



Mr. Rene Prud'cau
Grand Isle, VT 05458

POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE NEEDED IF MAILED IN THE UNITED STATES



Office of the General
Attorney

Consumer Assistance
Program
109 State St.
Montpelier, Vt.

0560981001

0560981001

0560981001

THOMAS J. DONOVAN, JR.
ATTORNEY GENERAL

JOSHUA R. DIAMOND
DEPUTY ATTORNEY GENERAL

WILLIAM E. GRIFFIN
CHIEF ASST. ATTORNEY
GENERAL



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

RECEIVED

OCT 18 2018

STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
PUBLIC PROTECTION DIVISION
TEL: (802) 656-3183
FAX: (802) 304-1014
OUTSIDE CHITTENDEN COUNTY
1-800-649-2424

State of Vermont
Office of the Attorney General

October 12, 2018

Rene Trudeau
[REDACTED]

Grand Isle, VT 05458

RE: Intake Number AG18-08927

Dear Rene Trudeau,

Thank you for contacting us with your complaint. Enclosed is the complaint form which you requested. Please note, documents submitted to this office are considered public record. If you would like to file your complaint, please complete the form and return it to the following address:

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

*"John" Finance
Gorham, Maine*

If you have questions, please call (800) 649-2424 or email ago.cap@vermont.gov. Please note your complaint may be referred if another office is able to assist.

Sincerely,

[REDACTED]

James Mooney
Complaint Specialist

*Matthew's
Roger Rabideau*

[REDACTED]

Rene Curtis Trudeau

[REDACTED]

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TEL: (802) 656-3183
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OUTSIDE CHITTENDEN COUNTY
1-800-649-2424

ADDRESS REPLY TO:
CONSUMER ASSISTANCE PROGRAM
109 State Street
Montpelier, VT 05609
www.uvm.edu/consumer
e-mail: ago.cap@vermont.gov

Consumer Complaint Form

Reference Number: _____

Consumer Information (Complaint By):

Consumer First and Last Name: Kene C. Trudeau Age: 68
Submitted by: Kene Curtis Trudeau - Self (If filing on another's behalf.)
Organization Name: _____ (If filing on behalf of a business/organization.)
Mailing Address (For Complaint Correspondence): _____
City: Grand Isle ST: VT ZIP: 05458
Primary Phone: _____ Phone Type (Circle One) (Home) Cell / Office / Other: _____
E-mail: _____ @ _____
The Consumer is: _____

Business Information (Complaint Against):

Business Name: Berlin City KIA
Point of Contact for Business: _____
Mailing Address: _____ City: Williston ST: VT ZIP: _____
Business Phone: _____ Fax: _____
E-mail: _____ @ _____ Website: _____

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

Complaint Details (attach additional pages if needed):

Events as they happened: as of Dec 21st 2016 I bought a car (Chevy Equinox Lt 2011) from Berlin City KIA in williston, VT when I got the loan payment booklet and looked at the papers I signed. It was for \$2,000.00 dollars more than I agreed to. The dealership said it was a service package charge. I told them (Finance) I did not want the service package deal. 6 visits to the dealership, 6 phone calls and they still haven't sent a check to _____ in _____ to pay off the \$2,000.00 service package. That person said they would mail or had me to believe

They would mail Last July 2018. I ②
have been trying since Dec. 31st 2016 to
cancel the Service package.

Also they claim to have a vigorous Inspection
Program for their used vehicles. After
buying the Chevy Impala I had lots of

[REDACTED] I let them all know
I'm a [REDACTED] with [REDACTED]

[REDACTED] and etc. They
did not change or inspect the Cabine Air
Flow Filter for inside the vehicle I took
it to Roger Rabideau of Dick's Auto
372-6051. He is witness of a Cabine Filter all
Black mold! He replaced it with a new one!

I left the Impala at Berlin City Truck & Auto
to have a shock absorber replace. when I went
to pick it up there is a (gauge) above right
side bumper in front. Digital display is
reading (Brake assist) (Stability Control) (Traction
control) I went to Roger Rabideau again
and he said its the sensors.

in order to replace the sensors ③
Roger said I have to replace the wheel
bearing, rotor assembly, and every thing middle
with the sensors replacement. He was right
I replace them and the car is as good as
can be!

I went back and asked Anthony
Gold Smith if something had happened
to my car while it was left to be
repaired said he wasn't sure he
knew it that so.

Please help deal with these
people. Easy to fix easy to
resolve they make it difficult.

Joe Chollar
Bene Curtis' Trade

Williston Office
586 Marshall Ave.
802-864-3905 or 1-800-684-5779
Fax: 802-862-1217

On behalf of our entire organization, we would like to thank you and your family for allowing us to earn your business.

Over the last year our business continues to grow as does KIA. This is due to KIA's styling, competitive pricing and warranty combined with our catalog and marketing philosophy. It is also the result of the many referrals from customers like yourself, whom have had a good experience in the purchasing a vehicle here.

We always follow our philosophy of providing the best products, services and marketing them in a straight forward, comfortable way to the public.

KIA allocates vehicles based on two criteria's. First, by volume, Second, by how we treat our customers.

Approximately three days after your purchase, KIA calls most of our customers asking you to rate your experience in a few areas.

If for some reason after your delivery you have any concerns, please call us first so we can help you in any way we can. The number is Toll Free at: 800-684-5779.

*Attorney E28 3171
General*

Welcome to our Service and Parts Department

For all your Service and Parts needs, please contact:

802-864-3905 and extensions or 800-684-5779

Service Manager: Eric Smith-ext: 313811

Service Advisors: Kenyon Pelkey- ext: 313813
Ryan Maxwell- ext: 313816
Austin Hemingway-ext: 313814

Parts Department: Terry Kempton- ext: 313711
Adam Prim- ext: 313714
Sam Macdonald- ext: 313713

Berlin City Auto Group Williston VT

Berlin City Auto Group Referral Program Refer Your Friends And Make Money \$\$\$!

Dear Customer,

- Contact your sales guide to get signed up for "Send me a Friend"
- Sign up as many friends as you would like, and if they buy, you get \$100.00 check!

KIA also grades from only the highest score. Meaning that under that really impacts the dealership rating. It is our intention to only 'earn' the highest marks.

We know how important having a good experience is to you and want you to know we are committed to making your visit with us the best it can be before, during and after the purchase.

