

**From:** [REDACTED]  
**To:** [Colin Flanders](#)  
**Subject:** Public Records Act Request 2020-09940  
**Date:** Wednesday, November 4, 2020 1:58:57 PM  
**Attachments:** [2020-11-04 2020-09940.pdf](#)  
[2020-10-29 Flanders PRA request.pdf](#)

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Re: 2020-09940

Dear Colin,

I write in response to your Public Records Act request dated October 29, 2020 a copy of which is attached for your convenience.

The documents pertaining to your request are attached (pages 001-005). Note that the column titled "Referral" indicates whether a complaint was referred to another agency. Acronyms in this column include "CAP" and "VADA", which stand for Consumer Assistance Program and Vermont Vehicle and Automotive Distributors Association, respectively.

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, Joshua Diamond. Such appeal should be in writing:

Joshua Diamond  
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,

[REDACTED]  
Complaint Specialist

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

Phone: 800-649-2424

Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

Matter Name	Matter #	Referral	Opened Date	Matter Summary	Claimed Losses
Donovan Taylor, Patricia (Poulin Auto Sales) CAP	2020-02676	CAP	2/27/2020	<p>Consumer purchased vehicle from Poulin Auto Sales, was told that her tires would pass inspection. However when taken to a mechanic, she was told that they were from 2011 and that they were not going to pass inspection.</p> <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>	\$500.00
Woodie, Justin (Carbone Imports dba Carbone Honda of Bennington ) CAP	2020-03211		3/13/2020	<p>Consumer reports purchased vehicle in July 2019. Attempted to inspect in February, but could not pass due to dry-rotted tires that had been on vehicle since 2011.Consumer would like dealer to replace/pay for replacement of tires.</p> <p>I purchased a vehicle from Carbone Honda in Bennington in July of 2019. My inspection expired this month. I took it to be inspected, only to be told that it cannot be inspected due to the tires being dry rotted. The technician told me that the tires have been on my vehicle since 2011. This means the dealership sold me a vehicle with 8 year old tires that wouldn't pass inspection. Further investigation revealed that Carbone Honda never inspected the vehicle after taking it in on trade. After contacting the dealership and speaking with the GM, no resolution was proposed by the dealer.</p>	\$508.00
Lemons, Joshua (Carbone Toyota of Bennington) CAP	2020-03368	VADA	3/18/2020	<p>After purchasing the vehicle, I\'ve had to repair numerous parts on it. To start with I had to replace the tires to obtain an inspection event though it somehow passed in VT. And I was told there was no record of where it was inspected. I then had to replace the brakes, rotors, calipers, and the wheel hub assemblies. The shocks were also no good. To add to it I also had to replace the resistor and wiring harness in the blower motor. I\'ve recently had to replace the coolant temperature sensor and the thermostat. The battery died twice on me in 2 weeks and at the shop the mechanic completely removed my remote start and lock system when that was not found to be the issue I was told it would cost me another 3 hours in labor to reinstall the system. It was in the truck when I purchased it. The salesperson Mike Rosso did his best to avoid me right after I made the purchase and was trying to contact him about these issues. And I have gotten nowhere since. The only courtesy and professionalism I received from there was from Ashley and Carmen who work in the service department.</p>	\$2,000.00
Lefebure, Earl (Royer) CAP	2020-05119		6/3/2020	<p>Hi, this is Earl Lafave. 802- [REDACTED] this has to do with a car purchase. I bought a Jeep from a car dealer in Newport off an 11 months. I want to get it inspected and they discovered that there's holes and the frame. I want to know what my legal rights are. Thank you.</p>	\$700.00

Shannon, Paul (Heritage Automobile Sales, Inc. dba Heritage Toyota) CAP	2020-05604		6/22/2020	<p>In late October of 2018 I went to Heritage Toyota to see a Land Cruiser they had on the lot. It had been damaged and the staff indicated it would be fully repaired by the collision center and in tip top shape ready for purchase in a few weeks. So I made the purchase with the agreement that it would be repaired properly prior to receiving the vehicle. In January the repairs were completed and I picked up the vehicle. When I arrived home I noticed there wasn't an inspection sticker on the vehicle. I took it to my local inspection station Twin State Ford/Quick Lane to have it inspected on 1.15.19. It failed inspection in the Body &amp; Sheet Metal category with the following details "Protruding metal or rust holes present; Frame or body mounts contain severe corrosion, holes or broken" I then went to Heritage Toyota to discuss the issue since I was assured the vehicle would be fully repaired and ready to go. Heritage disagreed with the Twin State Ford/Quick Lane findings and passed the vehicle for inspection. My daughter and I worked with the GM Ryan Denecker and he assured us that the vehicle had been repaired, was safe and we wouldn't have any issues with the vehicle and it's inspection. The vehicle was then up for inspection at the end of Feb 2020 so I went to get it inspected again on 3.3.20. It failed once again under the Body &amp; Sheet Metal category with the following details: "Cross members, body mounts, engine mounts or engine cradle contain rust holes or cracks or are missing any section of metal". Once I shared the story that this was supposed to have been addressed last year by Heritage Toyota the technician said there was no way the damage was only a year old and had been repaired previously. He said that operating the vehicle is unsafe and it never should have been inspected by Heritage Toyota. I'm at a total loss why Heritage wouldn't take my safety and the safety of my passengers seriously and put us in danger. I can provide additional documentation upon request including the work that was done on the vehicle, sales contract etc. Thank you for your attention to this complaint.</p>	\$24,646.80
Chagnon, Jaret (Auto Source Direct) CAP	2020-05994		7/2/2020	<p>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 SeaComm Federal Credit Union. 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</p>	\$0.00

