

**From:** [AGO - CAP](#)  
**To:** [REDACTED]  
**Subject:** Public Records Request 2023-05761  
**Date:** Friday, June 9, 2023 5:11:02 PM  
**Attachments:** [2023-06-06 Hardy PRA request.pdf](#)  
[2023-06-09 CAP response to Hardy w spreadsheet and cost estimate.pdf](#)  
[2023 06 09 CAP response to Hardy - Spreadsheet Redacted BatesStamped - 2023-05761.pdf](#)

---

Dear Mr. Hardy,  
Please see attached in response to your Public Records Act request.  
Sincerely,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
Mailing Address:  
109 State Street  
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)



STATE OF VERMONT  
OFFICE OF THE ATTORNEY GENERAL  
109 STATE STREET  
MONTPELIER, VT  
05609-1001

June 9, 2023

Via email to [REDACTED]

David Hardy

[REDACTED]  
Randolph, Vermont. 05060

Re: Public Records Request 2023-05761

Dear David,

I write in response to your Public Records Act request dated June 6, 2023, for records of complaints concerning “Vermont Auto Service” and/or “Marin Sarban”, a copy of which is attached for your convenience. In a phone call, you clarified you are interested in receiving a spreadsheet of all CAP complaints on record.

A spreadsheet highlighting the files pertaining to your request are attached (Attachment “2023 06 09 CAP response to Hardy – Spreadsheet Redacted\_BatesStamped - 2023-05761”, pages 000001-000006).

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Robert McDougall. Such appeal should be in writing:

Robert McDougall  
Deputy Attorney General  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Should you seek to obtain related documents, we estimate that searching for, reviewing, and redacting the documents (45 in total) will come to approximately 480 minutes. Note that there is no charge for the first 30 minutes. At 450 minutes, billed according to the Secretary of State’s fee schedule for the rate of other staff time (\$.45 a minute), the cost of your Public Records Act request is an estimated \$202.50.

Should you prefer to receive only the original complaint form or letter submitted, 10 files in total, the cost estimate is adjusted to \$45.00, whereas the time estimate is reduced to approximately 130 minutes with no charge for the first 30 minutes and 100 minutes billed according to the Secretary of State's fee schedule for the rate of other staff time (\$.45 a minute).

We ask that you please submit payment totaling the estimated cost based on your preference according to the fees outlined above to proceed further with processing your request. Upon receipt of your payment, the records will be made available for you. Note, if the actual time to produce the records is less, we will issue a credit.

The preferred payment method is via online payment:  
<https://appengine.egov.com/apps/vt/ago/onlinepayment>

Alternately, you may submit payment by check sent to:

Attn: Lauren Jandl  
State of Vermont  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
State of Vermont

Matter #	Business	Consumer	Matter Summary	Opened Date	Processed (Letter Mediation)	Status Code	Claimed Losses
2023-04984	Vermont Auto Service	Sweeney, Stephen	<p>Loss: \$5500. Consumer also sent complaint to VADA and BBB.</p> <p>Email Transcript: I purchased a 2007 Dodge Dakota with a cap from Vermont Auto Service, located at 2071 Williston Rd. So. Burlington, VT. 05403, paid cash, was never given a receipt and as soon as I left dealer driveway Check engine light came on, I went back and he a [REDACTED] man told me I bought truck as is he says to me get off my property, he even inspected it prior to purchase. VIN number is as follows: [REDACTED].</p> <p>Is there anything I can do ?</p> <p>Have all paperwork and documentation.</p>	5/14/2023	REG - Complaint sent to business for a response	PEN - Pending	\$5,500.00
2021-09155	Vermont Auto Service	Giacherio, Jessica	<p>Purchased a used vehicle in April. check engine light fixed, then car motor had to be replaced and was without the car with 6 weeks. Purchased an extended warranty and dealer did not submit the paperwork to the company because he didn't want to work with the extended warranty company any longer.</p>	10/8/2021	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution	\$7,200.00

