwork to fix whatever was wrong with the loan. HE immediately became confrontational and told me he was trying to help us and if that how I felt I could drop the Jeep back off to him! He started claiming Stephen lied about his income and the loan company didn't want the loan now because his income was only half of what the tax form showed for last year that Stephen had gave him. I explained that I had told him from the get go that that was probably going to be the case and that is why I tried to have him out me in the loan because my income would more than cover it. He then told me the loan company would not take me or a loan with my name on it because of my credit /score. They advertise guarantee financing, so I'm not sure how that is possible and that is what I said to Chris. At this point he started telling us we had to return the Jeep immediately or he was reporting it stolen and sending someone to repo it! Both, Stephen and I started asking if my Escape was still sitting in his parking lot, as he never had me sign off on it or sign the title even. He would not answer this question for over a week!

Finally about a week and a half ago Chris told Stephen that he had taken the escape to an auto auction right after we picked up the Jeep, where he sold the car for \$300! I'm not sure how he managed this without a signed bill of sale and/or a signed title even! I had assumed he was going to have me sign paperwork on the Escape at a later time /after /everything was finalized with the Jeep but I guess not.

	<p>So where we are right now. Chris Poulin is demanding the Jeep be return by threatening Stephen with jail, regardless of the fact that he knows the Jeep was purchased for me and that Stephen has a hard time understanding things and is an easy target, due to the TBI. When asked about My Escape Chris still wont admit to me that he does not have it and refuses to pay me for it. He expects me to drop off the only vehicle I have to get to work and walk away without my Escape or any money for it. When I told him I would drop the Jeep off but he needed to have my Escape or the money for it his response was, "so you honestly think it's OK for you to drive around in a vehicle for free". So on top of fudging the paperwork, filling out a temp registration and not filing any of it with DMV, he sold a stolen vehicle with fraudulent documentation and will not pay me for my Escape that I have invested \$2100 between March second and now. He wont even make me an offer on my Escape. He continues to threaten someone that is not only mentally and physically handicap but a Naval combat Veteran.</p> <p>On top of all of that, as if that's not enough I am about to be without a vehicle which will cause me to lose my job , which supports our house hold almost fully. I am driving a vehicle that is about to have no registration because of the temporary registration running out on 09/09/2018. The vehicle has a brand new inspection sticker and feels like the front end is going to fall apart while you're driving it and the only way we had to get me a different vehicle is now gone and I have no money to put towards another vehicle.</p> <p>After speaking with the woman at the Vermont Automotive Dealers Association it seems that I am not the only one that has had multiple problems with the Poulin Auto family! Though she could not help me as the Poulins did not want the checking up on them, she did give me the contact info for this site and the phone number for the DMV inspector. I'm praying that someone can help me before I have to give up my job and lose more of the few things I have as a working mother a provider for my family!</p>
Amount of loss:	\$2500
How would you like this matter to be resolved?	I would like Poulin auto sales, specifically Chris Poulin to be held accountable for his/their actions. I would like them to give me what I am owed so I dont lose my job and our home because of it. I do not have the time or money to fight this with a private lawyer

From: Lisa Laberg [REDACTED]
Sent: Wednesday, June 21, 2017 6:52 AM
To: AGO - CAP
Subject: Scam Report

Hi

Poplin Auto is at it again. I see articles reporting on their ads but I just got another one.

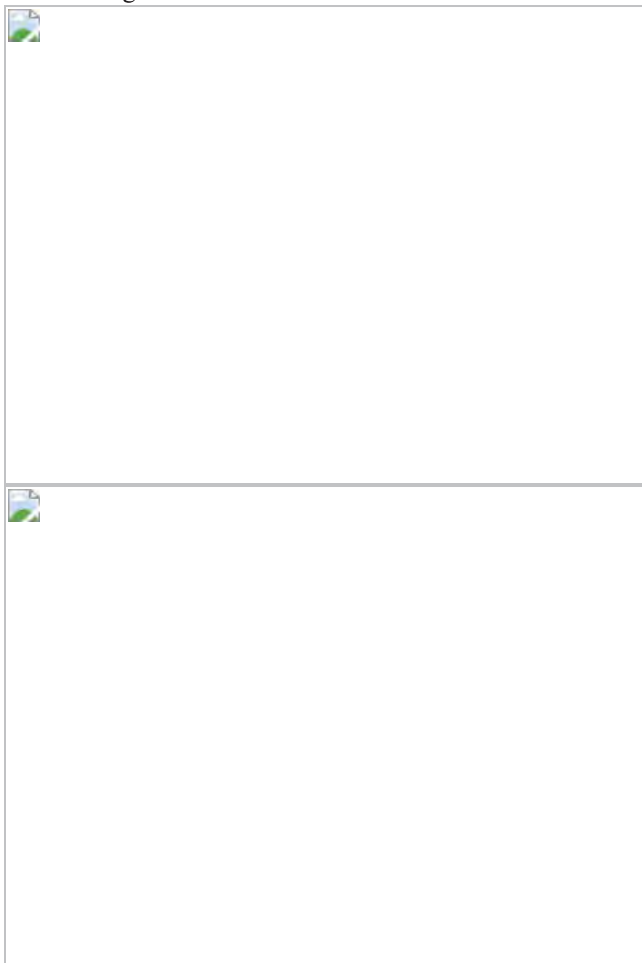
It says "I won " but in the very very tiny print it says prizes are determined by a pin.

It also says online that the odds of winning must be posted but they are not. It also states you must go to the store to see all terms.

Is there nothing you can do?

Sincerely,

Lisa LaBerge



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: 1-800-649-2424
FAX: (802) 304-1014

ADDRESS REPLY TO:
CONSUMER ASSISTANCE PROGRAM
100 State Street
Montpelier, Vt 05609
website: ago.vermont.gov/cap
e-mail: ago.cap@vermont.gov

APR - 3 2019

State of Vermont
Office of the Attorney General

Consumer Complaint Form

Reference Number: AG19-02831

Consumer Information (Complaint By):

Consumer First and Last Name: Robert Lavalley (sr) Age: 75
Submitted by: _____ (If filing on another's behalf.)
Organization Name: Paulin's Auto (If filing on behalf of a business/organization.)
Mailing Address (For Complaint Correspondence):
City: _____ ST: Vt ZIP: _____
Primary Phone: _____ Phone Type (Circle One): Home / Cell / Office / Other: _____
E-mail: _____ @ _____
The Consumer is: A senior citizen Active Military _____ A Veteran _____ A Student _____ Under 18 _____

Business Information (Complaint Against):

Business Name: Paulin Auto
Point of Contact for Business: _____
Mailing Address: 574 Prim Rd. City: Colchester ST: Vt ZIP: 05446
Business Phone: 802-859-0090 Fax: _____
E-mail: paulinautosales.com Website: _____

Amount of Loss: _____ How did you find CAP? _____

Complaint Details (attach additional pages if needed):

Events as they happened: Three months ago we got a '09 Chevy arabanne. we were approved. Now its falling apart. (ie) shock doors are rusted, and. Chucks are falling off. the tailgate handle, and handle fell off. We went over and talked to owner./sales man, we wanted a different Vehicle. New truck, were on a fixed income, SSI, and we can not afford, to go through this, my wife and myself are not young, i feel like. I was taken advantage of, dud to my age.
Relief you desire:
A Newer truck, if there's not more done. We just want A truck. that we can

Go, to and from, appointments, we
also have custody of two of our grand
children, that have school, and appointments.
our payment is \$ [REDACTED] a month for
rust. please help.

