

From: [AGO - CAP](#)
To: [REDACTED]
Subject: Public Record Act Request 2024-08210
Date: Thursday, August 29, 2024 11:06:16 AM
Attachments: [2024-08-22 Negru PRA request.pdf](#)
[2024-08-29 Response to Negru w Spreadsheet 2024-08210.pdf](#)
[CAP spreadsheet to Negru 8.29.2024_Redacted_BatesNumbered 2024-08210.pdf](#)

Dear Florin Negru,

Please see attached in response to your Public Records Act request.

Thank you,

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

Hotline: 800-649-2424
Website: ago.vermont.gov/cap



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

August 29, 2024

Via email to [REDACTED]

Florin Negru



[REDACTED], Quebec, H3R2J8 Canada

Re: Public Records Request 2024-08210

Dear Florin Negru,

I write in response to your Public Records Act request dated August 22, 2024, received by our office August 23, 2024, for records of complaints concerning "Jiffy Lube". You further clarified, "Dating five years back to present time" on August 27, 2024, received by our office on August 28, 2024. A copy of your request is attached for your convenience.

A spreadsheet of complaints pertaining to your request is attached (Attachment "CAP spreadsheet to Negru 8.29.2024_Redacted_BatesNumbered 2024-08210.pdf", CAP000001-000002).

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

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 Name	Matter #	Opened Date	Matter Summary	Claimed Losses	Process Code	Status Code
Sewell, Jerimiah (Jiffy Lube - Essex)	2023-06117	6/14/2023	My car was serviced in Essex Junction Jiffy Lube and they did not fill the oil tank. My car stopped in the middle of the road 5 miles later. I have tried to resolve the issue and the District Manager is not returning my calls.		REG - Complaint sent to business for a response	PEN - Pending
Brooker, Brittney (Jiffy Lube Essex) CAP	2022-09336	11/3/2022	Consumer brought their car for an oil change and claims that business failed to detect faulty oil sensor and car broke down a week later while traveling. Consumer claims business said they would issue a refund but they never did.	\$800.00	REG - Complaint sent to business for a response	NBR - No Business Response After Repeated Attempts
Lulic, Amir (Jiffy Lube) CAP	2021-11121	12/21/2021	Oil change and filter done at Jiffy Lube two weeks ago. Second day, the vehicle started sputtering and seizing. Engine lost power. Had vehicle towed to local mechanic who stated the wrong oil was used in vehicle. Letter of complaint has been sent to the District Manager. Repair will cost \$8000.	\$8,500.00	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution

Matter Name	Matter #	Opened Date	Matter Summary	Claimed Losses	Process Code	Status Code
Richer, Jamie (JIFFY LUBE - ESSEX) CAP	2019-12653	11/5/2019	<p>Consumer's vehicle brought in for oil change. Left with rag around exhaust that caused fire. When vehicle was brought back for free conciliatory oil exchange the engine was damaged and is no longer running. \$2500 in damages. Consumer wishes for the repair to be paid by business. Automobile went in for an oil change. After leaving there was a rag tied around the exhaust, which was not discovered until later. That created small fire and being brought back to Jiffy Lube. They gave a free oil change for the inconvenience. When the vehicle went back for the free oil change this created another problem that resulted in the engine ceasing and creating appropriately twenty five hundred dollars in damage. We have an official estimate from Twisted Wrench. The vehicle is no longer running and awaiting repair. We have attempted to contact regional managers, but they will not return our calls. We also filed a complaint with the Jiffy Lube corporate office, which has also lead to a dead end with nobody contacting us directly, like they said they would. We have be very patient during this process, knowing it might not be a quick process. This all started months ago and the emails started two to three months ago. I do not have the date in front of me, but have access to find out, as well as documentation that I am unable to scan and send to you. Please contact me for further details and documentation.</p>	\$2,500.00	REG - Complaint sent to business for a response	NBR - No Business Response After Repeated Attempts