Best personal regards,

Bostin Chitko
General Manager

Dedrick Casab
General Sales Manager

Carlos Reyes
Sales Manager

David Eisenhart
Finance Director

800 998-6968
ext: 313111

Ferat Makolli
Finance Manager

DCasab@berlincity.com

79 ALLEN ROAD
 GRAND ISLE, VT. 05458
 Phone: 802-372-6651 Fax: 802-489-1769
 YOUR PARTS PLUS CAR CARE CENTER

16497
 Org. Est. # 027462
 10444691
 JQ9JT3XM6RABID

INVOICE

Vehicle Received: **03/31/2017**

Invoice Date: **03/31/2017**

CURTIS, RENE

2011 Chevrolet - Impala LT - 3.5L, V6 (213CI) VIN(K)

Lic #: -VT

Odometer In : 0

Grand Isle, VT 05458

Home :

VIN # :

Cust ID : 1241

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours Extended
Cabin Air Filter 24780	1.00	15.23	15.23		
Shop Supplies			0.15		
				Your Tax Rates	0.92

RR CASH RR

Original Estimate 16.30 Revisions 0.00 Current Estimate 16.30

Labor:	0.00
Parts:	15.38
SubTotal:	15.38
Tax:	0.92
Total:	16.30
Bal Due:	\$16.30

Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

DICKS REPAIR SHOP LLC
 79 ALLEN ROAD
 GRAND ISLE, VT. 05458
 Phone: 802-372-6651 Fax: 802-489-1769
 YOUR PARTS PLUS CAR CARE CENTER

INVOICE
17463
 Org. Est. # 028459
 10444691
 JQ9JT3XM6RABID

INVOICE

Vehicle Received: **12/28/2017**

Invoice Date: **12/28/2017**

TRUDEAU, RENE
 [Redacted]
 Grand Isle, VT 05458
 Home: [Redacted]
 Cust ID: 1241

2011 Chevrolet - Impala LT - 3.5L V6 (213CI) VIN(K)
 Lic #: [Redacted] Odometer In: 62576
 Odometer Out: 62576
 VIN #:

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
WHEEL FILTER XXXX	1.00	10.00	10.00	WHEEL HUB - Remove & Replace - Front, One Side - [Includes: Replace Inner and/or Outer Bearings, Cups, Seals and repack (where applicable).]	1.00	60.00
ENGINE OIL 5W30	4.00	5.89	23.56	Change Motor Oil & Lube Chassis	0.22	13.20
Front Hub Assembly LF NT513179	1.00	79.92	79.92	Changed Motor Oil & Replaced Filter, Added 4 QTS Standard Motor Oil, Lube Chassis, Check all Fluid Levels		
Shop Supplies			1.13	AVIP INSPECTION	0.97	58.00
				Your Tax Rates		6.88

PAID CASH RR

Original Estimate	252.69	Revisions	0.00	Current Estimate	252.69												
<table border="1"> <tr> <td>Labor:</td> <td>131.20</td> </tr> <tr> <td>Parts:</td> <td>114.61</td> </tr> <tr> <td>SubTotal:</td> <td>245.81</td> </tr> <tr> <td>Tax:</td> <td>6.88</td> </tr> <tr> <td>Total:</td> <td>252.69</td> </tr> <tr> <td>Bal Due:</td> <td>\$252.69</td> </tr> </table>						Labor:	131.20	Parts:	114.61	SubTotal:	245.81	Tax:	6.88	Total:	252.69	Bal Due:	\$252.69
Labor:	131.20																
Parts:	114.61																
SubTotal:	245.81																
Tax:	6.88																
Total:	252.69																
Bal Due:	\$252.69																

By signing this invoice, you hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on public roads, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____



545 Main Street
Gorham, NH 03581
(800) 795-2438
or (603) 752-3700
Fax: (303) 928-6822

485 Main Street
Gorham, NH 03581
(800) 998-6968
or (603) 752-6644
Fax: (303) 928-6862

586 Marshall Avenue
Williston, VT 05495
(800) 684-5779
or (802) 864-3905
Fax: (303) 928-6810

255 Maine Mall Road
South Portland, ME 04106
(800) 414-1429
or (207) 774-1429
Fax: (303) 928-6857

191 Riverside Street
Portland, ME 04103
(866) 698-3477
or (207) 321-3477
Fax: (303) 928-6857

Disclosures and Waivers

Finance Disclosure

Was your payment fully explained to you by a Finance Manager?

Yes/No

Insurance Waivers

Was the optional Credit Life and Disability Insurance fully explained to you?

Yes/No

BP
Initial

I acknowledge that the optional Credit Life Insurance offered with my finance contract has been explained to me. I hereby waive all my rights and benefits under the terms and conditions offered.

RIC
Initial

I acknowledge that the optional Disability Insurance offered with my finance contract has been explained to me. I hereby waive all my rights and benefits under the terms and conditions offered.

Was the Optional Gap Insurance fully explained to you?

Yes/No

BP
Initial

I acknowledge that the optional Gap Insurance offered with my finance contract has been explained to me. I hereby waive all my rights and benefits under the terms and conditions offered.

New Vehicle Extended Service Agreement

Was the Optional Extended Service Agreement fully explained to you?

Yes/No

BP
Initial

I acknowledge that the New Vehicle Extended Service Agreement has been explained and offered to me. I hereby waive all my rights and benefits under the terms and conditions of the New Motor Vehicle Service Agreement offered on the vehicle described below and I certify that I do not desire to protect my vehicle with this coverage.

Year 2011

Make CHEVROLET

Model IMPALA

VIN # [REDACTED]

Paint and Fabric Protection

Was the Optional Paint and Fabric Protection fully explained to you?

Yes/No

Initial

I acknowledge that the optional Paint and Fabric Protection has been explained and offered to me. I hereby waive all my rights and benefits under the terms and conditions offered.

Customer Signature [REDACTED]

Date 12/21/16

Dealer Representative Signature [REDACTED]

Date 12/21/16

White - Dealership

Yellow - Customer

Berlin City
Auto Group

= *easy*

**NEW & USED VEHICLE
4-DAY / 200 MILE
MONEY-BACK GUARANTEE POLICY**

If you are not completely satisfied with your new/used vehicle; bring it back to this location within 4 days from the purchase date and with less than 200 additional miles on it and we will give you a refund of the purchase price.

This Money-Back Guarantee Policy is subject to certain terms and conditions Purchase Date described on the reverse side.

This Money-Back Guarantee Policy does not apply to transactions where the aggregate purchase price exceeds forty thousand dollars (\$40,000.00).

Vehicle Identification Number

2011 CHEVROLET IMPALA 55,292

Year/Make/Model

Odometer Reading

BERLIN CITY KIA

CURTIS L RENE

Dealership Name (Seller)

Purchaser

12/21/16

Purchase Date

Purchaser Signature

(Authorization)

**NEW/USED VEHICLE MONEY-BACK GUARANTEE POLICY
TERMS AND CONDITIONS**

1. Purchaser must return the vehicle to the same physical location where the vehicle was purchased. In the event Purchaser elects to return the vehicle, Purchaser shall be required to pay a \$299 restocking fee. If Purchaser has provided a deposit, the restocking fee will be paid out of such deposit and the remainder of the deposit will be returned to Purchaser. If no deposit has been provided, Purchaser shall be required to pay the restocking fee at the time of return of the vehicle.
2. The vehicle must have less than 200 miles over the odometer reading and must be in the same condition in which it was delivered to Purchaser. Purchaser will not be reimbursed for any money spent on the vehicle while in Purchaser's possession.
3. Purchaser must return the vehicle, together with all vehicle purchase, finance, and lease transaction documents, no later than the Expiration Date set forth above.
4. Depending on whether Purchaser traded in a vehicle in connection with the purchase, and whether such trade-in vehicle has not been subsequently disposed of by Seller, at Seller's option, Purchaser shall receive one of the following remedies:
 - A) Refund - No trade-in or trade-in not available:
If Purchaser's trade-in has been sold by Seller, Seller shall only be obligated to return the value (in cash) of the trade-in as appraised by Seller at the time of the sale (as reflected on the Purchase Agreement), less any amounts due or paid by Seller to satisfy any liens or encumbrances thereon. Purchaser agrees and acknowledges that payment under this section shall be deemed to be full restoration of the consideration provided by Seller for the vehicle, which Purchaser traded toward the purchase or lease of the vehicle.
 - B) Refund - Return of Trade-In:
In the event that Purchaser has traded in a motor vehicle toward the purchase or lease of the vehicle, then Seller shall return the Purchaser's trade-in, less any amounts due or paid by Seller to satisfy any liens or encumbrances thereon.
The amount of any refund will equal: (i) The purchase price, minus (ii) the amount of any trade-in purchase price (reflected on the Purchase Agreement), (iii) plus the amount of any trade-in payoff (reflected on the Purchase Agreement or otherwise paid by Seller). If the trade-in payoff exceeds the trade-in purchase price, the Purchaser must pay the difference to Seller before a vehicle will be accepted for return.
5. If the Purchaser financed any portion of the purchase price of the returned vehicle, Seller will pay the financed amount directly to the party providing such financing. Any down payment by Purchaser shall be refunded to Purchaser.
6. Purchaser is limited to one (1) vehicle or one (1) transaction or refund during any twelve (12) month period at any Berlin City Auto Group owned store.
7. Titling of the vehicle shall not be transferred to the Purchaser until the expiration of the 4-day money back guarantee period.
8. The money back guarantee policy shall not apply to any Purchaser who has executed a Money Back Guarantee Waiver or where the purchase price of the vehicle exceeds forty thousand dollars (\$40,000.).