Martin, Lisa (Progressive Auto Sales) CAP	2020-06189		7/9/2020	<p>Consumer reports purchased vehicle from VT dealer with valid Vermont inspection sticker. Says car will not pass New York State inspection due to a number of defects. Seeks refund.</p> <p>Failed NYS Inspection on 6/25/2020 for Steering, suspension front end and chassis/frame. on 6/18/20 : took in for oil change and was told .Vehicle has severe engine oil leaks, rear differential is leaking, rear axle seals are leaking, sub-frames are very corroded and may perforate soon. exhaust is very rusty. Car was sold with a valid Vermont inspection sticker.</p> <p>Claimed Loss: \$3481</p> <p>Relief Requested: Seeking refund of money.</p>	\$3,481.00
Candi Guyette , Michael Utton and (Formula Nissan ) CAP	2020-06449	VADA	7/20/2020	<p>Consumer purchased a vehicle from business and it did not pass inspection four months later. Consumer wants a refund on purchase.</p> <p>We bought a car through them (formula nissan) they told us the car was owned by someone who worked theres husband that its had been kept up to date on maintenance and all that, that it was a super good car &amp; no issues etc. Weve only had it just going on 3 months...well we took it to get inspected yesterday &amp; they couldnt do it, they told us that the rear brakes, rotors &amp; pads are completely rusted &amp; paper thin. That its about 4 or 5 months worth of damage &amp; we havnt even had the car that long. We have a 6 year old who was with us upon purchasing the car &amp; they still let us leave in it which if the brakes had gone he couldve been hurt, we pay for a warranty almost \$2000 and they say it doesnt cover it &amp; they wont do anything which is bull because it is their fault. I dont feel like it is right that they sold us a car that they had to have KNOWN had these issues. It doesnt seem right. So we just didnt know if there was anything we could do. Thank you.</p>	\$0.00
Mathieu, Emmet (Capitol City Auto Mart) CAP 2020-06724	2020-06724		7/28/2020	<p>Consumer reports purchased vehicle that was not road worthy for \$7825, which is \$100 less than the online advertised price and book value. Also says was charged a \$400 doc fee on top of the vehicle price. Says the car did not have a valid inspection sticker and says he thought all cars were required to have an inspection when sold. Says the car won't pass VT inspection. Says the dealer let him take the car for a test drive. Financed vehicle through NCFCU.</p> <p>I called a little over a week ago now about something that happened with the car dealership. I did write up a formal complaint and email it to you took on two different email addresses that I found on your website. So, I'm just calling back checking in on that. My number is [REDACTED]</p>	\$7,825.00
Baldwin-Costa, Chalyn (Lavictoire Farm Sales and Service) CAP	2020-07186	VADA	8/13/2020	<p>On may 10 2020 I purchased a 2009 buick from Tom Lavictoire for \$2700. as is the car did not have a current inspection sticker. i told him that because he was a dealer the car had to be inspected before he could sell it. He told me that because of the Governors emergency order that he could sell an uninspected car and I had 90 days to get it inspected. when I did attempt to get it inspected i was told by the mechanic that the car could not be inspected because the frame was very badly rusted out and was very dangerous and not to drive it.tom said that when I got the title back he would exchange it for another one. now he won't do it until I bring the car back,and it will have to be towed because that is his fault. it became very clear in our last conversation that he has no intention of doing the right thing. I ant him to give me all of my money back and all of the money back that i spent on getting it ready for inspection which is \$700 plus \$160 sales tax.the reason this has taken so long to come to this I was waiting for the DMV to send me the title, ljust got it a few days ago</p>	\$3,560.00

