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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: ago.vermont.gov/CAP
e-mail: ago.cap@vermont.gov

May 4, 2022

Diane Aberl

[REDACTED]
Burlington, VT 05401

Re: Vermont Public Records Act Request | Auto Source Direct

Dear Diane Aberl,

After review of your records request dated April 29, 2022 (attached), we reviewed our records for consumer complaints filed between 2020-2022 for Auto Source Direct, a car dealership located in Colchester, Vermont. Enclosed is the responsive record.

If you feel information or records have been withheld in error, you may appeal to the Deputy Attorney General in writing at:

Josh Diamond
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you.

Sincerely,

Handwritten signature of Lisa Jensen in blue ink.
Lisa Jensen

Assistant Director
Consumer Assistance Program

From: AGO CAP <ago.cap@vermont.gov>
Sent: Thursday, May 14, 2020 3:13 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	Samuel
Your Last Name	Wood
Confirmation Number	WB20-00484
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	[REDACTED]
I am a...	[REDACTED]
Your Mailing Address	[REDACTED]
Your City	Ashland
Your State	NH
Your Zip Code	03217
Your Alternate Phone	[REDACTED]
Alternate Phone Type	Mobile
Is your complaint about:	An automobile dealer

Business Name or Person's First Name	Auto source direct llc
Business Phone (1)	(802) 497-1845
Phone (1) Type	Other
Business Phone (2)	8027770461
Phone (2) Type	Mobile
Business Address	574 prim road
Business City	Colchester
Business State	VT
Business Zip Code	05446
Business Website/URL	https://www.autosourcevt.com/
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2012
What is the make and model of your vehicle?	Honda Civic
Is the vehicle new or used?	Used
When was	05092020

the vehicle purchased?	
What was the purchase price?	around \$7000
Vehicle mileage at time of purchase:	124000
Current mileage on the vehicle:	12400
Did you receive a Buyer's Guide document with the vehicle?	No
Which of the following apply to the vehicle?	Other
Description	<p>we purchased the car on a Saturday and were told they would send it out on Monday to us sense we live in NH and ig needed an inspection and they had no mechanic that day. Well Monday comes around we send a text to check in and they say its behind schedule on ly have 1 mechanic so okay we wait a bit then they say our driver is going home sick okay so we weight so they can find a solution then they told us it take a week to get the part we had no idea it needed a part this sketched us put and we asked for our money back. They agreed to do so and said they would cancel wit [REDACTED] the finacing company come to find out they never canceled with them so I called them and canceled. After this we inquired about the \$1000 down payment the dealership was going to give us back and we have been met with lie after lie sense one day it was supposed to be here never came asked again they said it was going through then they say the card is canceled wich it wasn't at the time but has sense been canceled to protect me and my girlfriend from loosing money. They then said they wouldn't give it to us because we wrote a bad review about them</p> <p>Wich is completely unprofessional and they are saying they won't let us put of the deal now due to the bad reviews. I called [REDACTED] to see if the deal was still live and they said no its been completely canceled like it never happend. And when I called the dealership telling them that they tried telling me I was lying to them so I called [REDACTED] and they once again confirmed it was canceled. Now I am worried they might try to forge me and my girlfriends signature to restart the deal</p>

	<p>and would like that definitely not to happen we were never in possession of the vehicle. They also never gave us back our bank statements paystubs or mail we provided them to do the financing as they were just supposed to make copies and have copies of our license. I have tried to be polite and sort it out with a guy named Kris there and he just says I'm lying and hangs up. [REDACTED] I am not wanting to have a screwy dealership ruin my credit after agreeing to back out of the deal. They also as of right now put the vehicle back on there website please help me out this has been incredible frustrating for me and my girlfriend</p>
Amount of loss:	\$1000
How would you like this matter to be resolved?	my money back as well as a formal apology from the dealership and a 100% guarantee my credit won't be affected and monthly payments won't be taken out of a car we don't have and never did have
Incident Date	5/14/2020 12:00:00 AM

From: [REDACTED]
To: [Consumer](#)
Cc: [REDACTED]
Subject: Car purchase, Auto Source Direct
Date: Thursday, August 13, 2020 3:38:35 PM

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

May 9th bought a car from Auto Source Direct in Colchester, Vermont. The car has been towed twice for break downs, regarding the cooling system. The car is [REDACTED] and has been at the dealer over a month, nothing has been done to repair it. Financing through [REDACTED], and the car dealer state that Auto Source Direct sent a check to [REDACTED] to pay off the loan. The check allegedly can not be cashed without authorization. They also owe \$1000 to John for a down payment he put on the car. Contacting them has resulted in no response. Thankyou Shasta and John Dailey

Sent from my iPad

On Sep 28, 2020, at 4:50 PM, Krystal Whitney [REDACTED] wrote:

Hello Lisa,

Basically what happened with the car was a variety of things. When I first bought the vehicle nothing was explained to me, I was told that they were giving me enough trade in for my vehicle that the warranty they provided was covered and not going to be tied into the loan. That was a lie and they added gap insurance without asking. My \$6,700 loan was then made to be \$14,000 through them adding an extended warranty and gap insurance. I test drive the vehicle before purchasing and noticed the passenger side seat buckle clip was missing. I said something to them and they said they would fix it before I picked it up the next day. I signed all the paperwork the next day and my car still didn't have the buckle, I was also never given any copies of anything including the fact that I never received my registration from the dealership. After the seat buckle there have been many issues with the car including brake calipers, the vehicle smoking while driving it, engine seals, reverse cable snapping, clutch sticking and plenty more. The dealership was at first working with me when I expressed understanding my rights as a consumer to get out of the vehicle. The salesman that initially sold me the car is no longer employed there so I was working with a different salesman than the one who I initially worked with. This salesman understood my frustration and expressed that they were going to do a collateral loan for my car for another car they had on the lot. That was given a whole of time and then eventually I went to them for the clutch issue and the salesman informed me that I should call a lawyer because the manager has the final say and with the other car they were going to put me in having an airbag light magically turn on the day I was supposed to pick it up that they would most likely not put me in that car. Being frustrated I asked to speak with the manager, in my meeting the manager called me a liar and wouldn't even look at me. He said he would call me back before he left at 5. He never called me. I called the dealership at 4 from north hearing from him to find out he left already and the salesman told me he would reach out to the manager to call me but he never did. I had to bring my car to the dodge dealership for them to look into my broken clutch and had to pay for a rental car due to the fact that the dealership I bought my car from refused to give me a loaner car even though they were the ones that had me bring it there. [REDACTED]

[REDACTED] I am also [REDACTED] and every time I brought a [REDACTED] in with me I was treated differently then if I was there by myself. I have owned this car for about two months now. I have been fighting to get out of the car since the second week I got into it. There is so much more I could put but at this point that is all I can give. What I want as an outcome from this is for them to take the car back and get me out of my loan. I no longer want them to give me a different car. I just want the money I gave to them back to go toward a down payment for a new vehicle [REDACTED] with the unreliable vehicle I now have. I also want them to reimburse me for the rental car that I had to pay for. I don't have any paperwork at all from any of this, no initial paperwork including information about my loan or my registration, I never received any paperwork to show what work they have done on my vehicle either. I just want to get out of this unsafe vehicle and be done with auto source direct. My contact information is either the email

[REDACTED] or by phone [REDACTED]. The dealership is auto source direct I worked with Carlos and Chris is the manager. They can be reached by phone at 8024971845.

Another resolution that I am looking for is to get out of the \$14,000 loan that was taken out through financing this vehicle. Having this loan for this vehicle [REDACTED] and one that I don't see fair to me having with me no longer having the vehicle and not feeling safe in driving the vehicle. I can't keep this loan as it will effect my credit score negatively and lessen my chances to get into a safe vehicle once this is all over with [REDACTED].

Thank you so much again for your time,

Krystal Whitney

Sent from my iPhone

Intake #WB20-00634

Received Date: 06/19/2020

Incident Date: 06/19/2020

Consumer:

Jaret Chagnon
[REDACTED]

Winooski, VT 05404
[REDACTED]

Business:

Auto Source Direct
(Poulin)
574 Prim Road
Colchester, VT 05446
khris@autosourcevt.com
(802) 497-1845

Description of Complaint:

Hello,

I bought a 2007 GMC Sierra 1500 from Auto Source Direct in Colchester VT on 6/8/20. I financed my purchased through the dealership with [REDACTED]. However, they did not give me a purchase and sale agreement or financing paperwork.

Since 6/8/20 I have had to bring it to the dealership two separate times for two different issues. I continue to have issues with the vehicle. I learned they cut the emergency brake prior to selling me the truck, which means the new inspection sticker they put on a day later is not legitimate. Also, the date, model and odometer reading are all inaccurate on the inspection sticker. Lastly, the odometer reading is 3000 miles more than what is listed on the VT DMV registration form. The Buyers Guide does say it is an "As Is" sale. However, the salesperson verbally told me and my parents that there is a 60 day and/or 3000 mile warranty on the truck. I am certain I have not driven 3000 miles in a week and a half as I live and work in the Winooski area.

I am very concerned about what else is wrong with this truck and the fact that I have received no paperwork. It seems the dealership has been dishonest and/deceptive in selling me this truck. I would like to return the truck and cancel my finance agreement.

Can you please provide me with guidance in this matter?

Thank you.
Jaret Chagnon

From: [AGO CAP](#)
 To: [AGO - CAP](#)
 Subject: CAP Complaint
 Date: Tuesday, October 6, 2020 7:15:32 PM

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	Angel
Your Last Name	Mercure
Confirmation Number	WB20-01083
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	[REDACTED]
What is the name of your business?	[REDACTED]
Your Mailing Address	[REDACTED]
Your City	South Burlington
Your State	VT
Your Zip Code	05403
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Auto Source Direct Kristpher
Person's Last Name	Poulin

Business Phone (1)	802-479-1845
Phone (1) Type	Office
Business Address	574 Prim Rd
Business City	Colchester
Business State	VT
Business Zip Code	05446
Business Website/URL	autosourcedirect.com
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2010
What is the make and model of your vehicle?	Chevy
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	Auto source direct
Inspection sticker number, date and color:	Green #1 January 2020
When was the vehicle purchased?	February 14th 2020
What was the purchase price?	3200