Sincerely,

Robert Lavelley (RL)

also, they will not let my wife or myself
talk to them.. so therefore i need Assistants

Marjorie A. Limacher

[REDACTED]

[REDACTED]

To: Consumer Assistance Program

146 University Place

Burlington, VT 05405

Complaint: I received an advertisement flyer from Poulin Auto Sales, if you match the numbers on the flyer you are a winner.

My numbers matched, 4007 which according to the attached card is in the amount of \$500.00.

After visiting the above dealer I was told that I would have to spin a set of wheels on their special program which was on a cell phone in the form of a casino slot machine. I spun the wheel, and the winner came up \$5.00 instead of \$500.00. My impression of this promotion was a **bait and switch** program with the promise I quote from the card " If you have a matching set of numbers, you have won" Yes they were willing to give me the \$5.00 Walmart Credit card, but they also wanted the flyer in order to get the credit card. I refused to give them the card.

Attached is the entry card they sent me with all of the corresponding information.

In closing I would like assistance in collecting the \$500 Walmart Credit Card winner as shown on the attached flyer (pin Number 175-877-224).

Marjorie A. Limacher
Marjorie A. Limacher

Date 6/29/2017

myAutoCredit
 Visit www.AutoCreditInvite.com
 for FAST & FREE Credit Check!
 Enter Your PIN Found Below
 Q BOX 162 • SORRENTO, FL 32776

#29474

POSTMASTER -
 TIME SENSITIVE!
 IN HOME DATE:
 06/20/2017

PRST STD
 U.S. POSTAGE
 PAID
 ORLANDO, FL
 PERMIT NO. 4541

YOUR PIN: 175-977-224



*****ECRWSS**C067

MARJORIE LIMACHER
 OR CURRENT RESIDENT



P6 S52
 395

IF YOUR NUMBERS MATCH THE WINNING NUMBER!
CONGRATULATIONS!
 CALL (802) 278-4034 IMMEDIATELY.
 HAVE YOUR PIN CODE (LOCATED ABOVE YOUR ADDRESS) READY!



Bring the mailer to the sale during event hours and your OFFICIAL PIN, located above your address, will be used with our prize redemption software to determine your prize!

HAVE A MATCH? CALL IMMEDIATELY:

(802) 278-4034 HAVE YOUR PIN CODE (LOCATED ABOVE YOUR ADDRESS) READY!

THEN PROCEED TO THE EVENT TO CLAIM YOUR PRIZE!

MUST USE PIN TO DETERMINE ACTUAL PRIZE!

MATCH WIN

POULIN AUTO

IF YOU HAVE A MATCH OF NUMBERS, YOU HAVE

OVER \$226,300 IN CASH! PRIZES! GIFTS! WAITING TO BE AWARDED!

\$25,000 CASH



\$25,000 CASH

FLAT SCREEN TV

APPLE WATCH SPORT

POULIN AUTO

1795 Shelburne Road • South Bu
CALL TODAY! (802)

WEDNESDAY
JUNE 21
 9am - 8pm

THURSDAY
JUNE 22
 9am - 8pm

FRIDAY
JUNE 23
 9am - 8pm

SATURDAY
JUNE 24
 9am - 8pm

WE ARE

LEARNING OUT

VEHICLES!

DRIVE TODAY WITH AS LITTLE AS



DOWN PAYMENT!

*\$8721, Sale Price \$12,475, \$225 per month for 72 months @ 5.95% APR, \$ down, plus tax, title, and documentation fee, with approved credit.

CUSTOMER DOWN PAYMENT ASSISTANCE BONUS

VT 05403

Seven Hundred Ninety-Seven Dollars and 00/100**

\$ 2,797 00

AUTO SALES

Higher. One voucher per vehicle transaction. Voucher not valid with any cash value. Excludes tax, title, & license. Not to be combined with any other offer. NON-NEGOTIABLE. OFFER EXPIRES JUNE 26, 2017.

Poulin Auto Sales

Authorized Signature

002698 1021369025698 A

IN AUTO SALES

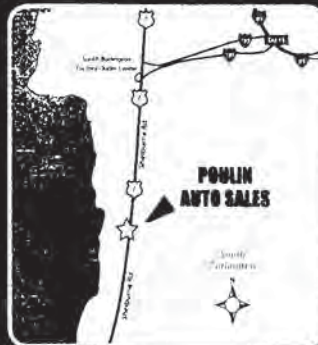
1000 Main Road • South Burlington, VT 05403
TODAY! (802) 278-4034

FRIDAY
JUNE 23
9am - 8pm

SATURDAY
JUNE 24
9am - 8pm

SUNDAY
JUNE 25
12pm - 5pm

MONDAY
JUNE 26
9am - 8pm



*No purchase necessary. Purchase does not increase chance of winning. Void where prohibited. See complete rules available at the sale. Contest begins June 21, 2017 and ends June 26, 2017. Open to legal U.S. residents 18 years of age or older. Employees of the sale, mail house, insurance company, associated sponsors or agencies and their family members and members of same household are ineligible. Address see must redeem prize via U.S. Mail. Responsible for all shipping, handling, federal, state and local taxes and processing fees. Personalized identification number (PIN) will be used with prize redemption software to determine prize. Prize cannot be cashed in for cash. Prize #1 - Flat Screen TV (A.R.V. \$399) - 1-40,000. Prize #2 - Apple Watch Sport (A.R.V. \$349) - 1-40,000. Prize #3 - Walmart Gift Card (A.R.V. \$500) - 1-40,000. Prize #4 - \$100 Walmart Gift Card (Retail Value \$100) - 1-40,000. Prize #5 - \$500 Walmart Gift Card (Retail Value \$500) - 1-40,000. One prize per household. All prizes while supplies last. In the event of print, mechanical errors or duplicate winning numbers distributed in error, the number match contest is void and no prizes will be awarded. All valid, claimed prizes will be awarded. Any unclaimed prizes will not be awarded. Registered trademarks or service marks of Walmart and Apple are not affiliated with us in this contest and are used with any other offers. **No payments until September 2017, on select models with approved financing through Citizens Bank, plus tax, title, license and doc fee. Interest accrues from date of purchase. Offer not valid during event. Cannot combine any offers. Dealer not responsible for late postal deliveries. All offers valid through June 26, 2017. Contest and event sponsor: Poulin Auto Sales.

BUY FROM
AS LOW AS

\$5,874

2007 Nissan Sentra 2.0 SL, Stk. #A720096, Sale Price \$5,874, plus tax, title, and documentation fee.

UP TO
25% OFF!

2011 Chevrolet Equinox, Stk. #5440238, Was \$13,772; Sale Price \$11,017. Price includes all discounts and incentives, plus tax, title, and documentation fee.

RATES AS LOW AS

2.99% APR!

On select models for up to 60 months, with approved credit through Citizens Bank. See store for complete details.

TOP \$\$\$ PAID FOR YOUR TRADE

\$3,000 MINIMUM TRADE ALLOWANCE!

ALL TRADES ACCEPTED INCLUDING:
BOATS, TRACTORS,
CARS, TRUCKS,
LAWN MOWERS,
MOTORCYCLES & ATVS

**PAYMENTS
AS LOW AS**

\$157
mo.

2014 Kia Soul, Stk. #S001177, Sale Price \$9,965, \$157 per month for 60 months @ 7.95% APR, \$3,000 down, plus tax, title, and documentation fee, with approved credit.