White- Dealer

Yellow-Customer

MBG 130 6/08

WE OWE

NAME CURTIS L. RENE STK. NO. 6V21785D NEW USED XX
 ADDRESS [REDACTED] YEAR 2011 MAKE CHEVROLET
 CITY GRAND ISLE STATE VT ZIP 05458 MODEL IMPALA
 PHONE [REDACTED] SERIAL NO. [REDACTED]
 SALESMAN ANTHONY GOLSMITH DEL. DATE 12/21/16

QTY.	NAME OF ITEM	PART	LABOR
	sold as equipped		

DEAL JACKET

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the

(FOR APPOINTMENT)
CUSTOMER

[REDACTED]

DATE
APP

[REDACTED]

YOU OWE

	TO BE RECEIVED BY DATE		TO BE RECEIVED BY DATE
1) Title to Trade in Vehicle		5) Other	
2) All Monies		6) Other	
3) Valid Insurance Card		7) Other	
4) Other		8) Other	

DEAL JACKET

I hereby agree to provide the above listed item(s) to the dealer. I understand that the sales transaction is not completed until I provide such items.

X: _____
APPROVED BY: _____
MGR.

DATE: 12/21/16

**VERMONT DISCLOSURE
RELATING TO AMOUNT TO BE FINANCED
IN A MOTOR VEHICLE RETAIL INSTALLMENT CONTRACT**

Name of Buyer(s) CURTIS L. KEENE	Date 02/23/16
Trade-in or Cancellation of Lease Dealership allowance for trade-in: \$ _____ Amount owed on trade-in or lease as of _____ (date): \$ _____ 02/23/16	\$ N/A
EQUITY <input type="checkbox"/> POSITIVE <input type="checkbox"/> NEGATIVE**	
**If the EQUITY is NEGATIVE, the amount the Dealer is offering you in trade for your vehicle is less than what is currently owed on your vehicle. You MAY be financing an amount in this transaction that exceeds the CASH PRICE of your new vehicle.	

THIS DISCLOSURE MUST BE PROVIDED WITH EVERY MOTOR VEHICLE RETAIL INSTALLMENT CONTRACT	
CASH PRICE of vehicle (rebates, if any, have been deducted in determining the cash price.)	\$ 16,799.00
AMOUNT FINANCED on motor vehicle retail installment contract	\$ 13,567.00
The AMOUNT FINANCED on the motor vehicle retail installment contract as a percentage of the CASH PRICE of the vehicle	N/A %
Buyer: _____ Co-Buyer: _____	Date: 02/23/16 Date: _____
Name of Dealership Street Address City, State, Zip Telephone No.	SEQUEL CITY KIA 536 North Hill Avenue GRAND ISLE, VT 05455 (802) 266-3906

White Copy – Retail Contract Yellow Copy – Customer Copy Pink Copy – Dealer Copy

Berlin City Auto Group

= *easy*

545 Main Street
Gorham, NH 03581
Tel. (800) 795-2438
or (603) 752-3700
Fax (303) 928-6862

485 Main Street
Gorham, NH 03581
Tel. (800) 998-6968
or (603) 752-6644
Fax (303) 928-6862

586 Marshall Ave.
Williston VT, 05495
Tel. (800) 694-5779
or (802) 864-3905
Fax (303) 928-6812

255 Main Mall Road
South Portland, ME 04106
Tel. (800) 414-1429
or (207) 774-1429
Fax (303) 928-6840

191 Riverside Street
Portland, ME 04103
Tel. (866) 698-3477
or (207) 321-3477
Fax (303) 928-6840

CUSTOMER INFORMATION							DATE	STOCK #	DEAL #	
SOLD TO: RENE, CURTIS L.,						D.O.B.		12/21/16	6V217850	
ADDRESS: [REDACTED] GRAND ISLE, VT 05458							SALESPERSON			
TEL: N/A							ANTHONY GOLSMITH			
VEHICLE INFORMATION							VEHICLE PRICING			
STOCK #	YEAR	MAKE	MODEL	BODY	CYL	MILEAGE	TOTAL DEALER PRICE	9,899.00		
6V217850	2011	CHEVROLET	IMPALA	SEDAN	4	36,292	PURCHASE PRICE	N/A		
VIN: [REDACTED]							DEALER DISCOUNT	9,899.00		
TRANS: N/A							TRADE AMOUNT	N/A		
COLOR: BLUE							NET PURCHASE PRICE	9,899.00		
OTHER INFORMATION							NET AMOUNT			
THE FOLLOWING LIST COMPRISES ALL OPTIONS							SALES TAX			
[REDACTED]							SERVICE CONTRACT			
[REDACTED]							OTHER FEES			
[REDACTED]							ADMIN FEE			
[REDACTED]							TITLE FEE			
[REDACTED]							REGISTRATION FEE			
[REDACTED]							TOTAL CASH PRICE			
[REDACTED]							SETTLEMENT			
[REDACTED]							REBATE			
[REDACTED]							CASH DUE			
[REDACTED]							NET BANK IN APR-15.220			
[REDACTED]							/2 @ 246.92 = 17,778.24			
[REDACTED]							FINANCE CHARGE 4,535.36			
[REDACTED]							APPLIED TO PURCHASE			
[REDACTED]							TOTAL PAYMENT			
[REDACTED]							THIS IS A TRUE AND ORIGINAL BILL OF SALE,			
[REDACTED]							SUBSCRIBED AND SWORN TO BEFORE ME			
[REDACTED]							THIS [REDACTED] DAY OF [REDACTED]			
[REDACTED]							WITNESS			
[REDACTED]							NOTARY PUBLIC			

DISCLAIMER OF EXPRESS WARRANTIES
SELLER BERLIN CITY CAR CENTER MAKES NO EXPRESS WARRANTY WITH RESPECT TO THE VEHICLE UNLESS A SEPERATE WRITTEN DOCUMENT SHOWING THE TERMS OF ANY DEALER WARRANTY OR SERVICE CONTRACT IS FURNISHED BY THE SELLER TO THE BUYER. ANY OTHER EXPRESS WARRANTY IS THAT OF THE MANUFACTURER. THIS DISCLAIMER DOES NOT EXCLUDE ANY IMPLIED WARRANTIES THE BUYER MAY HAVE BY OPERATION OF LAW. CASH DUE