<p>Keyes, Jennifer (Wheelz Wholesale, Inc.) CAP</p>	<p>2020-07205</p>	<p>VADA</p>	<p>8/14/2020</p>	<p>Consumer reports purchased defective vehicle from business and says business stated there was nothing wrong with the car. Later learned the car wasn't inspected. Consumer would like reimbursement for cost of repairs.</p> <p>I bought a 2010 Chevrolet Traverse from wheelz on June 18th, 2020. I asked him if there was anything wrong with the car. The guy said nothing was wrong with it. I noticed the ac was broken so he took some money off. On June 20th, 2020 we had the mechanic do a through check of the car and he noticed that there were no breaks, rotors were bad, back tie rod broken, tires were bad, tire sensors were bad, battery was bad and the car wasn't inspected. Got the car back took it to Lang way to put it on the computer to reset the main computer in the car for the tire sensors because one kept coming on. Took the car to the mechanic for a four wheel alignment and an inspection and the mechanic tells us that the rear coil springs was broken and looked to be broken before we bought the car.</p>	<p>\$1,600.00</p>
<p>Odenthal, Christopher (Gardner Motorsports Inc.) CAP</p>	<p>2020-07482</p>		<p>8/24/2020</p>	<p>Consumer purchased vehicle on 2/25/20 from Gardner Motorsports and has been unable to get car inspected. Dealer claims they lost the registration and license plates. Consumer has had to have numerous repairs made to the car and is still unable to drive because dealer has still not sent necessary registration &amp; inspection documents &amp; plates. Consumer wants total cost of vehicle and repairs he has made and insurance paid refunded to him in the amount of \$5,282.19.</p> <p>Purchased car on 2-25-20 for \$3,900. A month later I had to put in a new battery which cost \$207.80 Then I had to replace ____ sending unit which cost \$590.52 and new tires which cost \$450.00 Well, my inspection sticker was out but I stopped in and they informed me they had lost the papers. It's been 2 months since then. Still, they have not got the plate or registration for me and I'm paying for car insurance (%%.00) on a car I can't drive or is even registered in my name. Also had to have brakes fixed and oil done (\$133.87).</p>	<p>\$5,282.19</p>
<p>Berger, Kelly Ann (Berlin City Kia of Vermont) CAP</p>	<p>2020-07502</p>	<p>VADA</p>	<p>8/24/2020</p>	<p>Consumer in NY had a vehicle delivered to her. vehicle had windshield crack, which has yet to be replaced/fixed by dealer, despite promises. dissatisfied with service.</p> <p>Purchased a used /new car yesterday . Had it transported here to Saranac Lake NY due to Covid , was excited I found one I loved . Received the car with a large glass break under the windshield wiper. it was directly under to where I did not see it until I reached home and pulled a leaf under the wiper also from the wiper and found the crack. Called the contact at the dealership immediately 10 minutes after the driver had left me and was assured it would be taken care of ASAP and they had the windshield replaced recently and that could be one of the issues. Or it was from the transport. I texted this morning my contact 08/18/2020 at 8:25am/9:17am/received an answer at 10:27am / was assured it was being worked on ASAP and he was out for the day. I called the service department at 1pm did not get ahold of anyone left a message for an Erin to call me back as soon as she could for any update possible....was told safelite was going to be called and dispatched soon in the earlier text and still did not hear anything form anyone. I called safelite at 2:15pm Plattsburgh Branch and the VT branch in Burlington to have their records and system checked, the contact went through all case scenarios of any service calls for my vehicle . Neither has had any calls about my vehicle to be fixed. Called my bank to let them know that there was a major component issue and it cannot be driven or inspected in NYS due to the windshield crack and that it was received that way and was hidden by the windshield wiper and it was at least 15 inches long. Texted again at 1:49 to let them know I have contacted my bank on their investment as well as my investment and have not heard anything back yet from anyone and I need to know my options of this crushing life event. When I call the dealership I just get sent to Voicemail. I would wait longer than 1 day before a complaint but I feel like I am being completely ignored and barred from an outcome at all. I know they were mad that I didn't take the warranty through them and had my bank personally finance the car. But I did hand them a hard earned check and I have been waiting during this struggling time to get a car with less miles than my other one. I even made sure that my cars title was cleared and that almost all the leg work was done myself. I heard only good things from them. And my coworkers sent me there because of it. I have been working this whole Covid pandemic without a vacation and I have been waiting and now the disappointment I cant drive it anywhere is crushing and disappointing. I do not know what to do and my bank suggested this possible route. and to have it legally recorded the issue.</p>	

Martin, Lisa (Progressive Auto Sales) CAP	2020-08839	VADA	9/30/2020	AS IS Car Sale Did not pass NY state inspection	
Gravel, Eric (Poulin Auto Sales ) CAP 2020-08870	2020-08870	VADA	9/30/2020	<p>Consumer reports purchased 2008 Chevy Silverado. Consumer says purchase was contingent on fixing items and passing VT State inspection, which car had at time of sale. Consumer complains of defective vehicle that does not pass inspection standards of another garage. Consumer would like all items of dispute repaired.</p> <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 censor, 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>	\$11,000.00