Matter #	Business	Consumer	Matter Summary	Opened Date	Processed (Letter Mediation)	Status Code	Claimed Losses
2021-07534	Vermont Auto Service	Hardy, David	<p>I was interested in a vehicle for sale at Vermont Auto Service and when I was considering purchasing it I asked Marin Sarban about a warranty. He told me he would give me a 90 day drivetrain warranty for the vehicle. I decided to purchase this vehicle based on that warranty. Before I completed the transaction Mr. Sarban called and acquired a 3 month drive train warranty from Cars Protection Plus for the car and gave me a copy of the warranty. I purchased the vehicle on May 5, 2021. On May 24th I received a letter from Cars Protection Plus dated May 18th saying my vehicle was not covered by their company. I messaged Marin Sarban immediately telling him about the warranty rejection and he said asked me again for the vehicle information and he would get a warranty from a different company which would comply with his original agreement. When I didn't receive any contact from Mr. Sarban I messaged him again on May 28th. I don't know who replied but they sent me a copy of the warranty company rejection letter and a copy of the original Cars Protection Plus. That person didn't seem to know what was going on but said to contact Mr. Sarban. On June 3 my car's engine spun a bearing destroying the engine. I called Marin Sarban about the new warranty and he said he hadn't obtained new coverage yet. I explained what happened and after that conversation I haven't heard from him since.</p> <p>I would have filed this complaint sooner but I [REDACTED] at the beginning of this year and I was in the middle of [REDACTED] when the engine broke down. At that time I had no vehicle and no ride [REDACTED]. It was a really difficult time for me and it didn't have to be that bad if Mr. Sardan had done what he promised. I have proof of every statement listed here. Please contact me with any questions. Thank you for your help.</p>	8/23/2021	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution	\$4,132.95

Matter #	Business	Consumer	Matter Summary	Opened Date	Processed (Letter Mediation)	Status Code	Claimed Losses
2019-12601	Vermont Auto Service	Delorme, Karen	<p>Consumer purchased car from business through craigslist. Consumer claims there was a warranty sticker on the car and the ad mentioned one as well. The vehicle broke down days after purchase and the dealership is claiming there was never a warranty.</p> <p>I purchased a 2007 Volkswagen Jetta from Vermont Auto Service on 10/10/19 (even though Marin wrote 10/09 on all of the paperwork), the vehicle had a sticker on it (which I have a picture of) that clearly states "Warranty", the craigslist ad stated "Warranty". The vehicle broke down on 10/11/2019 - the coils had to be replaced as the spark plugs were misfiring into the coils. I contacted Vermont Auto Service and he failed to honor the "Warranty" that he said he never gave us.</p>	11/4/2019	REG - Complaint sent to business for a response	PEN - Pending	
2019-01648	Vermont Auto Service	Baker, Ken	Consumer bought vehicle from private owner- not what was advertised. Consumer tried to return vehicle after 5 days and was turned away- Concerned about consumer protection laws in VT	3/1/2019	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution	\$5,300.00
2019-01580	Vermont Auto Service	Winters, Grace	consumer bought vehicle from business, believes business is not adhering to warranty. consumer requests mediation.	2/28/2019	REG - Complaint sent to business for a response	PEN - Pending	\$4,900.00
2015-06530	Vermont Auto Service	Flores, Jessica	Consumer reports purchased car in June, received bill of sale, odometer disclosure and title. No buyer's guide provided. Reports was told the vehicle had a 90-day warranty. Reports one month after purchase, engine blew, dealer says nothing they can do, as-is.	7/22/2015	REG - Complaint sent to business for a response	NBR - No Business Response After Repeated Attempts	\$6,645.00
2015-05353	Vermont Auto Service	Walsh, John	Having problem because cannot get to pass inspection in NY due to engine light being on. Problems with catalytic converter	6/16/2015	REG - Complaint sent to business for a response	NBR - No Business Response After Repeated Attempts	\$0.00