TRADE INFORMATION						
STOCK #	YEAR	MAKE	MODEL	BODY	CYL	MILEAGE
N/A	N/A	N/A	N/A	N/A	N/A	N/A
VIN			TRANS	COLOR		
N/A			N/A	N/A		
STOCK #	YEAR	MAKE	MODEL	BODY	CYL	MILEAGE
N/A	N/A	N/A	N/A	N/A	N/A	N/A
VIN			TRANS	COLOR		
N/A			N/A	N/A		

OLD #1	<input type="checkbox"/> 2 Year	Title Brands	In Lieu Plate	Temp Plate Date	Reg Type	Index #	Expires
NEW #1	<input type="checkbox"/> LP						
NEW #2		<input type="checkbox"/> 225 <input type="checkbox"/> 227 <input type="checkbox"/> 231 <input type="checkbox"/> 232 <input type="checkbox"/> 233 <input type="checkbox"/> 452 <input type="checkbox"/> 453 <input type="checkbox"/> 454 <input type="checkbox"/> 455 <input type="checkbox"/> 465	<input type="checkbox"/> 490C <input type="checkbox"/> 490P <input type="checkbox"/> NNR				

Page 2

Audit/Receipt Line:

Customer Copy

Owner/Lessee	Vehicle is <input checked="" type="checkbox"/> Owned or <input type="checkbox"/> Leased			Email		
	Name CURTIS L RENE			EIN # (if business)		Phone
	Address where you get mail			Address where you live		
	City:	State	ZIP:	City:	State	ZIP
	GRAND ISLE	VT	05458	GRAND ISLE	VT	05458
If name has changed, list previous name(s):			<input type="checkbox"/> Female <input type="checkbox"/> Male	Date of birth		07/27/50
Co-Owner/Lessor	Name			EIN # (if business)		Phone
	Address where you get mail			Address where you live		
	City	State	ZIP	City	State	ZIP
	If name has changed, list previous name(s):			<input type="checkbox"/> Female <input type="checkbox"/> Male	Date of birth	

2	<input type="checkbox"/> Spouses <input type="checkbox"/> Joint Tenants <input type="checkbox"/> Tenants In Common <input type="checkbox"/> Business Partners <input type="checkbox"/> Transfer on Death (requires form T-07)					
3A	Lienholder Name	Date of loan	VT license # (if individual)	Date of birth (if individual)		
		1/16				
	Lienholder Address					
3B	Name of person or company vehicle acquired from BERLIN CITY KIA					
	Address of person or company vehicle acquired from 586 Marshall Avenue Williston, VT 05495			Signature of person or company (agent) acquired from		
4	<input type="checkbox"/> New Registration (421)	<input type="checkbox"/> Lease Buy-Out (421)	<input type="checkbox"/> Title Only	Plate #		
	<input type="checkbox"/> Renew (475)	<input type="checkbox"/> IRP Tax & Title	<input type="checkbox"/> Exempt Title (25yr)	Expires (month/year)		
	<input type="checkbox"/> Transfer (431)	<input type="checkbox"/> Weight Change	<input type="checkbox"/>	<input type="checkbox"/> Trailer (26, 25, 06) <input type="checkbox"/> Motorcycle (18)		
5	Make	Model	Model Year	Body Type	Color	
	CHEVROLET	IMPALA	2011	SEDAN	BLUE	
	Serial Number (VIN)			# of Cylinders	Mileage (No Tenths)	
				<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	56,292	
				<input type="checkbox"/> Rebuilt	<input type="checkbox"/> Gas <input type="checkbox"/> Diesel <input type="checkbox"/> Propane	
					<input type="checkbox"/> Hybrid <input type="checkbox"/> Electric <input type="checkbox"/> Other	
TUBS	# of Axles	Brake Type	Length x Width	Empty Weight	# of Wheels	
		<input type="checkbox"/> HYD <input type="checkbox"/> Air <input type="checkbox"/> Other			# of Passengers	
	Empty Weight	Loaded Weight	Loaded Weight	CC's	Empty Weight	
			<input type="checkbox"/> 1500 or less (26) <input type="checkbox"/> 1501 or more (25)			

6	Purchase Price	10,398.00	Purchaser of old vehicle			Do Not Write in Shaded Areas	Registration (1)	76.00	
	Credit for Trade	N/A	City	State	Date of Sale		Tax (2)	623.85	
	NADA Value		Year	Make	Plate		Tax Exempt #	Title (3)	46.00
	Adjustments		VIN					Transfer (4)	N/A
8	Net Taxable	10,398.00	Statements and warrants herein are certified under penalty of 23 V.S.A. §§ 202, 203, 2082, and 32 V.S.A. §§ 8901-8915.			Return #	Warranty (12)	0.00	
			The owner certifies that this vehicle 1) is properly equipped and in good mechanical condition; 2) was placed into use on or before the date this application was signed; 3) currently has liability insurance in effect as required by 23 V.S.A. § 800 (a). If transfer of plates, the owner and/or title vehicle are not under suspension pursuant to 23 V.S.A. § 300(b). As the applicant for registration of a commercial motor vehicle, I hereby declare that I have knowledge of the Federal Motor Carrier Safety Regulations, Title 49 of the Code of Federal Regulations, as adopted by the State of Vermont.			Renewal Fee	Fuel User (31)	N/A	
						Rate #	Other	N/A	
							Total	745.88	

Date

Signature (Co-Owner/Lessor)

Department of Motor Vehicles
Agency of Transportation
dmv.vermont.gov

120 State Street
Montpelier, Vermont 05603-0001
802.828.2000
Toll Free: 888-99-VERMONT

This Form Must be Completed in Full and is NOT Valid for Intransit Permits

Dealer: BERLIN CITY KIA Dealer #: 075
Owner(s): CURTIS L RENE
Address: GRAND ISLE, VT 05458
Vehicle: CHEVROLET IMPALA 2011 BLUE 12/21/16
Date Issued: 12/21/16 Date Expires: 02/18/17

COMPLETE ONLY IF VEHICLE IS SALVAGE, SALVAGE AND REBUILT, OR TOTALED:
I/We certify that the motor vehicle described above is: [] Salvage [] Salvage and Rebuilt [] Declared a total loss by the insurer. This information has been conveyed to the purchaser, both orally and in writing in accordance with 23 VSA §2093(b) and §2093(c). If this section is completed, Buyer/Lessee please sign here:

THE TEMPORARY REGISTRATION EXPIRES 60 DAYS FROM DATE OF ISSUE
ANY ALTERATIONS WILL VOID THE CERTIFICATE

Motor Vehicle Trade In:

N/A Make N/A Year (e.g. 2009) Plate #
N/A Vehicle Identification Number

Table with 2 columns: Description and Amount. Includes Purchase Price (\$10,398.00), Trade-In Credit (N/A), Net Taxable Cost (\$10,398.00), Tax Due (\$623.88), Registration Fee (\$76.00), Transfer Fee (N/A), Title Fee (\$45.00), Warranty Fee (N/A), Misc. (N/A), and TOTAL (\$745.88).

A VEHICLE NOT DISPLAYING A VALID VT INSPECTION STICKER MUST BE INSPECTED WITHIN 15 DAYS OF REGISTRATION. YOU MAY USE THIS TEMPORARY REGISTRATION TO HAVE YOUR VEHICLE INSPECTED.