Vehicle mileage at time of purchase:	112000
Current mileage on the vehicle:	120000
Did you receive a Buyer's Guide document with the vehicle?	Yes
Which of the following apply to the vehicle?	Other
Description	<p>When I drove my car off the lot on February 14th, I gave Auto Source Direct \$1000, which brought the initial amount from \$3200 to \$2200. Beginning in April I paid \$300 a month, I did miss one payment, but after communication, that payment was made up in July. I left work the beginning of September to find my car gone. Upon speaking with Kris Poulin, he informed me that I was behind on payments, and needs to give him \$2300 to get my car back. For about 2 weeks, I called and Kris didn't call me back, I felt as though he was dodging my attempts to reach him. I made 1 \$300 payment in cash, the rest were all done through my debit card. Auto Source Direct has both of my card numbers, and have taken payments continuously! This morning, 10/06/20 I found my car on facebook marketplace for sale. The selling price is \$2200. Again I've tried several times to reach Kris today, with absolutely no response!</p>
Amount of loss:	3200
How would you like this matter to be resolved?	I would like to be refunded the money for my car that I no longer have
Please list any documents you have available related to this complaint (and attach	<p>Purchase/sales contract Buyer's Guide Finance contract Repair Orders</p>

copies at the end of this form, or mail/fax them to us)	
Incident Date	9/2/2020 12:00:00 AM

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: Tuesday, December 15, 2020 5:02:03 PM

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	Dustin
Your Last Name	Anderson
Confirmation Number	WB20-01367
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	[REDACTED]
I am a...	[REDACTED]
Your Mailing Address	[REDACTED]
Your City	Richmond
Your State	VT
Your Zip Code	05477
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Auto source direct
Business Phone (1)	(802)497-1845
Phone (1) Type	Office

Business E-Mail Address	Autosourcedirect802@gmail.com
Business Address	574 prim rd
Business City	Colchester
Business State	VT
Business Zip Code	05446
Business Website/URL	http://www.autosourcevt.com/
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2017
What is the make and model of your vehicle?	Mazda 3touring
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	It did but came up that there is a recall
When was the vehicle purchased?	November17 2020
What was the purchase price?	14750 out the door price he said
Vehicle mileage at time of purchase:	63,503
Current mileage on	64,000

the vehicle:	
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>We first went here to buy a vehicle cash no payment was looking for an suv [REDACTED] he said he had some to stop by so we did when we got there he said we're you guys for any chance thinking about financing a vehicle [REDACTED] he said let me work my magic asked how much we had for a downpaymebt we said 5,200 he said cool I will just have to have my coworker run your card the first day they could only take 2500 so then he said don't worry about anything rest your heads assured that If the bank didn't approve that they would do it so. the next day they told us that paperwork was done that they were going to run the card for the remainder of 5200 which we had if needed for a deposit not set on as we wanted to spend all of it but they said that that what the bank wants for the down payment and it's already all put in the system that we couldn't receive our refund back there no option for them to get it out of the bank so I was mad already cause we sat there all day be for just that we were suppose to just sign the papers well they didn't go as planned when I came in the business to see what's going on my girlfriend had informed for that Carlos the sales rep told her that she could sign for me cause we have been together more then 7 years it's common law so I was furious and when we were leaving I asked Ashley where are all the paperwork that you signed because I want to take a look at it. She stated that he said he would have the paperwork for us the following day. The next day when we returned because he said that he promised us in oil change in other things that needed to be done on the car for that day that we were there when we returned there The next day he said oh him we can't do the oil change today because it scheduled they only do it on Wednesdays or something like that so then we had to bring the car back in the Wednesday coming and still today has a oil change or anything has been done on that car that they had promised. When I went into ask where the paperwork is That Ashley had signed because I don't know what the agreement was I now then looked at the paperwork and seen that my signatures were signed and that we were agreed to a longer contract a longer Monthly payment and we have an agreement that Was made that we still owe them more of a deposit that we had miscellaneous fees Filing fees extended warranty fees and some other fees that he said that that's all fees That dealers put on that's what keeps Their Business going. So when me and Ashley got home we were talking and I asked her how he came up with these numbers because it is way out of our affordable range which clearly states with our incomes that we gave him that he went off of</p>

our Gross pay not what our net pay is. So when we return the following day for the third day in a row or maybe this is the fourth day in a row I went in and told Carlos that this is an affordable for us that what he was doing is wrong and I feel like we are being scammed. He stated that he doesn't have time for this that all the fees and all the deposits that are required are required by the bank that is financing us so I then called the bank and ask them These questions about if they require a certain amount of down deposit or what their financing options are as far as how many months or how many years or what needs to be provided with the vehicle in the lady stated to me that all Oh that is made up by the dealer. So when I went back and spoke with Carlos and told him that the lady said that no it's made by the dealer he said he doesn't have time for me he doesn't have time for the Bank. That this is nonsense and there's nothing he can do about it I said I wanted to be in an SUV I came here with cash I didn't wanna payment you got a payment out of us you took the payments before we were even financed before we even had a car picked out before anything you guys had drawn that money off of the card and then turn around and stated that we couldn't get our refund back because the bank had already had it and everything all the paperwork was done. So then when he sat down he said well you know what would've been an option if you want to trade we said well we'd have to test drive some of the vehicles so we test drove a Kia soul and it seem to write a day later the transmission feels like it's a jammin in the first gear not a first gear so we're taking that back to them and said that we didn't want that vehicle because it's not shifting properly he said that we need to Get back in to the Mazda three until they can figure out what they can get us in as far as an SUV when we got back the Mazda three we were calling them and asking him what they were going to do now stating that there is nothing they can do that they can't refund us our money that we need to deal with this payment that we have and that is that meanwhile our insurance now is changed from the Mazda to the Kia back to the Mazda and now is pricing over \$200 on that we have A car payment that is [REDACTED] a week that is not in affordable range [REDACTED] just for the payment of the car so you tell me where there was a budget bracket done at for This [REDACTED]