Complaint /Intake#	Business	Consumer	Description	Received Date	Category	Intake Method	Status Notes
AG23-02819	Vermont Auto Service	Delaney, Maggie	<p>I'm having a problem I need advice on. I purchased a car about a month ago and I've really only been driving it for two weeks before it broke down and now I need a new engine. This would not have been a big deal because a new engine would be covered in the warranty the dealership provided me with upon purchase.</p> <p>The dealer never sent in the warranty information to the warranty company so now it cannot be covered. The dealership (Vermont Auto Service) had me bring the car to him to fix but he is saying only a small problem is wrong vs. what the Subaru dealership is saying significantly more issues are going on.</p> <p>I don't trust the dealership to actually fix any of the problems and need advice on how to go about this because the car will only cause me more problems and money down the road.</p> <p>I would really love some advice on what to do. The Subaru dealership recommended legal action if he doesn't buy the car back from me because it's not worth it at this point with all that is wrong with it.</p> <p>Thanks for your help, Maggie</p>	5/8/2023	Complaint Intake	Phone-Voicemail	5/8 - emailed complaint form. LPJ
AG21-00357	Vermont Auto Service	UNK	<p>Email Transcript: Hello TJ Donovan complaint center. I would like to know if I can file a complaint against a used car dealership in Williston VT? Vermont Auto Service ? I bought the 2013 Subaru Impreza couple months ago. About 4 weeks ago the transmission died on the interstate. My garage tore it down and found out it was a junk transmission that was in the subbie. I am getting one from my warranty company. Can I still go after Vermont Auto Service. Your advice greatly appreciated. P s. I'm not sure if the dealership put the junk transmission in themselves then put on their lot for sale OR. Bought it with junk transmission without knowing then put on their lot.</p>	1/9/2021	Complaint Intake	E-Mail	1/15 - sent consumer complaint form. MT

Complaint /Intake#	Business	Consumer	Description	Received Date	Category	Intake Method	Status Notes
AG19-04375	Vermont Auto Service	UNK, Gerald	Consumer reports purchased car from VT Auto Service. Says car was sold with cracks in the motor that were covered up with epoxy. Believes dealer attempted to conceal the defect. Would like to return the vehicle for a refund. Dealer is offering to put him in another vehicle instead.	5/13/2019	Complaint Intake	Phone	Provided referral to DMV inspection enforcement (he said he already had the number) - VT Legal Aid auto program. Informed of option to file CAP complaint. CLB



Complaint /Intake#	Business	Consumer	Description	Received Date	Category	Intake Method	Status Notes
WB17-00703	Vermont Auto Service	Rathe, Daniel	<p>On 05-24-2016 I purchased a 2005 Subaru Legacy VIN [REDACTED] for \$5700.00 from Marin Sarban LLC his VT business ID is 0299384 you can see his business details on the Secretary Of States Website. This car was advertised on Craigslist as an inspected vehicle. This man in our conversation said that he would help me to get this car inspected. He made all kinds of promises to do everything he could to help. See the attached for the failed inspection from Oil-N- Go for the following reasons. I returned to Vt Auto Service at 2071 Williston Road So. Burlington VT 05403 and told them the car didn't pass inspection and they said they would help with any problems. In the mean time I was traveling North on I89 and had a blow out on one of the tires! That could have lead to more serious chain of events such as death,or injury to myself or other people. I had no choice to keep driving an uninspected vehicle Well, they replaced the tires which were in no way passable for inspection and my pictures will show. He also sent me to Burlington Break and Muffler and said they would inspect the car. They have done a lot of work for us. They had no idea what the hell I was talking about. Again another dead lead. There is so much more to tell regarding this. He would not do anything to help after that and he said that he was under no legal obligation to do so as I had paid him for the car and he has a copy of our written agreement. ( I have a copy of the Bill Of Sale)</p> <p>Mr. Attorney General this was the first time in my life that I was able to obtain a bank loan without a co-signer. I should mention that I had no choice but to continue to drive this car without an inspection sticker for the next several months. That's when my father decided to help. I give him my full permission to be my voice from here forward. Here are my fathers accounts.</p>	7/31/2017	Complaint Intake	Website	8/1 - Consumer sent update asking that the complaint not move forward. CAP never received the web-form in AGO - CAP, so will leave the intake as is. DES