UP TO **200 VEHICLES
AVAILABLE!**

**MAKE NO
PAYMENTS FOR**

**90
DAYS!**

BAD CREDIT? NO CREDIT?

myAutoCredit

Visit www.AutoCreditInvite.com
for FAST & FREE credit check!

Locate Your PIN Above Your Mailing Address

- Credit Problems?
- Payoff Too High?
- Want Lower Payments?
- Bankruptcy/Divorce?
- Currently In A Lease?
- Interest Rate Too High?

**WE FINANCE YOUR FUTURE,
NOT YOUR PAST!**

www.AutoCreditInvite.com

WE ARE
CLEARING OUT
VEHICLES!

DRIVE TODAY WITH AS LITTLE AS



\$0 DOWN PAYMENT

2013 Nissan Altima 2.5, Stk. #5178721, Sale Price \$12,475, \$225 per month for 72 months @ 5.95% APR, \$0 down, plus tax, title, and documents



POULIN AUTO SALES
1795 SHELBURNE ROAD
SOUTH BURLINGTON, VT 05403

CUSTOMER DOWN PAYMENT ASSISTANCE

PAY THE SUM

OF UP TO: **Two Thousand Seven Hundred Ninety-Seven Dollars and 00/100**** \$

ISSUED
BY:

POULIN AUTO SALES

Available on pre-owned vehicles \$15,000 or higher. One voucher per vehicle transaction. Voucher not valid with any previously advertised price. Voucher has no cash value. Excludes tax, title, & license. Not to be combined with any other offers. Not a check. DO NOT CASH. NON-NEGOTIABLE. OFFER EXPIRES JUNE 26, 2017.

256 98257-69 50002698 1021369025698 A

Poulin

Author

POULIN AUTO SALES

**1795 Shelburne Road • South Burlington, VT 05403
CALL TODAY! (802) 278-4034**

**WEDNESDAY
JUNE 21**
8am - 8pm

**THURSDAY
JUNE 22**
9am - 8pm

**FRIDAY
JUNE 23**
9am - 8pm

**SATURDAY
JUNE 24**
9am - 8pm

**SUNDAY
JUNE 25**
12pm - 5pm

**MONDAY
JUNE 26**
9am - 8pm

CUSTOMER DISCLOSURE: Customer responsible for all taxes, tag and fees. **No purchase necessary. Purchase does not increase chance of winning. Void where prohibited. See complete rules available at the sale. Con residents, age 18 or older with a valid driver's license who received an original mail piece via U.S. Mail. Employees of the sale, mail house, insurance company, associated sponsors or agencies and their family members are not eligible to win. Prize #1 - \$25,000 Cash (A.R.V. \$25,000); Prize #2 - Flat Screen TV (A.R.V. \$399); Prize #3 - Apple Watch Sport (A.R.V. \$349); Prize #4 - \$500 Walmart Gift Card (Retail Value \$500); Prize #5 - \$500 Walmart Gift Card (Retail Value \$500); one prize per household; all prizes while supplies last. In the event of print/mechanical errors or duplicate winning numbers distributed, the event ends and the contest promotion will be re-mailed at a future date. All validly claimed prizes will be awarded. Any unclaimed prizes will not be awarded. Registered trademarks or service marks are the property of their respective owners. © 2017 Poulin Auto Sales. All rights reserved. **No payments until September 2017. Not valid on models with approved financing through Citizens Bank, plus see store for details. Photos for illustrative purposes only. Internet pricing not valid during event. Cannot combine any offers. Dealer not responsible for late postal deliveries. All offers valid through June 26, 2017.

MATCH & WIN BIG!



POULIN AUTO SALES

IF YOU HAVE A MATCHING SET OF NUMBERS, YOU HAVE WON!**

OVER \$226,300 IN CASH! PRIZES! GIFTS! WAITING TO BE AWARDED!**

4007 WINNER!



IS IT YOU? ONE LUCKY RESIDENT IN THE AREA HAS WON \$25,000 CASH!**

25,000 GIVEAWAY!**



\$1000 CASH



FLAT SCREEN TV



APPLE WATCH SPORT



\$500 WALMART GIFT CARD



\$100 WALMART GIFT CARD



\$5 WALMART GIFT CARD

POULIN AUTO SALES

95 Shelburne Road • South Burlington, VT 05403

CALL TODAY! (802) 278-4034

WEDNESDAY JUNE 21 9am - 8pm	THURSDAY JUNE 22 9am - 8pm	FRIDAY JUNE 23 9am - 8pm	SATURDAY JUNE 24 9am - 8pm	SUNDAY JUNE 25 12pm - 5pm	MONDAY JUNE 26 9am - 8pm
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myAutoCredit
 Visit www.AutoCreditInvite.com
 for FAST & FREE Credit Check!
 Enter Your PIN Found Below
 PO BOX 162 • SORRENTO, FL 32776

#29424

POSTMASTER-
 TIME SENSITIVE!
 IN HOME DATE:
 06/20/2017

PRST STD
 U.S. POSTAGE
 PAID
 ORLANDO, FL
 PERMIT NO. 4541

YOUR PIN: 175-977-224



*****ECRWSS**C067

MARJORIE LIMACHER



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 552 P6
 963

IF YOUR NUMBERS MATCH THE WINNING NUMBER!
CONGRATULATIONS!
 CALL (802) 278-4034 IMMEDIATELY.
 HAVE YOUR PIN CODE (LOCATED ABOVE YOUR ADDRESS) READY!



Bring the mailer to the sale during event hours and your OFFICIAL PIN, located above your address, will be used with our prize redemption software to determine your prize!

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JUNE 23
 9am - 8pm

SATURDAY
JUNE 24
 9am - 8pm

From: AGO CAP <ago.cap@vermont.gov>
Sent: Friday, October 6, 2017 9:21 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Joshua
Your Last Name	Longley
Confirmation Number	WB17-01058
Your E-Mail Address	████████████████████
Your Daytime Phone	██████████
Daytime Phone Type	Mobile
Your Mailing Address	████████████████████
Your City	██████████
Your State	VT
Your Zip Code	██████████
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Poulin Auto Sales
Business Phone (1)	8028590090

Phone (1) Type	Office
Business Address	1795 Shelburne Rd
Business City	South Burlington
Business State	VT
Business Zip Code	05403
Business Website/URL	http://www.poulinautosales.com
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2011
What is the make and model of your vehicle?	Ford F150
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	Unknown
Inspection sticker number, date and color:	Blue February
When was the vehicle purchased?	5/23/17

What was the purchase price?	20,500
Current mileage on the vehicle:	87050
Did you receive a Buyer's Guide document with the vehicle?	Yes
Which of the following apply to the vehicle?	Manufacturer's extended warranty
Description	Purchased truck on 5/23/17, have had issues with the truck since approx 2-3 weeks after purchase, brought back to dealer, they diagnosed it as a vacuum pump, went to ford to be replaced and still didn't resolve the issue. Went back and forth with dealer trying to resolve issue, ended up bringing vehicle back to Ford dealer due to worsening conditions, diagnosed as Integrated wheel ends (4wd hubs) bad as well as a turbo (both of which were brought to the attention of selling dealer) shortly after this diagnosis the transmission malfunctioned and needed replacement which was all done by Ford dealer. Upon mechanical issues, I have still not received registration for the vehicle (transferred plates from previous truck) DMV express does not show an active registration for this vehicle, also the finance company has not received the title for the vehicle. I have been in constant contact with the dealership only to be told I will get a call back and never receiving said Call. I am very frustrated and turning to the AG office as a last resort. Honestly fed up with the constant stress since day one of purchasing this vehicle.
How would you like this matter to be resolved?	I would like the dealership to take the vehicle back
Please list any documents you have available related to this complaint (and attach	Purchase/sales contract Buyer's Guide Warranty documentation Finance contract Repair Orders