[REDACTED] that how all of a sudden that the vehicle cost \$14,750 all extra charges and fees and all that is about another \$4000 with taxes in finance charges it brings it to a total of 20,000 and some change and the deposit that we gave brings the vehicle back to the cost of the vehicle as if we gave nothing. So please if there's anything you can do or advise us or help us out so we can take these Crooks down greatly appreciate it in another note they were known as Poulin auto couple months prior there is Several reviews on The old name Poulan's auto in hell you've done this to several people then turn around and change your name open the business back up same people same stuff same everything different name in all the reviews are great because it's people that are friends of the family that are reviewing it and putting his reviews down so that it makes him five-star they are scamming people they've been doing this for a while and I would like to get to the bottom of this so if you

	can call me at my phone number [REDACTED] greatly appreciate it
Amount of loss:	Well haven't figured it yet
How would you like this matter to be resolved?	I would like to take this action further so they can't do this again
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
Incident Date	12/15/2020 12:00:00 AM

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: Wednesday, February 24, 2021 3:15:34 PM

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	Joyce
Your Last Name	Rollins
Confirmation Number	WB21-00228
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Age	[REDACTED]
I am a...	[REDACTED]
What is the name of your business?	Poulin Auto
Your Mailing Address	12 Eagle Camp Road
Your City	South Hero
Your State	VT
Your Zip Code	05486
Your Alternate Phone	[REDACTED]
Alternate Phone Type	Mobile
Is your complaint	An automobile dealer

about:	
Business Name or Person's First Name	Poulin Auto
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	https://www.poulinautosales.com/
Is your complaint about a vehicle you purchased?	Yes
What is the year of your vehicle?	2014
What is the make and model of your vehicle?	KIA Soul
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	Poulin
When was the vehicle purchased?	2020
What was the purchase	15000

price?	
Current mileage on the vehicle:	92000
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 wanted a lower payment than the one that I had. I had purchased a Hyundai Sonata at Poulin Auto in Colchester. Dutch Ducharme talked me into this KIA. I now have this lesser car for more money and it has issues. I have called Poulin to redeem this issue and nothing has become of this. [REDACTED]</p> <p>[REDACTED] Which my daughter told Dutch a couple of months after the deal and she went off on him seeing the deal was a bad deal on his part.</p>
Amount of loss:	15000
How would you like this matter to be resolved?	I would like the dealer to just take the vehicle back.
Incident Date	2/24/2021 12:00:00 AM

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint FYI DMV enforcement
Date: Tuesday, March 30, 2021 10:20:47 PM

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	jaret
Your Last Name	chagnon
Confirmation Number	WB21-00339
Your E-Mail Address	[REDACTED]
Your Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Your Mailing Address	[REDACTED]
Your City	winooski
Your State	VT
Your Zip Code	05404
Is your complaint about:	An automobile dealer
Business Name or Person's First Name	Auto Source Direct
Person's Last Name	Poulan
Business Phone (1)	802-497-1845
Phone (1) Type	Office

Business Address	574 Prim Rd
Business City	Colchester
Business State	VT
Business Zip Code	05446
Business Website/URL	autosourcevt.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?	GMC Sierra
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	Auto Source Direct
Inspection sticker number, date and color:	6/11/2020 Yellow 6
When was the vehicle purchased?	June 8 2020
What was the purchase price?	10,850
Vehicle mileage at time of purchase:	62,531

Current mileage on the vehicle:	75,209
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>I purchased the 2007 Sierra in June 2020. When I purchased the vehicle they put a fresh inspection sticker on also the emergency brake was non functional, the tire sensor was on. I called them and they said they would fix these problems for me. They then told me to bring it in they fixed the tire sensor. After this was all done I thought that everything was okay with the vehicle. Then in November I brought the vehicle to my mechanic for an oil change and while up on the lift they notice that the frame was rotted. I then asked them how long it would take for something to get that bad and they said awhile, and the vehicle was inspected 5 months before. Then they went on to tell me that this vehicle would have never passed a Vermont inspection. At this point I went right back to the dealership and showed them. They said that they didn't see anything when they inspected the vehicle but he would find a replacement vehicle for me. They told me that they would give me what I owe on my loan and then refinance the new vehicle. From that point on I had a hard time getting a hold of them, I would reach out several times a week i would even go in to talk to him and he wouldn't be there. Then every time they said they had a vehicle I would make an appointment with my mechanic and the vehicles ether weren't ready to be driven or they would be sold. This last time I go there I speak with the owners wife the story changed and now I was going to have to purchased a newer vehicle and she mentioned that they would only give me the trade in value and that I would have to cover the rest on top of a new loan.</p>
Amount of loss:	9,905.89
How would you like this matter to be resolved?	I would just like the amount of the total loan back so that i can go do business with a more replical dealership
Incident Date	6/8/2020 12:00:00 AM

Ms. Hannah Bosley

CAP024

██████████ Colchester,
Vermont, 05446
██████████
██████████

12 May, 2021

To the Office of the VT Attorney General Consumer Assistance Program,

My father and I went to Auto Source Direct, located on Prim Rd in Colchester in November 2020 looking for a safe and reliable vehicle for me to drive myself ██████████ where we needed. We spoke with Carlos Reyes, the Sales Manager who directed us to a 2006 Honda Pilot. We purchased the Pilot for \$4998 plus taxes and fees totaling \$5357.88 in December 2020 from Auto Source Direct in Colchester VT.