ODOMETER DISCLOSURE STATEMENT

I state the odometer now reads 56,292 (no tenths) and I hereby certify to the best of my knowledge that (check applicable statement below):
[] The odometer reading is the actual mileage.
[X] The odometer reading reflects the amount of mileage in excess of its mechanical limits.
[] The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY

Dealer/Lessor Name (Print): BERLIN CITY KIA Phone #: (802)864-3905
Dealer/Lessor Address: 586 Marshall Avenue Williston, VT 05495
Dealer/Lessor Signature:
Buyer/Lessee Name (Print): CURTIS L RENE
Buyer/Lessee Address:
Buyer/Lessee Signature:
Date of Statement: 12/21/16 Date To Lessee:
Date From Lessee:

White - DMV | Yellow - Dealer | Pink - Customer

Effects of changes in REEOM purchases and rate of activities

On a long-term basis, the REEOM purchase and rate of activities are expected to remain relatively constant. The REEOM purchase is expected to remain constant at 100,000 units per year. The rate of activities is expected to remain constant at 100,000 units per year. The REEOM purchase and rate of activities are expected to remain constant at 100,000 units per year.

The REEOM purchase and rate of activities are expected to remain constant at 100,000 units per year. The REEOM purchase and rate of activities are expected to remain constant at 100,000 units per year. The REEOM purchase and rate of activities are expected to remain constant at 100,000 units per year.

Berlin City Auto Group

= easy

P.O. Box 514
586 Marshall Avenue
Williston, VT 05495
(802) 864-3905
or 800-684-5779
www.berlincity.com

BUYERS NAME CURTIS L. HEAL	DATE 12/21/16
CO-BUYERS NAME	BUYERS DOB 7/27/1980
BUYER SSN	CO-BUYERS DOB / /
ADDRESS	ZIP 05458

DESCRIPTION OF TRADE-IN				CS	VT	ZIP	05458
YEAR	MAKE	MODEL	TYPE	TELEPHONE: HOME	WORK		
COLOR	VIN	You, the Buyer(s), hereby order and agree to purchase from Seller the following motor vehicle, subject to approval seller.					
MILEAGE <input type="checkbox"/> ACTUAL <input type="checkbox"/> TRUE MILEAGE UNKNOWN				<input type="checkbox"/> NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/> DEMO	Vehicle Used Primarily For:		
RADIO <input type="checkbox"/> AM <input type="checkbox"/> FM <input type="checkbox"/> CASS	TRANSMISSION	ENG.	TITLE #	<input checked="" type="checkbox"/> Personal <input type="checkbox"/> Business <input type="checkbox"/> Agriculture			
POWER EQUIPMENT <input type="checkbox"/> PS <input type="checkbox"/> PB <input type="checkbox"/> A/C <input type="checkbox"/> WINDOW <input type="checkbox"/> LOCKS <input type="checkbox"/> CRUISE <input type="checkbox"/> TILT <input type="checkbox"/> RWD	A 4SP 5SP	4 6 8 D	YEAR	MAKE	MODEL		
<input type="checkbox"/> SUNROOF <input type="checkbox"/> LEATHER <input type="checkbox"/> B. SEATS <input type="checkbox"/> CUST. WHEELS <input type="checkbox"/> RWD			2011	CHEVROLET	IMPALA		
<input type="checkbox"/> I CERTIFY THAT THE ABOVE DESCRIBED TRADE-IN HAS SUSTAINED NO SUBSTANTIAL DAMAGE.	TYPE	VIN	STOCK NO.	COLOR	MILEAGE		
<input type="checkbox"/> I CERTIFY THAT THE ABOVE DESCRIBED TRADE-IN HAS SUSTAINED DAMAGE, DESCRIPTION AND AMOUNT OF DAMAGE.	SEDAN		20117860	BLUE	66,242		
<input type="checkbox"/> I CERTIFY TO THE BEST OF MY KNOWLEDGE THERE IS NO MECHANICAL DEFECT TO THE VEHICLE DESCRIBED ABOVE.			(1) LIST PRICE FOR USED ONLY			3,400.00	
<input type="checkbox"/> I HAVE KNOWLEDGE OF THE FOLLOWING MECHANICAL DEFECT:			(2) DEALER DISCOUNT	(-)			N/A
<input type="checkbox"/> I HEREBY CERTIFY THAT THE TITLE FOR THE TRADE DESCRIBED ABOVE HAS A: <input type="checkbox"/> CLEAR <input type="checkbox"/> SALVAGE <input type="checkbox"/> REBUILT TITLE.			(3)			N/A	
CUSTOMER SIGNATURE:			(4)				
CREDITOR/LIEN HOLDER			(5)				
ADDRESS OF CREDIT/LIEN HOLDER	ZIP			(6)			
ESTIMATED PAY OFF - \$	BY			(7)			
INSURANCE AGENT'S NAME:			(8) SUBTOTAL			4,300.00	
INSURANCE AGENT'S ADDRESS:			(9) BERLIN CITY ADVERTISED DISCOUNT	(-)			
INSURANCE AGENT'S PHONE:			(10) TRADE	(-)			N/A
WARRANTY DISCLOSURE							
<p>— THE VEHICLE DESCRIBED FOR SALE IS SUBJECT TO NEW CAR WARRANTY AS DEFINED BY MANUFACTURER.</p> <p>— THE VEHICLE DESCRIBED FOR SALE IS SUBJECT TO ONLY THE WARRANTY DESCRIBED ON THE BUYERS GUIDE ATTACHED TO THE VEHICLE. NO OTHER WARRANTIES ARE IMPLIED OR EXPRESSED.</p> <p>— THE VEHICLE DESCRIBED FOR SALE IS SUBJECT TO TRANSFER OF BALANCE OF MANUFACTURER WARRANTY. SUCH TRANSFER MAY BE SUBJECT TO A FEE WHICH IS NOT INCLUDED IN SELLING PRICE OF VEHICLE.</p>							
NOTICE TO BUYER AND CO-BUYER							
<p>1. READ THIS CONTRACT BEFORE SIGNING. 2. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. 3. THE INFORMATION ON THE BACK OF CONTRACT HAS BEEN READ AND ACKNOWLEDGED AS PART OF THIS CONTRACT. YOU, BUYER, ACKNOWLEDGE THAT YOU HAVE READ THIS CONTRACT AND HAVE RECEIVED A COMPLETED COPY OF THIS CONTRACT. YOU ALSO CERTIFY THAT YOU ARE OF LEGAL AGE TO EXECUTE BINDING CONTRACTS IN THIS STATE. THIS CONTRACT IS NOT BINDING UNTIL APPROVED BY THE SELLER.</p>							
AUTHORIZATION FOR CONSUMER CREDIT REPORT							
<p>THE BUYER AND CO-BUYER EACH AUTHORIZE AND INSTRUCT ANY CONSUMER REPORTING AGENCY AND ANY OTHER PERSON HAVING INFORMATION ABOUT BUYER'S OR CO-BUYER'S CREDIT WORTHINESS, STANDING OR CAPACITY, OR OTHER FINANCIAL INFORMATION, TO RELEASE OR MAKE A REPORT OF SAME TO THE SELLER.</p>							
				(11) TOTAL DISCOUNTS & TRADE INES (10-11)			
				(12) SUBTOTAL			4,300.00
				(13) ADMINISTRATION FEE	(+)	\$499.00	
				(14) TITLE FEE (NH-\$27, ME-\$23, VT-\$33)	(+)	\$33.00	
				(15) PAYOFF DUE ON TRADE-IN (ACT)	(+)	N/A	
				(16) OTHER FEES	(+)	N/A	
				(17) SERVICE CONTRACT DAMLER CHRYSLER NOT COVERED BY DAMLER CHRYSLER WARRANTY	(+)	1,900.00	
				(18) SALES TAX			623.00
				(19) SUBTOTAL			10,122.00
				(20) REBATE	(-)	N/A	
				(21) CASH DOWN	(-)	N/A	
				(22) BALANCE DUE ON DELIVERY			10,122.00
				OUTSIDE LIENHOLDER			
				SS	62 SOUTH BEACON STREET NURDILL, NY 13601		
				#	N/A		ZIP
Buyer's Signature						Date	
Co-Buyer's Signature						Date	
Approval of Order By Seller				Dealer's Authorized Agent		SALESPERSON:	