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

From: AGO CAP <ago.cap@vermont.gov>
Sent: Thursday, July 11, 2019 5:44 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Maximilian
Your Last Name	Martel
Confirmation Number	WB19-00638
Your E-Mail Address	████████████████████
Your Daytime Phone	██████████
Daytime Phone Type	Home
Your Age	21
I am a...	Active Military
Your Mailing Address	████████████████████
Your City	██████████
Your State	NH
Your Zip Code	██████████
Your Alternate Phone	██████████
Alternate Phone Type	Mobile
Is your complaint about:	An automobile dealer
Business	Poulin Auto Sales

Name or Person's First Name	
Business Phone (1)	8024768159
Phone (1) Type	Office
Business Address	473 East Barre Road
Business City	Barre
Business State	VT
Business Zip Code	05641
Business Website/URL	www.poulinautosales.com
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2001
What is the make and model of your vehicle?	Ford
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	Station # 1824 Purchased from Poulin
Inspection sticker number,	19-185958

date and color:	
When was the vehicle purchased?	06/29/2019
What was the purchase price?	3855.00
Vehicle mileage at time of purchase:	143160
Current mileage on the vehicle:	143244
Did you receive a Buyer's Guide document with the vehicle?	No
Which of the following apply to the vehicle?	AS-IS - No warranty
Description	<p>Test drove the truck around the lot, then purchased it, 5 miles down the road the check engine light came on, the cabin filled with Exhaust fumes, and liquid was spraying out from underneath. By the time I got it home (around 25 miles) it wouldn't go over 40 miles per hour, it was overheating, shaking and I was physically ill from the fumes. I drove it the next day directly to my mechanic 4 miles away with the windows down, I called the dealer ship the day after and was told that someone would get back to me, they never did, They were supposed to overnight the title, they never did, the only paperwork that they gave me was a bill, unsigned. My mother and I paid with 2 debit cards and a check in full, they charged me \$499.00 for a documentation fee, and only received the 1 paper bill. We were told multiple times that it was a new inspection sticker and was inspectible in both VT and NH. After receiving the list from the mechanic we called them back and they would not do anything to work with us. The mechanic's list includes Exhaust Manifold, Intake Manifold, Radiator Leak, New tires, New rocker panels, and two coils misfiring. They covered over the rusted rockers instead of replacing.. There is a lot more little things but these are the major problems. We would have never purchased this vehicle if it</p>

	was not newly inspected. Now I have a \$3855.00 paper weight. It will cost us more than we paid for the truck to repair it and who knows what else they rigged.
Amount of loss:	\$3855.00 + \$75 mechanic fee for diagnosis after purchase.
How would you like this matter to be resolved?	We would like our money back in full, We would like their inspection privileges revoked, these people need to stop defrauding its customers. We are one of many people who have been cheated by this company from what I read on their reviews. I would like the Documentation fee back at the least.
Incident Date	6/29/2019 12:00:00 AM

① Dear Sir

RECEIVED

I, Ricky Mathely got a 2013 Ford
Escape from Poulin Auto Sales in
Colchester, VT. on June 16, 2018.

When I got the car and went
to have it inspected it had Stenerel
Snow tires on it so we couldn't
get it until we changed the tires
so we got new tires, I was
driving it and the Dash went
black could see anything, so
we told Poulin manager he
never did anything about it, so
I took the car to Relay Ford in

SEP 10 2019

State of Vermont

Office of the Attorney General

(2)

chazy, newyork and he said it had been changed before. They didnt fix it. I called the Car fax place and they said there is 26 problems with it. The most one was total in the rear end and was ~~re~~ hit in the front end also. So I paid Car fax \$44.00 to get the problems with it and there was ten pages long. We cant keep break pads on it, had to put strates on it or tires on it. Havent Drove the car in Six months

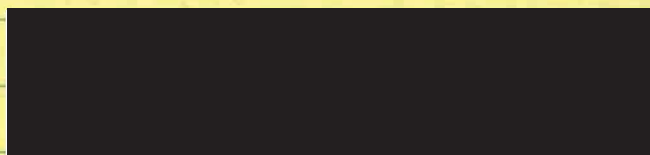
③

They told me the car was in good shape and would last a long time. But they never told us it was wrecked two times and Dash was repaired, now its out again. Payment on the car is 400.14 a month and cant even drive it. Manger said if we keep the car for ~~and~~ one year and every thing was ok I could trade it Back for a new truck and the money I paid on the car would go on the truck. But they lied

(4)

I went over there to talk to them about the car they didn't talk to me and my wife was with me. Now they changed their name of the business and changed their phone number.

I don't know what to do. Can you please help me with this my phone number is



or

Also has a rust place on the back of Taitgate

Can't get car to start because they never gave us a key for it. Only the button

⑤

The new name is Auto-Saver
Mack

phone # 1-800-649-2424



RECEIVED

Buy CARFAX Vehicle History Reports

- 1. Billing Info
 - 2. Receipt
- SEP 10 2019

State of Vermont
Office of the Attorney General

You're Almost Finished!

A copy of your receipt has been sent to your account email:



Create Password:

Confirm Password:

Go To Your Account



Buy CARFAX Vehicle History Reports

RECEIVED

1. Billing Info 2. Receipt

SEP 10 2019

You're Almost Finished!

State of Vermont
Office of the Attorney General

A copy of your receipt has been sent to your account email:



Create Password:

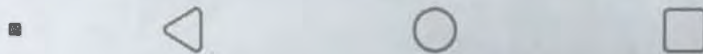
Confirm Password:

Go To Your Account

Your Receipt

Confirmation:	C719929C1C627E28420
Customer Id:	[REDACTED]
Account:	1 CARFAX Report
Approval Code:	627268
Price Paid:	\$43.19
Billed to:	[REDACTED]
Billing Address:	[REDACTED]

[View Full Site](#)



CARFAX Vehicle History Report™

2013 FORD ESCAPE SEL

VIN: [REDACTED]
4 DOOR WAGON/SPORT UTILITY
1.6L I4 F DOHC 16V
GASOLINE
FRONT WHEEL DRIVE W/ 4X4



- Accident reported: total loss vehicle
- Damage reported
- 3 Previous owners
- 9 Service history records
- Types of owners: Corporate, Personal
- 67,766 Last reported odometer reading

This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 7/31/19 at 6:27:10 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Title History

CARFAX guarantees the information in this section

Salvage Junk Rebuilt Fire Flood Hail Lemon	No Problem
Not Actual Mileage Exceeds Mechanical Limits	No Problem

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

Total Loss Total loss reported on 08/05/2013.	
Structural Damage No structural damage reported to CARFAX.	