During January to April 2021, the Honda was returned to Auto Source Direct for service of significant issues 3-4 times, including and not limited to parking and brake lights not working the day I picked up the Pilot and after a new inspection sticker was applied, to the check engine light turning on and off at seemingly random intervals. I spoke solely to Carlos during this time. Auto Source Direct recognized the numerous mechanical issues and attempted to fix them with no additional charges for each of the after-sale Honda services. I did offer to pay for the repairs after the power steering pump was replaced. The Car Sales Manager reassured us that if the problems persisted with the Pilot, he would work with us to find a safer more suitable vehicle; using the money we had paid for the Pilot as partial payment for the new vehicle, and rounding up to make an even \$5000 for an easier transfer.

In Mid-April the engine began to make terrible noises and soon after the check engine light came on again. On 22 April 2021, the Car Sales' Manager heard the engine noise which had only been getting louder and requested that on Friday the 23rd of April, the car be left at the dealership for the engine to be checked out. On April 24th the Manager and head mechanic indicated to me, after checking out the engine, that the engine had a major issue that would result in the car needing an entire engine rebuild within a matter of a few months and offered to provide a more reliable vehicle to ensure the safety and well-being of myself ██████████, as previously mentioned.

On 24 April 2021, the Car Sales manager offered, and I accepted, a deal for a used 2011 VW SUV. To make up for the inconveniences and issues with Honda the

Manager offered an even-price offer. However; I insisted that we pay more than an even exchange to be fair with receiving a newer vehicle. The Sales Manager came back with paper work indicating that we would owe an additional \$1205.94 after tax. Consequently, the \$5000 from the transfer of funds was placed on the trade in line of the sales form, with another \$1205.94 total due, after taxes, with payment terms to be finalized the following week. The dealer's manager filled out and signed the Dealer Report of Sale – Temporary Registration paper work, which I also signed as directed by him, after being reassured that everything was above board, there by finalizing the contract. He then transferred plates, and assisted with transferring property from the Honda to the VW.

On 26 April 2021, the Dealership owner, Khris Poulin, called wanting to know when I could come in to finalize the payment terms. I was unable to go to the dealership that day and suggested the 27th. I asked about Carlos, assuming he would be the one to contact me about finalizing the payment terms, and was told that the manager had the day off. Khris also insinuated that Carlos would be available to complete the payment the next day. At about 10am on the 27th the owner called again to schedule a time for me to meet. I arranged for my mother and I to be there that afternoon.

Upon arrival to Auto Source Direct the owner walked outside to meet us. When we again inquired about the sales manager who had been assisting me for the previous months, we were told that he was on vacation and would not be back for a few weeks. I went to the bathroom and my mother followed the owner into what was once the Sales Managers office. He quickly produced paperwork that neither my mother or I had seen before; with a salesman's name of Justin, who we had neither spoken to nor seen at the dealership before. This paperwork also had a sum owed significantly more than on the original Dealer Report of Sale – Temporary Registration. As attached to this letter. When we refuted the document, he asked us how much we thought I owed. At that time, I retrieved the signed Dealer Report of Sale – Temporary Registration and showed him the remaining balance. Khris, the owner, looked shocked at seeing that document and claimed that it was not valid, and that the sales manager had been fired. He offered to switch the license plates back to the pilot if we were not going to accept his falsified sales offer. My mother pointed out that the original contract was legally binding and that we were willing to pay the entire remaining balance of \$1205.94 as indicated on the Signed form. The owner refused our offer, told us we could leave with the vehicle, that he would be contacting the sales manager about the remaining balance, and that they would get back to us the following day.

On 28 April 2021 I missed a call from Auto Source Direct at 9:00 am. They did not leave a message. About an hour and a half later I picked up a call on my phone from a number I did not recognize. It quickly was made apparent that the person on the other end of the line was Lea, the Co-Owner of Auto Source Direct. She began to bullishly indicate that the deal was not valid as it was made by a disgruntled employee, the sales manager had been fired, [REDACTED], that I had trespassed onto the dealership property on Saturday the 24th at 1am, and demanded the immediate return of the VW, stating that they considered it

stolen property. When informed that I had a pink original copy of the Dealer Report of Sale Temporary Registration Lea stated that she had voided it. She said the VW belonged to an out of state flooring company who demanded that the vehicle be shown on their lot by noon on the 28th via a video call. She also stated that we could come in by the allotted time to complete the deal with the price her husband had written up and we could keep the VW. If we did not return the VW at the time given, she would then call the State Police and report it stolen, and have us charged and arrested for the theft of the VW and I for trespassing. After getting off the phone, my mother contacted Colchester PD who informed us that this was a civil matter. Officer Gonyaw reassured us that neither Lea nor her husband could contact the police to have us arrested for theft. My mother left a voicemail on the Co-owners phone stating that per the Colchester PD the car was not stolen, to remember who they were upset at, and that we would be willing to have an adult conversation once emotions had settled. In response to my mother's voicemail the owners hired a tow-truck from Splaine's towing company to reposes the VW, at around 430pm, for lack of payment. We again contacted Colchester PD and Corporal David Dewey came to my house. The Colchester PD told the tow truck driver to stand down until the situation was resolved, which he did. Lea claimed to have court paperwork stating that she could have the car repossessed. Corporal Dewey asked that she provide the paperwork to his superior at the station for review. The Superior Officer ultimately concluded that the paperwork was invalid as it had not been signed by a judge. At this point Corporal Dewey had the tow truck driver leave, and expressed that if this were his vehicle, he would move it to another location as to protect his asset. My mother and I took the advance and had my father come help us move the VW, while allowing us to borrow my Grandmothers car for a few days so that we could still travel where needed safely, [REDACTED]

[REDACTED] Sargent Gonyaw contacted me at 830pm April 28th also to obtain an affidavit regarding this issue as the Co-owner had filed a complaint earlier on. He was surprised to learn that the co-owner left out any information stating that Auto Source Direct had sold us the Pilot after the co-owner stated I knew the Pilots trade in value was only \$500. Sargent Gonyaw assured me I qualified for assistance from Vermont Legal Aid after I told him I would be contacting Lawyers the following day. I thanked him stating I had already left VT Legal Aid a message before the tow truck showed up as I was curious of my options in this matter.