ARTICLE 1. GENERAL PROVISIONS

Section 1.01. Title and Purpose. This document is the Charter of the City of [City Name], and its purpose is to establish the framework for the government of the City.

Section 1.02. Definitions. The following definitions shall apply throughout this Charter unless otherwise specified:

Section 1.03. Ordinance. An ordinance is a law enacted by the City Council, which shall have the force and effect of law.

Section 1.04. City Council. The City Council is the legislative body of the City, and shall consist of [Number] members.

Section 1.05. Mayor. The Mayor is the chief executive officer of the City, and shall be elected to a term of [Number] years.

Section 1.06. City Manager. The City Manager is the chief administrative officer of the City, and shall be appointed by the City Council.

Section 1.07. City Clerk. The City Clerk is the chief clerical officer of the City, and shall be appointed by the City Council.

Section 1.08. City Auditor. The City Auditor is the chief financial officer of the City, and shall be appointed by the City Council.

Section 1.09. City Board of Public Works. The City Board of Public Works is a body created by the City Council to oversee the City's public works department.

Section 1.10. City Board of Health. The City Board of Health is a body created by the City Council to oversee the City's health department.

Section 1.11. City Board of Education. The City Board of Education is a body created by the City Council to oversee the City's public schools.

Section 1.12. City Board of Parks and Recreation. The City Board of Parks and Recreation is a body created by the City Council to oversee the City's parks and recreation department.

Section 1.13. City Board of Public Safety. The City Board of Public Safety is a body created by the City Council to oversee the City's police and fire departments.

Section 1.14. City Board of Economic Development. The City Board of Economic Development is a body created by the City Council to oversee the City's economic development department.

Section 1.15. City Board of Community Development. The City Board of Community Development is a body created by the City Council to oversee the City's community development department.

Section 1.16. City Board of Cultural Affairs. The City Board of Cultural Affairs is a body created by the City Council to oversee the City's cultural affairs department.

Section 1.17. City Board of Arts and Entertainment. The City Board of Arts and Entertainment is a body created by the City Council to oversee the City's arts and entertainment department.

Section 1.18. City Board of Senior Services. The City Board of Senior Services is a body created by the City Council to oversee the City's senior services department.

Section 1.19. City Board of Housing and Community Development. The City Board of Housing and Community Development is a body created by the City Council to oversee the City's housing and community development department.

Section 1.20. City Board of Public Health. The City Board of Public Health is a body created by the City Council to oversee the City's public health department.

Reliability and Confidentiality Security Agreement

Participant Information

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Identification of Product

Identification of Product

Confidentiality

Retention of Records

Signature

Signature

XXXXXXXXXXXXXXXXXXXX



XXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXX



XXXXXXXXXXXXXXXXXXXX



Section 1: Introduction

The following information is provided for your reference. It is intended to assist you in understanding the scope and objectives of the project. The data presented here is preliminary and subject to change.

Section 2: Methodology

The methodology employed in this study is based on a combination of qualitative and quantitative research methods. Data collection was conducted through a series of interviews and surveys. The analysis was performed using statistical software to identify trends and correlations.

Section 3: Results

The results of the study indicate a significant positive correlation between the variables examined. The data suggests that the implementation of the proposed strategy will lead to improved outcomes. Further research is needed to confirm these findings.

The findings of this study have important implications for the field. They provide valuable insights into the effectiveness of the intervention and offer practical recommendations for future practice. The study also highlights the need for continued research in this area.

In conclusion, the study has successfully identified the key factors influencing the outcome. The results support the hypothesis and provide a clear path forward for implementation. The study's limitations and strengths are discussed in detail in the final report.

The research was supported by the following organizations and individuals. Their contributions were instrumental in the completion of this project. The authors express their sincere gratitude to all who provided assistance and support throughout the process.

The data presented in this report is confidential and intended solely for the use of the recipient. It is not to be distributed or used for any other purpose without the explicit written consent of the project manager. Any unauthorized use or disclosure of this information is strictly prohibited.

This document is the property of the organization and is loaned to you for your use only. It is to be returned to the organization upon completion of your assignment. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the copyright holder.

[REDACTED]

[REDACTED]

[REDACTED]

Re{3} Eddins, Randee (Berlin City Kia of Vermont) CAP 2018-08879
From: Randee Eddins [REDACTED]
Sent: Friday, December 7, 2018 3:50 PM
To: AGO - CAP
Subject: Re: Eddins, Randee (Berlin City Kia of Vermont) CAP 2018-08879

Thanks...

Randee Eddins

Virus-free. www.avast.com

On Mon, Nov 26, 2018 at 10:26 AM AGO - CAP <AGO.CAP@vermont.gov> wrote:
Re: Complaint 2018-08879

Dear Randee Eddins:

By copy of this email, I am forwarding your complaint to the Vermont Auto Dealer Association. Your complaint has been referred to the Vermont Auto Dealers Association (VADA), because the business named in your complaint is a VADA member. Complaints regarding VADA members are reviewed by VADA and may be brought before the Auto Consumer Assistance Program Panel (AutoCAP). The panel is comprised of both dealer and consumer representatives and works to resolve complaints between dealers and consumers.

Please be advised that VADA will not process your claim if an attorney is involved, if the issue is currently in litigation, or if the vehicle is not in your possession.

I have included the contact information for VADA, should you need to contact their office regarding your complaint:

VADA
1284 US Route 302-Berlin, Suite 2
Barre, VT 05641
Phone: 802-461-2655
Email: vtautocap@aol.com

At this time, please direct any further inquiries about this matter to that office. If you would like more information on our action to refer your complaint, please feel free to contact our office.

Sincerely,

[REDACTED]
Complaint Specialist

Re{3} Eddins, Randee (Berlin City Kia of Vermont) CAP 2018-08879
State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Website: consumer.vermont.gov
Email: ago.cap@vermont.gov
Phone: (800) 649-2424

Re{3} Tanner, Victoria (Berlin City Kia) CAP 2018-02720
From: vtautocap@aol.com
Sent: Thursday, April 12, 2018 12:03 PM
To: AGO - CAP
Subject: Re: Tanner, Victoria (Berlin City Kia) CAP 2018-02720

Hello,
I am currently away from the office due to a family emergency and will respond to your email once I return.