CARFAX Title History

CARFAX guarantees the information in this section

Salvage Junk Rebuilt Fire Flood Hail Lemon	No Problem
Not Actual Mileage Exceeds Mechanical Limits	No Problem

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

Total Loss Total loss reported on 08/05/2013.	
Structural Damage No structural damage reported to CARFAX.	
Airbag Deployment No airbag deployment reported to CARFAX.	
Odometer Check No indication of an odometer rollback.	
Accident / Damage Accident reported on 08/05/2013. Damage reported on 07/29/2015.	
Manufacturer Recall A current list of recalls is available at Ford Motor Company .	No Recalls Reported

CARFAX Detailed History

Owner 1 Corporate vehicle

Purchased: 2013

Mileage:	Source:	Comments:
1/4/13	NICB	Vehicle manufactured and shipped to original dealer
4/1/13 10 mi.	New Jersey Motor Vehicle Dept. Somerville, NJ Title [REDACTED]	Title issued or updated Registration issued or renewed First owner reported Titled or registered as corporate vehicle Loan or lien reported Vehicle color noted as Black
7/18/13	Ford Motor Company	Manufacturer Customer Satisfaction Program issued Program #12M02 SYNC WITH MYFORD MYLINCOLN TOUCH WARRANTY EXTENSION COVERING ACCESSORY PROTOCOL INTERFACE MODULE APIM

Locate an authorized [Ford or Lincoln Mercury dealer](#) or call 866-436-7332 to obtain more

Buy CARFAX Vehicle History Reports

- 1. Billing Info
- 2. Receipt

You're Almost Finished!

A copy of your receipt has been sent to your account email:



Create Password:

Confirm Password:

Go To Your Account


Your Receipt







Confirmation:	C719929C1C627E28420
Customer Id:	[Redacted]
Account:	1 CARFAX Report
Approval Code:	627268
Price Paid:	\$43.19
Billed to:	[Redacted]
Billing Address:	[Redacted]

[View Full Site](#)

CARFAX Vehicle History Report™

2013 FORD ESCAPE SEL
 VIN: [REDACTED]
 4 DOOR WAGON/SPORT UTILITY
 1.6L I4 F DOHC 16V
 GASOLINE
 FRONT WHEEL DRIVE W/ 4X4



-  Accident reported: total loss vehicle
-  Damage reported
-  3 Previous owners
-  9 Service history records
-  Types of owners: Corporate, Personal
-  67,766 Last reported odometer reading

This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 7/30/19 at 3:21:41 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Title History

CARFAX guarantees the information in this section

Salvage Junk Rebuilt Fire Flood Hail Lemon	No Problem
Not Actual Mileage Exceeds Mechanical Limits	No Problem

CARFAX Additional History

Not all accidents / issues are reported to CARFAX



CARFAX Title History

CARFAX guarantees the information in this section

Salvage Junk Rebuilt Fire Flood Hail Lemon	No Problem
Not Actual Mileage Exceeds Mechanical Limits	No Problem

CARFAX Additional History


Not all accidents / issues are reported to CARFAX

Total Loss Total loss reported on 08/05/2013.	
Structural Damage No structural damage reported to CARFAX.	
Airbag Deployment No airbag deployment reported to CARFAX.	
Odometer Check No indication of an odometer rollback.	
Accident / Damage Accident reported on 08/05/2013. Damage reported on 07/29/2015.	
Manufacturer Recall A current list of recalls is available at Ford Motor Company .	No Recalls Reported

CARFAX Detailed History**Owner 1**

Corporate vehicle

Purchased: 2013

Mileage:	Source:	Comments:
1/4/13	NICB	Vehicle manufactured and shipped to original dealer
4/1/13 10 mi.	New Jersey Motor Vehicle Dept. Somerville, NJ Title 	Title issued or updated Registration issued or renewed First owner reported Titled or registered as corporate vehicle Loan or lien reported Vehicle color noted as Black
7/18/13	Ford Motor Company	Manufacturer Customer Satisfaction Program issued Program #12M02 SYNC WITH MYFORD MYLINCOLN TOUCH WARRANTY EXTENSION COVERING ACCESSORY PROTOCOL INTERFACE MODULE APIM Locate an authorized Ford or Lincoln Mercury dealer or call 866-436-7332 to obtain more

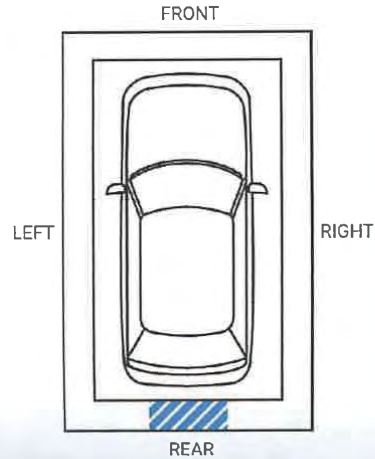
8/5/13

New Jersey
Damage Report

Accident reported
Involving rear impact
with another motor vehicle
Rear primarily damaged
Vehicle towed

This incident was first available for display by
CARFAX on 12/20/2013.

Damage Location



8/5/13

New Jersey
Damage Report

TOTAL LOSS VEHICLE

Vehicle declared a total loss
by an insurance company
Collision damage reported



There are many reasons an insurance company will
declare a vehicle a total loss. Have this vehicle
inspected by a qualified technician before you buy.
[Learn more](#)

9/19/13

6,788 mi.

New Jersey
Motor Vehicle Dept.
San Antonio, TX
Title

Title or registration issued
to insurance company
Vehicle color noted as Black

Owner 2

Purchased: 2013

Personal vehicle
12,922 mi./yr

Mileage:

Source:

Comments:

12/14/13

Vermont
Motor Vehicle Dept.

Vehicle purchase reported

12/18/13

Vermont
Motor Vehicle Dept.
Montpelier, VT
Title





Title issued or updated
Registration issued or renewed
New owner reported
Passed safety inspection
Vehicle color noted as Black

1/13/14

[Formula Ford, Inc.](#)

Key(s) (re) programmed

1/13/14	Formula Ford, Inc. Montpelier, VT 802-223-5201 4.1 ★★★★★ 16 Verified Reviews	8,134 mi.	Key(s) (re) programmed
2/26/14	Vermont Motor Vehicle Dept. Montpelier, VT Title [REDACTED]		Registration issued or renewed Passed safety inspection Vehicle color noted as Black
8/5/14	Formula Ford, Inc. Montpelier, VT 802-223-5201 4.1 ★★★★★ 16 Verified Reviews	17,387 mi.	Vehicle serviced
8/26/14	Ford Motor Company		Manufacturer Customer Satisfaction Program issued Program #14N02 EXTENDED WARRANTY COVERAGE FOR PCM REPROGRAMING IN THE EVENT OF ABS VEHICLE SPEED SIGNAL RELATED COMMUNICATION LOSS THAT DISABLES OBDII SYSTEM MONITORS Locate an authorized Ford or Lincoln Mercury dealer or call 866-436-7332 to obtain more information
9/25/14	Vianor-essex Essex Junction, VT 802-878-8473	18,749 mi.	Tire condition and pressure checked
10/21/14	Vianor-essex Essex Junction, VT 802-878-8473	19,842 mi.	Tire condition and pressure checked
10/23/14	Formula Ford, Inc. Montpelier, VT 802-223-5201 4.1 ★★★★★ 16 Verified Reviews		Key(s) (re) programmed
5/14/15	Vianor-essex Essex Junction, VT 802-878-8473	21,336 mi.	Tire condition and pressure checked
7/29/15	Damage Report		Damage reported Damage to front
3/3/16	Vermont Motor Vehicle Dept. Montpelier, VT Title [REDACTED]		Registration issued or renewed Passed safety inspection Vehicle color noted as Black
7/8/16	Formula Ford, Inc. Montpelier, VT		Tire(s) mounted Rear brake pads replaced