On 30 April 2021 I called Vermont Legal Aid, and a few civil case Lawyers. Legal Services responded advising me to contact you, the attorney general, as a formal complaint is the next step prior to obtaining legal representation. I spoke with one of your representatives at about 440 pm that afternoon. They advised me to send this letter to you and contact the Better Business Bureau. I began to gather myself to attempt to send this letter forthwith.

On 1 May 2021 my neighbor frantically knocked on my door to tell me that a woman was taking pictures of my grandmothers' car, parked in my assigned spot for less then 20 minutes. We very quickly figured out that it was the Co-owner to the dealership as my neighbor got pictures of the car the woman drove away in and her verbal description

matched that of pictures seen at the dealership. I called Colchester police regarding the continued harassment, and was told there was nothing that could be done except for documented what had happened. Shortly thereafter, at about 11 am, my father called to inform me that the Owner of Auto Source Direct, Khris, had just spoke with him over the phone regarding the VW. The Owner used the same verbiage and threats of theft, and trespass that his wife had used days prior with my mother and I. The owner threatened that my father, my mother, myself, and Carlos, the Sales Manager would all be charged and arrested, though would not say what for, if the car was not returned within 30 minutes. The owner also stated that we could finalize his deal when we returned the vehicle within 30 minutes or be out both the returned Pilot and the VW. [REDACTED]

[REDACTED] I texted a response to the number my father gave me, stating that we were willing to pay the balance of \$1205.94 per the original contract. After realizing that the number I was given was a landline; I also sent it to the number the Co-owner called me from, knowing that was a cellphone. She responded an hour after receiving my text in the following manner: "Hannah, That is very nice of you to offer to pay for our stolen vehicle. How thoughtful, although we are sadly going to decline. Our lawyer, and a states attorney will now be handling this case of collusion, falsifying documentation, larceny theft and trespassing. Thank you." I chose not to respond to respond to the text as I felt it very sarcastic and rude. I also believed that the next I heard would be from the courts. My mother contacted Colchester PD and asked that an officer contact Auto Source Direct to ask both the owner and co-owner to back off and to document [REDACTED]

Today 11 May 2021 at about 5:30 pm I was on the phone with my father as he received a knock on the door [REDACTED] grandmother's house. It was Lea, the co-owner who claimed the VW has GPS that the out of state floor company activated to locate the car. She once again produced unsigned court documents and attempted to use them to scare my father into giving her access to the VW. I told my father to obtain copies of said paperwork and ask her to leave. He did not secure copies as he assumed it was the same paperwork that I have, The Dealer Report of Sale Temporary Registration. After speaking with my father repeating similar accusations as stated to myself and my mother before, my father asked her to leave. While that was happening, I called Colchester PD to continue the documentation of harassment [REDACTED]. Colchester PD suggested that since my grandmothers house is in Burlington, that I also call BPD. I did so, adding documentation through them as well. BPD asked where the vehicle, my father, the co-owner, and I were. I believe because we were in separate jurisdictions, they did not feel the need to intervene at that time. Once my father asked the co-owner to leave, she stated that BPD already knew about the situation and she would wait in her car. After about a half hour my father texted, me stating that he believed she had left and that BPD had not arrived.

We are now at the current time of 12:02 am May 12th 2021 and I am just finishing this statement. [REDACTED]

[REDACTED] This has caused the delay in sending this letter of complaint, as well as the ability to focus on other necessary duties. The ultimate goal of this complaint is to finalize payment of the VW for the price indicated on the original Dealer Report of Sale Temporary Registration dated April 24th 2021, but also that Auto Source Direct complete all necessary paperwork and cease and desist all harassment of myself and my extended family. The constant fear of someone breaking into my grandmother's house, or illegally repossessing the VW if parked in my open parking spot, [REDACTED] I must continue to rely on using vehicles that are not mine to conduct my life. [REDACTED]

Auto Source Direct has continued threats of legal action, accusations of fraud and theft, general harassment, and all-round unprofessional behavior associated with the sale of the VW. They have also rejected two or three separate offers to pay the outstanding balance of \$1205.94 per the original sales agreement dated April 24th 2021. [REDACTED] on what to do next and would appreciate your help and advise at your earliest convenience. I can provide more documentation as needed.