Thank you,
Kim Gauthier
AUTOCAP Coordinator

Autocap Case Record

Case #
028-18

Date Received
04/12/2018

Closed Date
4 /20/2018

Consumer-FIRSTN
Victoria

Consumer-LASTNAM
Tanner

Date Acknowledged
4 /20/2018

Consumer Respons

Complaint Type
Sales

Purchase Date

Year/Make Model

Mileage

Price Sold

As Is

Member Name

Berlin City Car Center

Member Contact

John Durrani

Member Response Due

4 /23/2018

Resolution Process
Staff

Panel

Referred to

Resolution
Dropped

Case Notes

4/19 - Rec'd dealers response
4/20 - Forwarded to consumer and closed

Notes (Summary)

Consumer states she had a god awful experience and just wants to get her 2nd set of spare keys from the dealership. Dealership has had a very bad experience with this consumer and has chosen not to sell her a car in the future and will not accommodate her request for spare key.

From: Victoria Tanner <[REDACTED]>
To: Kim Gauthier <vtautocap@aol.com>
Subject: Re: Victoria Tanner
Date: Fri, Apr 20, 2018 3:08 pm

Hello,

Thank you for your inquiry into this matter, although I am failing to see how my matter was resolved any better than if I were to email Berlin myself. I find it comical that a simple email saying whatever the business needs to cover their end will suffice. I also find it funny that I have been 'badgering and harassing' them on social media and over the phone. I am happy to provide a copy of all exchanges with Berlin because I have not called, talked to, or texted anyone at that company since 3/20, and before then I personally had no contact with them after finding out they botched their first chance at the paperwork. I wrote ONE review on social media, detailing my awful experience and if that is considered harassment, so be it. People deserve to know what they do. I'm not asking for any favors from anyone which is what it seems they think. There is another set of keys to my car that I own, they have been paid in a check for, which now has no ties to Berlin. So why do they get to keep my spare key and basically turn around and say it's my fault? Had I read a review prior to buying a car from them that insinuated all the issues I was going to have I certainly would have taken my business elsewhere. I guess I'm just confused why I'm sitting here having to fight for a set of keys which a dealer has but is just being petty about. Hopefully the attorney general will be of more help in my situation.

Thanks.
Victoria

Sent from my iPhone

On Apr 20, 2018, at 11:58 AM, Kim Gauthier <vtautocap@aol.com> wrote:

Good Morning Ms. Tanner,

AUTOCAP is in receipt of your complaint against Berlin City and we have also received the following response from John Durrani, General Manager with Berlin City. Since they are not willing to accommodate your request for a spare key there is no other assistance the AUTOCAP Program can offer. We will be closing the case as of today and a copy will remain on file with the Consumer Assistance Program office where you originally filed your complaint.

Thank you,
Kim Gauthier
AUTOCAP Coordinator

-----Original Message-----

From: Dedrick Casab <DCasab@berlincity.com>
To: vtautocap <vtautocap@aol.com>
Sent: Thu, Apr 19, 2018 4:54 pm
Subject: Victoria Tanner

Hi Kim,

We have bent over backwards for Victoria Tanner, What she failed to disclose was every time we tried to resolve a issue. We were hung up on, badgered over the phone and destroyed on social media. We have a guarantee of 4 day return which she took advantage of using and we did waive our re-stocking fee. She did purchase another vehicle and the complaints have not stopped over

4/20/2018

Re: Victoria Tanner

social media. We have decided to cut all ties with Victoria Tanner. She is more than welcome to come in and service her vehicle here but that's were it stops. We will not sell her a vehicle in the future and we will not accommodate a spare key.

Thanks

John Durrani
GM

From: Kim Gauthier <vtautocap@aol.com>

To: jdurrani <jdurrani@berlincity.com>

Subject: Fwd: Tanner, Victoria (Berlin City Kia) CAP 2018-02720

Date: Fri, Apr 13, 2018 5:08 pm

Attachments: 040918 Tanner.txt (13K)

Dear Mr. Durrani,

Attached please find an AUTOCAP complaint, forwarded to us by the Vermont Attorney General Consumer Assistance Program Office.

VADA's AUTOCAP Program was created in 1982 to provide consumers and our members with a dispute resolution mechanism to avoid costly legal litigation, including small claims court and the Attorney General's office. To be successful, we need your cooperation and timely response to the complaints we forward.

After reviewing this complaint; it is our hope that working directly with your customer, you will be able to answer questions and/or arrive at a mutually acceptable resolution. We understand this is not always possible. In some cases, both parties prefer working with VADA staff, which is an effective alternative.

Please provide a written response within ten days of the date of this email, via return email, fax or USPS addressing the complaint, actions taken to respond; and what, if any, relief you are willing to extend. Both parties receive copies of all the correspondence submitted to AUTOCAP.

Should a case be referred to the AUTOCAP Panel (which consists of an equal number of dealer and consumer members), a hearing will be scheduled at the VADA Offices. We will contact you and the consumer to insure availability prior to setting the date.

Your participation in the AUTOCAP program is greatly appreciated.

Sincerely,

Marilyn B. Miller
AUTOCAP Director

From: Dedrick Casab <DCasab@berlincity.com>

To: vtautocap <vtautocap@aol.com>

Subject: Victoria Tanner

Date: Thu, Apr 19, 2018 4:54 pm

Hi Kim,

We have bent over backwards for Victoria Tanner, What she failed to disclose was every time we tried to resolve a issue. We were hung up on, badgered over the phone and destroyed on social media. We have a guarantee of 4 day return which she took advantage of using and we did waive our re-stocking fee. She did purchase another vehicle and the complaints have not stopped over social media. We have decided to cut all ties with Victoria Tanner. She is more than welcome to come in and service her vehicle here but that's were it stops. We will not sell her a vehicle in the future and we will not accommodate a spare key.

Thanks

John Durrani
GM

From: Victoria Tanner <[REDACTED]>
Sent: Monday, April 09, 2018 12:59 PM
To: info@boston.bbb.org; AGO - CAP
Subject: FORMAL COMPLAINT AGAINST BERLIN CITY KIA WILLISTON VT

Hello,

My name is Victoria Tanner and I just wanted to let you guys know about the god awful experience I had with Berlin City Kia of williston Vermont. I contacted them back in December about a car I found online that I was interested in buying, the first issue with them would be their false advertising online. They take pictures straight off the internet, showing a car fully loaded with features when in reality that isn't even the same car they are selling. It's the same make and model but doesn't have any of the features the pictures of the car they claim to be the one you are buying, this is a minor detail in the grand scheme of how horrendous this business is. I made the STUPID mistake (yes it was my fault) of believing that the car I saw in the pictures

would be the car that I was buying, how wrong was I. So I signed papers for this car I wasn't really happy with (not a smart move for a [REDACTED] trying to navigate the world, I know, HARD lesson learned), made sure the tires were the same size as tires