7/8/16 42,541 mi.	Formula Ford, Inc. Montpelier, VT 802-223-5201 4.1  16 Verified Reviews	Tire(s) mounted Rear brake pads replaced Rear brake rotor(s) replaced Brake rotor(s) replaced
2/8/18	Vermont Motor Vehicle Dept. Montpelier, VT Title	Registration issued or renewed Passed safety inspection Vehicle color noted as Black
4/2/18 62,655 mi.	Formula Ford, Inc. Montpelier, VT 802-223-5201 4.1  16 Verified Reviews	Vehicle offered for sale
4/5/18 62,846 mi.	Formula Ford, Inc. Montpelier, VT 802-223-5201 4.1  16 Verified Reviews	Vehicle serviced
4/30/18	Formula Ford, Inc. Montpelier, VT 802-223-5201 4.1  16 Verified Reviews	Vehicle serviced
6/15/18	New York Motor Vehicle Dept. Champlain, NY	Registration issued or renewed Titled or registered as personal vehicle Passed safety inspection
6/25/18 67,766 mi.	New York Inspection Station	Passed safety inspection Passed emissions inspection

[View what was inspected](#)

Owner 3

Personal vehicle

Purchased: 2018


Mileage:	Source:	Comments:
8/3/18	New York Motor Vehicle Dept. Champlain, NY	Title issued or updated New owner reported Loan or lien reported



Avoid financial headaches. Make sure the [loan](#) has been paid off if you're buying from a private seller.

Glossary

Owner 3		Personal vehicle
Purchased: 2018		
Mileage:	Source:	Comments:
8/3/18	New York Motor Vehicle Dept. Champlain, NY	Title issued or updated New owner reported Loan or lien reported



Avoid financial headaches. Make sure the [loan](#) has been paid off if you're buying from a private seller.

Glossary

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
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New Jersey Damage Reports:

- Do not include an assessment of damage severity
- Are required if the estimated damage exceeds \$500

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/31/19 at 6:27:10 AM (CDT). Other information about this vehicle, including problems, may not have been

CARFAX Vehicle History Report™**2013 FORD ESCAPE SEL**

VIN: [REDACTED]
 4 DOOR WAGON/SPORT UTILITY
 1.6L I4 F DOHC 16V
 GASOLINE
 FRONT WHEEL DRIVE W/ 4X4



Accident reported: total loss vehicle



Damage reported



3 Previous owners



9 Service history records



Types of owners: Corporate, Personal



67,766 Last reported odometer reading

This CARFAX Vehicle History Report is based only on [information](#) supplied to CARFAX and available as of 7/31/19 at 6:27:10 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Title History

CARFAX guarantees the information in this section

Salvage Junk Rebuilt Fire Flood Hail Lemon	No Problem
Not Actual Mileage Exceeds Mechanical Limits	No Problem

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

Total Loss Total loss reported on 08/05/2013.	
Structural Damage No structural damage reported to CARFAX.	

THOMAS J. DONOVAN, JR.
ATTORNEY GENERAL

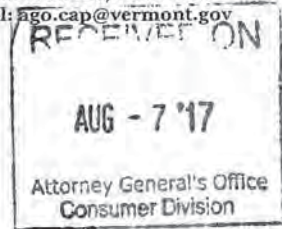
JOSHUA R. DIAMOND
DEPUTY ATTORNEY GENERAL

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



Reference Number: AG17-06603

Consumer Complaint Form

Consumer Information (Complaint By):

Consumer First and Last Name: Cassidy Melton Age: 40
Submitted by: _____ (If filing on another's behalf.)
Organization Name: _____ (If filing on behalf of a business/organization.)
Mailing Address (For Complaint Correspondence): _____
City: _____ ST: VT ZIP: _____
Primary Phone: _____ Phone Type (Circle One): Home Cell / Office / Other: _____
E-mail: _____ @ _____
The Consumer is: A senior citizen _____ Active Military _____ A Veteran _____ A Student _____ Under 18 _____

Business Information (Complaint Against):

Business Name: Poulin Auto Sales, Inc.
Point of Contact for Business: Barre VT (Charay Beard Sales Person)
Mailing Address: 473 Barre RD City: Barre ST: VT ZIP: 05641
Business Phone: 802 - 476 - 8159 Fax: _____
E-mail: _____ @ _____ Website: _____

Amount of Loss: \$ 47,846.40 How did you find CAP? _____

Complaint Details (attach additional pages if needed):

Events as they happened:

Continue from page - (4)

Called poulin auto on Aug. 2nd To Talk
to owner, Charay Stated owner was out
for a Operation, Not Shure when he'll be
back. Maybe a week, She left a NOTE on
~~the~~ his Desk, — He will call when he gets
back,

Relief you desire: on Aug. 3rd Boyfriend Called
and asked for owner, lady
Stated he wasnt in because It was
Auction Day

Aug. 1. 2017.

Hi my name is Chassidy Melton,
I'm a single mother of 2 children,

I bought a 2013 Ford Escape last fall from Poulin Auto that seemed like it was in good shape but constantly had motor issues. I brought the car back to Poulin and told them I did not want the car for that simple fact and every other week I was at the shop with the car, and it was un-reliable. The sales woman Charay Beard seemed to understand and was willing to help fix this problem and get me into a better car/truck.

On 6-20-2017 I went back to the shop to make a trade for the 2013 escape, me and Charay Beard talked and I waited half the day finally we talked about what I was wanting and price range ideas, I told her I would like around the same amount as I was paying for the escape \$350. or less for that was in my range,

Charay pulled up a 2013

(2)

PREMIUM	
TAX	

1 \$-150 and told me to go
2 for a test Drive, I liked the Truck,

3 I went back and we
4 talked about the Truck, She
5 stated the payment was \$569.60
6 and they could pay off a
7 loan I had so that I could
8 afford the Truck, I wrote down
9 the math in front of her \$115. two
10 times and it seemed to be
11 OK. She also stated the bank
12 would let me do split payment
13 so my payment's would be
14 easier on me, so I agreed and
15 signed and drove away.

16 The next week I did not
17 get any paperwork from Poulin
18 on the Truck so I drove there
19 to get them, I got home and
20 read the paper's there was
21 no information about the loan
22 so I called, she stated
23 that that was not the loan
24 they could pay off, thus I
25 told her I could not pay
26 for this truck without that
27 extra money in my paycheck,
28

(3)

PREPARED BY	
DATE	

The next day I called the bank to see about split payments they told me they did not do that, I told the bank I could not pay for the truck and what to do? They said call Poulin and see if they would drop the agreement, thus I called Poulin yet again,

Charay said she would see what she could do and call me back I waited over a week!! So I contacted legal aide, she called Charay and Charay told the lawyer she'd call she never did so I called Poulin yet again,

I called her today Aug. 1st and told her I cannot pay for this truck plus the insurance and live!