Thank you for your time,

Hannah Bosley

[REDACTED]

From: [Office of the Vermont Attorney General](#)
To: AGO - CAP: [REDACTED]
Subject: CAP Complaint Form Submission
Date: Wednesday, December 15, 2021 2:27:42 PM

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

First Name	Donna
Last Name	Farnsworth
Email	[REDACTED]
Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Address	[REDACTED]
City	Winooski
State	VT
Zip Code	05404
Your Age	[REDACTED]
Is your complaint about:	Automotive dealer
Business Address	574 prim Rd Colchester VT 05446
Business Name or Person's First Name	Auto source direct. /Chris poulin
Business City	Colchester
Person's Last Name	Poulin
Business State	VT
Business Zip Code	05446

Business Phone (1)	18024971845
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Phone (1) Type	Other
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Is your complaint about a vehicle you purchased?	Yes
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What is the year of your vehicle?	2016
--	------

What is the make and model of your vehicle?	Chevy trax
--	------------

Is the vehicle new or used?	Used
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Where did the vehicle receive its last state inspection?	Auto source direct
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Inspection sticker number, date and color	10 blue
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When was the vehicle purchased?	10/2021 ██████
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What was the purchase price?	14889.00
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Vehicle mileage at time of	10052
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purchase	
Current mileage on the vehicle	203,000
Which of the following apply to the vehicle?	Dealer limited warranty
Please Describe Your Complaint	<p>Financed a 2012 equinox from them before they inspected it not even a year later rotted I got a flat tire went to a garage and jack went through rocker panel, showed Chris pictures and bought Bondo in he decided to put me in the track day after check engine light came on the put sea foam in it had me drive it went back in forth over a month inspection ran out had me continue driving it then weeks later said it was catalytic converter he said wrong part came in approximately a month in half later they installed converter did inspection , they failed to fix light i informed them about and tire sensor light on inspection sticker license plate number does not match mine they put me in a loner car it had no plate broke down in Rd , it took me month s to get plates for the equinox because DMV said the had listed different prices still haven't gotten any paperwork from DMV on the Trax [REDACTED] drove back and forth daily to be promised it would be fixed that day would come never got in garage went on months</p>
Amount of Loss	\$2000 estimate
Incident Date	December 16, 2021
How would you like this matter to be resolved?	Get money back I lost out on and for them to acknowledge what they did I texted him he says don't threaten him

From: [Office of the Vermont Attorney General](#)
To: AGO - CAP: [REDACTED]
Subject: CAP Complaint Form Submission
Date: Monday, January 10, 2022 2:51:18 PM

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

First Name	Matthew
Last Name	kemp
Email	[REDACTED]
Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Alternative Phone	[REDACTED]
Alternative Phone Type	Mobile
Address	[REDACTED]
City	South Burlington
State	VT
Zip Code	05403
Your Age	[REDACTED]
I am a... (Select all that apply)	[REDACTED]
Is your complaint about:	Automotive dealer
Business Address	Prim road
Business Name or Person's First Name	Auto source direct
Business City	Colchester
Person's Last Name	Poulin
Business State	VT
Business E-Mail Address	[REDACTED]
Business Zip Code	05403
Is your complaint about a vehicle you purchased?	Yes

What is the year of your vehicle?	2014
What is the make and model of your vehicle?	Gmc sierra
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	They were suppose to and didnt
Inspection sticker number, date and color	No sticker
When was the vehicle purchased?	4 months ago
What was the purchase price?	25k
Vehicle mileage at time of purchase	93k
Current mileage on the vehicle	100+
Which of the following apply to the vehicle?	Service Contract (purchased warranty)
Please Describe Your Complaint	<p>Khris was suppose to fix my truck if I purchased it, I mistakenly took it, now been 4 months still with no working truck. No inspection sticker. Tires are beyond unsafe [REDACTED] average about 5,000 dollars I've lost out on because he can't fix my truck at all</p>
Amount of Loss	5000
Incident Date	January 10, 2022
How would you like this matter to be resolved?	I want my truck fixed at a different shop, khris to pay for it, and to reimburse me for [REDACTED] due to him not sticking to his agreement!

From: [Office of the Vermont Attorney General](#)
To: AGO - CAP: [REDACTED]
Subject: CAP Complaint Form Submission
Date: Tuesday, March 1, 2022 2:49:02 PM

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

First Name	Faye
Last Name	Longo
Email	[REDACTED]
Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Address	[REDACTED]
City	South Royalton
State	VT
Zip Code	05068
Your Age	[REDACTED]
I am a... (Select all that apply)	[REDACTED]
Is your complaint about:	Automotive dealer
Business Address	574 Prim Road
Business Name or Person's First Name	Auto Source Direct - Chris
Business City	Colchester
Business State	VT
Business E-Mail Address	todd@autosourcevt.com

Business Zip Code	05446
Business Phone (1)	8024971845
Phone (1) Type	Office
Business Website/URL	https://www.autosourcevt.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?	Chevy Silverado 1500
Is the vehicle new or used?	Used
Where did the vehicle receive its last state inspection?	VT
Inspection sticker number, date and color	station #11308, inspected 11/10/21, Blue 12
When was the vehicle purchased?	1/31/2022
What was the purchase price?	\$16410.00/\$18045.54 total
Vehicle mileage at time of	44857

purchase**Current
mileage on
the vehicle**

46447

**Which of the
following
apply to the
vehicle?**

AS-IS (no warranty)