Charay said she would let management call me I waited all day for a phone call,

4

PREPARED BY	
DATE	

I have tried and tried to have them understand I cannot afford this truck on what I make, and it seems I just get the run around, I am beyond stressed and want nothing to do with Poulin auto,

I feel I was taken advantage of and misled,

I am gonna have to cancel the insurance for the simple fact I can't pay for it NOR the truck,

I just want them to take the truck back and call it done, I am very unhappy,

Thank you for your time and I pray someone can help

I have enclosed copies of what I make and what they have charged me for which is more than my paychecks -

Thank you

Chassidy Melton

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: Monday, August 19, 2019 11:00:38 AM

The following CAP complaint was submitted:

Your First Name	Ann
Your Last Name	Milizia
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Mailing Address	[REDACTED]
Your City	[REDACTED]
Your State	VT
Your Zip Code	[REDACTED]
Your Alternate Phone	[REDACTED]
Alternate Phone Type	Office
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Poulin Auto - Barre Vermont
Person's Last Name	Auto Source Direct - (Poulin at the time of purchase) Colchester
Business Phone (1)	802 497 1845
Phone (1) Type	Office
Business Phone (2)	802 476 8159
Phone (2) Type	Office
Business Address	Prim Road
Business City	Colchester
Business State	VT
Business Zip Code	05446
Is your complaint about a vehicle you	Yes

purchased?	
What is the year of your vehicle?	2014
What is the make and model of your vehicle?	Ford Escape
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	Vermont
Inspection sticker number, date and color:	6 Green
When was the vehicle purchased?	June 22, 201
What was the purchase price?	11000.
Vehicle mileage at time of purchase:	83153
Current mileage on the vehicle:	84303
Which of the following apply to the vehicle?	I'm not sure
Description	<p>I purchased a 2014 Ford Escape from Poulin Auto on June 22, 2019 at their Colchester location. After 4 days of driving it, it began overheating and the message said to service immediately, It needed to be towed to Poulins in Colchester. They put coolant in it and said it was ok, After a few days it did it again. This went on for the 6 weeks. It was in their shop for a total of 32 days and I could barely drive it on the others.</p> <p>(I have a complete history of service dates and times during the first 6 weeks of owning the vehicle.)</p> <p>Unable to figure out the problem they told me to bring it to Heritage Ford. Heritage said coolant is leaking into the 3rd cyclinder and the engine needs to be replace.</p> <p>Ford told this to Poulin in Colchester and when I talked with them they said they were no longer Poulin (they changed to Auto Source direct in July) and I would have to deal with the Barre dealership. I contacted the Barre dealership both by phone and by email. I</p>

	<p>explained the situation and asked that they take the vehicle back considering it was like that when I bought it and did not happen after a few months of driving it.</p> <p>The car is currently sitting in my driveway and Poulin in Barre nor the Colchester dealer will take the vehicle back and they have not responded to my recent emails or calls. I have a loan on this car that needs to be paid.</p> <p>No one at either dealership will take responsibility for the problem and I don't know what else to do.</p>
Amount of loss:	Total Loan amount
How would you like this matter to be resolved?	I would like them to take the vehicle back and pay off the loan.
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)	Purchase/sales contract Warranty documentation Finance contract

From: AGO CAP <ago.cap@vermont.gov>
Sent: Tuesday, June 20, 2017 3:36 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Alex
Your Last Name	Morgan
Confirmation Number	WB17-00577
Your E-Mail Address	████████████████████
Your Daytime Phone	██████████
Daytime Phone Type	Mobile
Your Age	29
Your Mailing Address	████████████████████
Your City	██████████
Your State	VT
Your Zip Code	██████████
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Poulin Auto Sales
Business Phone (1)	802-278-4034
Phone (1)	Office

Type	
Business Phone (2)	(802) 859-0090
Business Address	1795 Shelburne Rd
Business City	South Burlington
Business State	VT
Business Zip Code	05403
Business Website/URL	http://www.poulinautosales.com/
Is your complaint about a vehicle you purchased?	No
Description	<p>I received a 'sweepstakes' style advertisement mailer unsolicited from Poulin Auto Sales, which seems to date back to 2013 at least. It claims I won a prize, has a scratch-off 'winning code' and pull tabs for six prizes including \$25k cash with codes underneath, and says if the code matches the winner you've won! But they mean only that I've won something, TBD upon visiting the car dealership and speaking with a sales person, who will then hand me a \$5 Wal-Mart gift card (based on the 39,995 out of 40,000 odds listed in the terms) and try to sell me a new car.</p> <p>I asked the person who answered the number what the scam was, since it's overtly suspicious, and noted that I definitely don't want to buy a car. He said only that 'he can't tell me what I've won' but 'don't worry there's no purchase necessary'. He said I'd have to make an appointment and go down. He didn't divulge that I will be sorely disappointed when I claim what I thought was a \$500 gift card prize and instead get \$5 and hassled to buy a car.</p> <p>This is really just an annoyance and I assume it's vaguely legal, so I don't want to waste your time, but felt compelled to send this in, in case the hundreds or thousands of others who got the same mailer are more severely misled. I also a news report of Poulin doing this in 2013, and reviews mentioning it in 2015. If it could be outlawed, I'd be all for it. Same goes for sending me unsolicited mail in general and making me throw out their recycling/garbage for them.</p>
Amount of	0

loss:	
How would you like this matter to be resolved?	A stern reprimand and prohibition on misleading advertisements/unsolicited mail
Incident Date	6/20/2017 12:00:00 AM

From: AGO CAP <ago.cap@vermont.gov>
Sent: Friday, January 25, 2019 6:58 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Leroy
Your Last Name	Nedd
Confirmation Number	WB19-00049
Your E-Mail Address	████████████████████
Your Daytime Phone	██████████
Daytime Phone Type	Mobile
Your Age	48
Your Mailing Address	██████████
Your City	██████████
Your State	VT
Your Zip Code	██████
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Poulin Auto Sales
Business Phone (1)	802-859-0090
Phone (1) Type	Office

Business E-Mail Address	Adi@poulinvt.com
Business Address	574 Prim Road
Business City	Colchester
Business State	VT
Business Zip Code	05446
Is your complaint about a vehicle you purchased?	No
Description	<p>On December 28, 2018, I contacted Poulin Auto because my engine light was not going off and the gas cap light was on. They did a diagnostic test on the car and gave me a list of things that needed to be done to fix the problem including a quote for the cost. Between December 31st which was the first day that I took the car to be repaired and January 4, 2019 when I picked up and paid for the repair, I had to go back to Poulins 5 times because they did not fix the problem that I asked to be fixed. I picked the car up on January 4, 2019 and on my way home the check engine came on. I called Poulins, they said to bring it back which I did 4 times, the final day being January 17, 2019, As of today, January 25, 2019, my check engine light is still on and Poulins was not able to fix the problem. I think that taking a car to a dealer 5 times for the same problem is a little ridiculous. Not only was I without a car for several days, I also had to hire people to take me to work and to take me to drop off and pick up my car each time it was at the auto shop. I believe that Poulins' did not repair my car in a satisfactory manner and now I will have to go to a different auto shop to see if it can be fixed.</p>
Amount of loss:	\$800.00
How would you like this matter to be resolved?	I believe that I should be reimbursed by Poulin's Auto as they did not fix the problem I brought the car in for.

From: AGO CAP <ago.cap@vermont.gov>
Sent: Wednesday, November 1, 2017 1:58 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Tory
Your Last Name	Palmer
Confirmation Number	WB17-01152
Your E-Mail Address	████████████████████
Your Daytime Phone	██████████
Daytime Phone Type	Mobile
Your Mailing Address	████████████████████
Your City	██████████
Your State	VT
Your Zip Code	██████
Your Alternate Phone	██████████
Business Name or Person's First Name	Poulin Auto
Business Phone (1)	802-786-9006

Phone (1) Type	Office
Business Address	473 E Barre Rd
Business City	Barre
Business State	VT
Business Zip Code	052641
Description	<p>Purchased a car on 8/31/16 on retail installment contract stated there was a service contract paid to Royal Administration for \$2999.00 term of 36 months or 36,000 miles. went through paperwork today and could't find s copy of the service contract agreement. I called Royal Admin, they had no contract with me. they told me to call Poulin Auto to get the contract service number, when i contacted Poulin I was told the service contract was actually with Century Automotive. Contacted Century Auto and they sent me a copy of the agreement which stated it had 24 months or 24,000 miles.</p> <p>there was no dates, no cost of the car or my signature.</p>
Amount of loss:	\$2999.00
How would you like this matter to be resolved?	I would like the \$2999.00 which was paid for in the loan
Incident Date	11/1/2017 12:00:00 AM

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: Wednesday, July 31, 2019 9:22:33 PM

The following CAP complaint was submitted:

Your First Name	ashton
Your Last Name	peralta
Confirmation Number	WB19-00712
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	35
I am a...	Vulnerable Adult
Your Mailing Address	[REDACTED]
Your City	[REDACTED]
Your State	VT
Your Zip Code	[REDACTED]
Your Alternate Phone	[REDACTED]
Alternate Phone Type	Home
Is your complaint about:	A bank, credit card or finance company
Business Name or Person's First Name	TD BANK Casie Palmer

Person's Last Name	Also Poulin Auto sales
Business Phone (1)	8028603101
Phone (1) Type	Office
Business Phone (2)	8024768159
Phone (2) Type	Office
Business E-Mail Address	CASIE.PALMER@TD.COM
Business Address	TD BANK 111 MAIN ST
Business City	BURLINGTON
Business State	VT
Business Zip Code	05401
Description	<p>Went to purchase vehicle at Poulin auto sales in Colchester. I gave then a downpayment for a car but refused to release the car so I asked for a refund. I was told the machine were already off and he had to call in a refund. They refused to answer my calls for days so I contacted their sister Poulin site in Barre. Who agreed to use the money that wasn't returned as a downpayment on a vehicle. The only thing they needed to do was contact my employer, I gave them the number and the owner of my business called 4 times with no luck. they became beligerent and threatened my life and that i'd be going to jail if I didn't return the vehicle monday. I went straight to barrre from burlington after work. returned the car and instead of refunding my money the man named Dutch just kept charging my account. He seemed to eventually fix it as I had over a thousand dollars before I left the dealership. problem is i wake up tuesday with negative [REDACTED] in my account, I went to TD 111 main st burlington to figure things out. Casie Palmer of TD said I needed a new debit card to prevent any further theft of money. i figured she knew best and did so. one of the 500 dollar charges was also removed by TD bank. it put me back over the negative. This morning I wake up and notice i'm negative again. Poulin took the 500 right back.</p> <p>Now I've spoken to several supervisors on the phone who've said my problem is the money is waiting on the debit card Casie threw away yesterday. It could take 5 to 7 days to get to my new card. That's unacceptable. I haven't eaten today, found 2 dollars in change to get to work cleaning sewage in 90 degree weather and can't even afford water. I need to eat, i need gas, i have other bills [REDACTED] I've</p>

never been this broke and i'm desperate. please help me. This will ruin my life, I'll lose my job, starve, [REDACTED] and the saddest thing is the money is on the debit card Casie Palmer took yesterday. if the money is there it should go right to my account since my acct wasnt changed or my pin. I called Casie today and she said "well you better do something because you're in the negative and we'll charge you. I decided it's time to get a hold of the highest supervisors possible and the attorney generals office. This blunder(at best a blunder) can literally ruin my life. i desperately need help, i'm hungry, scared, broke, being bullied, [REDACTED]

[REDACTED]. PLEASE PLEASE CALL I NEED THAT MONEY TOMORROW. Ashton peralta [REDACTED]

Two TD branches (i dont have the managers numbers) who received urgent emails from supervisors are Winooski and 111 main st. burlington VT Something has to be done. Dutch at Poulin has threatened my life so I have not called back as i'm afraid to. I get the run around from the supervisors at TD but if the money is there and my accounts the same please have them just put it in my account so i'm not homeless.

Also the first time poulin refused to refund money was july 19th and the 23rd and this past monday.

Thank you very much
ashton peralta

Amount of loss:	1040.65
How would you like this matter to be resolved?	i just want my thousand dollars (thursday) so i'm not jobless, starving [REDACTED]
Incident Date	7/31/2019 12:00:00 AM

From: AGO CAP <ago.cap@vermont.gov>
Sent: Wednesday, June 14, 2017 5:55 PM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Eric
Your Last Name	Plante
Confirmation Number	WB17-00558
Your E-Mail Address	████████████████████
Your Daytime Phone	██████████
Daytime Phone Type	Home
Your Mailing Address	████████████████████
Your City	██████████
Your State	VT
Your Zip Code	██████
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Poulin Auto Sales-Barre
Business Phone (1)	802-768-9006
Phone (1) Type	Office
Business E-Mail Address	CBeard@poulinvt.com
Business Address	473 E. Barre Rd.
Business City	Barre
Business State	VT
Business Zip Code	05641
Business Website/URL	Poulinautosales.com
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2013

What is the make and model of your vehicle?	Jeep Wrangler Unlimited
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	not sure
Inspection sticker number, date and color:	Not sure
When was the vehicle purchased?	5/24/17
What was the purchase price?	22,500
Vehicle mileage at time of purchase:	98,021
Current mileage on the vehicle:	98,196
Did you receive a Buyer's Guide document with the vehicle?	No
Which of the following apply to the vehicle?	Service Contract (purchased warranty)
Description	Dealership will not fix major issues discovered within 2 days of purchase, and extended warranty will not cover any pre existing conditions. Warranty was purchased through the dealership stating the dealership needs to be the one to fix issues. Dealership past the needed repairs along to another dealer but will not pay for the repairs.
Amount of loss:	Estimated \$5000
How would you like this matter to be resolved?	I would like poulin auto to pay for the repairs to the jeep that they sold me,which was faulty when i made the purchase
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)	Purchase/sales contract Warranty documentation Finance contract Repair Orders
Incident Date	5/26/2017 12:00:00 AM

From: AGO CAP <ago.cap@vermont.gov>
Sent: Thursday, June 22, 2017 11:00 AM
To: AGO - CAP
Subject: CAP Complaint

The following CAP complaint was submitted:

Your First Name	Lance
Your Last Name	Polya
Confirmation Number	WB17-00587
Your E-Mail Address	██████████
Your Daytime Phone	██████████
Daytime Phone Type	Home
Your Age	72
I am a...	Senior
Your Mailing Address	██████████.
Your City	██████████
Your State	VT
Your Zip Code	██████████
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Poulin Auto Sales
Person's Last Name	Poulin
Business Phone (1)	(802) 278-4034
Phone (1) Type	Office

Business Address	1795 Shelburne Rd.
Business City	South Burlington
Business State	VT
Business Zip Code	05403
Is your complaint about a vehicle you purchased?	No
Description	<p>Called number above to be removed from mailing list of flyers constantly received in postal mail for giveaway sweepstakes. Receptionist said that only can be removed if I give them my social security number.</p> <p>This sounds very suspicious to me.</p>
How would you like this matter to be resolved?	To be removed from their mailing list w/o revealing my SSN
Incident Date	6/22/2017 12:00:00 AM