**Please
Describe
Your
Complaint**

I was reluctant to purchase this truck. Chris, the sales person (and who I believe is the owner of this establishment) told me that he would personally put me in "another truck" if I was not happy. He said this in front of witnesses. The day after I purchased the truck, I brought it to my mechanic (Montpelier Auto Clinic). I experienced a concerning shake while driving at highway speeds. My mechanic wasn't able to fit it in that day but they did do a quick once over and noticed that the truck had 3 different tires on it, one had two plugs in it. They identified this as a possible cause for the shaking. That day (2/1) Shane [REDACTED] called Chris about the tires all being different and the truck shaking badly when it reaches highway speeds. Chris said he'd order 4 new tires and put them on. This happened on speaker phone before even leaving Montpelier Auto Clinic and staff there heard the entire conversation! Then we didn't hear from Chris for about a week and when Shane and I did reach Chris again (on 2/8) Chris told us to bring the truck up Friday (2/11) any time after noon and get the new tires on. Shane [REDACTED] [REDACTED] (we live in South Royalton, so it's about a 1.5 to 2 hour drive) and on the way there, the shaking in the truck was so bad it literally busted the back window out of the truck cap! When Shane arrived at Auto Source Direct on Prim Road in Colchester that Friday 2/11/2022, he informed the people there what had happened (the shaking and the window blowing out) and why he was there (to get the 4 new tires mounted). Nobody knew he was coming, and they (Jeff who identified themselves as a salesman and maybe Steve who identified as a mechanic) acted like they had no idea what Shane was talking about. Shane waited there for 3-4 hours, and all the mechanics did was rotate tires and put on another used, unmatching tire! Which didn't fix the shaking, and didn't address the original concern (that the tires were all different), and wasn't what Chris promised (4 new matching tires). Shane also asked them to test drive it, so they could check the shaking themselves and Jeff said "no" that "it should be fine". Shane literally called back the minute he got the truck on the interstate after leaving their facility Friday (2/11 at 3:52pm) because the shaking was just as bad, it was not ok. At that time, Jeff said the issue could be any number of things (they were unable to reach Chris as he was "out looking at houses with his wife". So Shane stopped at our mechanic's once again where he discovered that the "new" tires were 3 unmatched tires that were just moved around and another used one to replace the tire that had two plugs in it.

I emailed Chris pretty much everything I've written above on 2/15 through their website because I could not reach him any other way. I let him know that we had scheduled a complete walk through of the truck with our mechanic for that Thursday in the hopes of identifying exactly what was wrong and that I expected him to hold up his end of the bargain (4 new matching tires put on the truck and aligned). I received a generic email back and Chris called me and left me a message (I couldn't answer when he called because I was on a conference call at work) asking me to call him back. I was

unable to get back to him because everytime I tried to call the phone would ring several times and then just beep or I got a message that my call could not be completed as dialed. I responded to the email I'd received from them and let them know this and asked them to call me back and provided my number (I have copies of all of these correspondences and call logs on mine [REDACTED] phones show all the attempted calls). Since then I have heard nothing.

Montpelier Auto Clinic has provided me with a list of issues causing this severe and unsafe shaking. That list includes: steering wheel off-center, front tires are choppy & worn out on the inside edge, power steering rack bushings have a lot of play, recommend the bushings, 2 new tires on front to match back and an alignment.

I'm feeling very frustrated that we haven't been able to fix this, especially since we shared our concerns with the dealer the day after the purchase! I would really like to come to an amicable conclusion. I'm not asking for the cap window to be replaced or [REDACTED]. I'm just asking for the Chris to do what he said he would do and address the shaking.

Please call, text, or email me anytime that works for you so we can talk.

[REDACTED] I know we can find a solution here.

Amount of Loss	\$3500 - \$5000
Incident Date	February 1, 2022
How would you like this matter to be resolved?	I would like AutoSource to uphold their verbal agreement and address the issues identified by my Mechanic: fix the bushings (rack and pinion), 2 new tires on front to match the back, and an alignment.

From: [Office of the Vermont Attorney General](#)
To: AGO - CAP: [REDACTED]
Subject: CAP Complaint Form Submission
Date: Tuesday, March 8, 2022 3:09:18 PM

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

First Name	Talya
Last Name	Shaw
Email	[REDACTED]
Daytime Phone	[REDACTED]
Daytime Phone Type	Mobile
Alternative Phone	[REDACTED]
Alternative Phone Type	Mobile
Address	[REDACTED]
City	White River Jct
State	VT
Zip Code	05001
Your Age	[REDACTED]
Is your complaint about:	Automotive dealer
Business Address	574 Prim Rd
Business Name or Person's First Name	Auto Source Direct
Business City	Colchester
Person's	Devoid

Last Name

Business State VT

Business Zip Code 05446

Business Phone (1) 8024971845

Phone (1) Type Office

Is your complaint about a vehicle you purchased? Yes

What is the year of your vehicle? 2014

What is the make and model of your vehicle? Kia Sorento

Is the vehicle new or used? Used

Where did the vehicle receive its last state inspection? Vermont

Inspection sticker number, date and color 12 December Blue

When was the vehicle purchased? 02/28/2022

What was \$6,500

the
purchase
price?

**Vehicle
mileage at
time of
purchase** 151,778

**Current
mileage on
the vehicle** 151,961

**Which of
the
following
apply to
the
vehicle?** I'm not sure

**Please
Describe
Your
Complaint** On 02/28/2022 I bought a 2014 Kia Sorento from Auto Source Direct in Colchester VT. Not even 6 hours after purchasing the vehicle it had overheated, the next day the cars check engine light came on flashing and lost all power and went into limp mode and I informed the dealer on the issues. On Wednesday 03/02/2022 I took the car to my mechanic and they informed me that the car needed a new motor and that the motor was junk. I immediately informed the dealership and the sales person (Jeffrey Devoid) of what was going on and he had reassured me that they were going to either refund my money or make things right. On Thursday 03/03/2022 we dropped the car off at dealership and they said they were going to put a new motor in the vehicle and make their own diagnosis on the vehicle and get ahold of the warranty company. Since then I have gotten no information on the supposed warranty they put on my car, no information on the car at all and I have been ignored everytime I try and check in.

**Amount of
Loss** \$6,500

**Incident
Date** February 28, 2022

**How would
you like
this matter
to be
resolved?** I would like to either get my money back or have a new motor put into the vehicle.