I had to put on the car, was told by the salesman Chris Utton that everything was correct and the proper size, he was wrong. He told me my tires were 17 inches when in reality they were 15, again a SMALL issue in the grand scheme of things. I had the car for ONE day before I expressed how unhappy I was with my purchase, luckily they offered a 3 day or 200 mile return policy. I bought the car on a Thursday night, by Friday night I was messaging the dealer wanting to return it, since it was Friday

night and the dealership is over 3 hours from my house I had no option to return it Friday, Saturday I had to work all day and by the time I got out I wouldn't have made it to the dealership in time to return the car, Sunday they were closed, Monday happened to be New Years day so naturally they were closed, turning my 3 day window to return the car now into a one day (Saturday, which I had to work), they offered me no extension for me returning the car even though 2/3 days they were closed all they said was if I came up to the dealership Tuesday morning (had bought the car the previous Thursday evening) they would 'try to see if they could find anything else on their lot that I wanted'. So this is where my real nightmare with Berlin City Kia of williston Vermont begins. I drove over 3 hours to get to their dealership, at this point wanting to return the car and go home, shockingly they would not allow this since my '3 day return policy' had

run out (even though 2 of those day they were CLOSED) and acted like they were doing me a favor by doing this, when they sold me a falsely advertised car, but thats besides the point. I gave them a list of all the feature I REQUIRED and they tried to bully me into any car they could pull out. I came in for a Kia Forte EX, which it's no surprise they didn't have, they tried to sell me a Hyundai Sonata, Toyota Corolla and then pulled out Kia Soul that they basically tried to badger me into, not listening to the multiple times I said THIS IS NOT WHAT I WANT. The sales manager thought that talking over me when I was speaking was going to bully me into settling for another car I hated, which it didn't. I ended up finding a 2012 Kia Rio which had all the features I wanted, after continuously telling them what I wanted, it was much cheaper than the Forte I was returning so of course they were not happy about that, at this point I could care less I am regretting even coming to this dealership. Hours later we finally get the payments where they need to be, accept the offer of an extended warranty through the company and my dumb self orders a \$600 roof rack through them too. We sign the papers, ask them not to register the car because I live in New York and want to register it myself, which they don't listen to, go ahead and

register

the car for me and charge me \$400 for!!!! Something that would have maybe cost me \$150 to do myself, which I ASKED THEM NOT TO DO! At this point I never want to see anyone from this dealership again because they have been so incompetent about

the whole situation, little do I know how incompetent they truly are.

When I sign my papers I make sure to find out what bank I am financing through and when my first payment is due, 45 days from January 2 when this new loan was signed, no problem, middle of February my first payment is due. Funny thing is in the next 45

days I never received a single piece of paper from the bank or Berlin, no bill, no nothing. So being the responsible person I am the day my payment was due I called the bank to make sure they had all of my information correct to send my mail. You'd imagine the surprise I got when I called the bank to find out they had no open accounts for me for anything let alone an auto loan. So, naturally I have to call Berlin

to find out what the issue is. NOBODY AT BERLIN CITY KIA HAS ANY IDEA WHAT IS GOING ON, WHERE MY LOAN PAPERWORK IS AND WHY IT

WASN'T PROCESSED. So, I have all of my PERSONAL INFORMATION

FLOATING AROUND SOMEWHERE WITH SOMEONE IN THAT OFFICE BUT

NOBODY KNOWS WHERE OR WHO. This is when I hit my wits end with these

people and lose it. They lost my loan paperwork, claim the finance manger Lisa who I

signed my paperwork was no longer working for their company, okay I signed my paperwork 45 days ago WHERE IS IT? It takes Berlin almost a week to call me back, and when Dadrick the sales manager finally decides he's ready to call me back he acts

like its NO BIG DEAL, that they misplaced my loan paperwork and tells me he can't find it and that is something that 'happens more than I would think'...okay...funny thing is I had everything saved from day one, THANK GOD. Before I even talked to Dadrick, I get a UPS package from Berlin City Kia who is sending me new LEGAL LOAN DOCUMENTS (through the mail may I add) without even consulting me about any of the information, who the bank is, what the interest rate is, how much the

payments are, they don't consult me over ANY of the new information in the new loan they think I am going to sign no problem. I compare the original loan that I did

sign with the new loan. I can't put into words how GROSSLY ALTERED the new loan was. They charged me hundreds of dollars more the same exact extended warranty, my interest rate when up SIGNIFICANTLY, the over all loan amount went up, charged me 8% sales tax when my county is only 7% and charged me as much as the state of Vermont would allow them to for GAP insurance (\$798 I still have every single paper from day one from these people if you'd like to see it) and then wondered

why I was a raving lunatic when I FINALLY hear from the sales manager, a week and a new loan later. When I break down every discrepancy in the two loans naturally Dadrick gets defensive, saying he's only trying to help me and blah blah blah, to which I reply I don't think you can help me anymore considering you are charging me EVERY SINGLE PENNY POSSIBLE for this car, which YOU GUYS screwed the paperwork up on, naturally he wasn't taking ANY accountability for or offering my any compensation or apology for their royal mistake. I get people make mistakes it's

part of life, what I don't get and won't tolerate is when a business makes a mistake

and then tries to act like it was the consumers fault which is what Berlin City Kia is

GREAT at.

Once I informed Dadrick and the GENERAL MANAGER (who's name I can't remember now I have dealt with so many of them from Berlin) I was not signing the new loan because of the gross discrepancies, they tried to insinuate that I STOLE their

car (HAHA) when I was the one who called them to let them know of the missing account information(which until I called they had NO IDEA ABOUT), they turned the situation around completely on me, saying that the bank wouldn't finance my original loan (which is a total crock because I applied for a auto loan at the SAME BANK with my co-signer independent of the dealership and got approved no problem, actually for a cheaper interest rate than what the dealer quoted me at the SAME BANK with the SAME INFORMATION AND CO-SIGNER, shady?). They are trying to tell me that MY income that wouldn't finance the car (this car I bought

was HALF of the price on a car I financed no problem in the past so I KNOW my income is not a problem, nor is my credit because my co-signer has FANTASTIC credit, so this was just another excuse from Berlin for dropping the ball and being a

total scam). Okay so, here we are now in March when I drove the car off their lot January 2, 2018. I am getting sick of dealing with the dealership and their lies completely at this point so I explore my options and decide on taking out a loan through a credit union myself behind the dealers back, had my bank cut them a check for the total price of the car (a little more than eight thousand) which they naturally

send a driver right away to come collect, the only thing I need from them is paperwork voiding ANY and ALL legal documents they have of mine, which we signed and got and MY SPARE SET OF KEYS! when I bought the car the little green tag on the keys (which I do still have and will attach pictures of) with the VIN

of the car and all the info says that there are 2 sets of keys with the car. OF COURSE

I AM STILL FIGHTING TO GET MY SPARE KEYS. AS I write this ungodly long letter, to you it is April 9, 2018 and I still don't have my spare set of keys from Berlin

City Kia, which I requested from them the BEGINNING OF MARCH. When I contacted my salesman initially for the keys he told me (SHOCKER) 'they couldn't find them in the store so someone must have already sent them out to me.' okay, thats

a total crock. How come a big corporation continuously loses important things like LOAN PAPERWORK and SPARE KEYS? I'm just mind blown by the whole situation and sick still dealing with it, as I just received my titled last week which has

the ORIGINAL LEAN HOLDER FOR THE PAPERWORK THEY NEVER PROCESSED ON THE TITLE!!! So now, not only does Berlin City Kia have a check for the FULL PRICE of my car, they have their end but I don't have my spare set of keys. why does a company need keys to a car they sold and have their money for? I don't owe them ANYTHING, I don't finance my car through them AT ALL and now it's no surprise that no one wants to respond to my texts or emails inquiring about my

spare set of keys. I just want my set of keys I am entitled to and know that some stranger in a shady corporation doesn't have access to my car, I don't see why they won't send me them if they have them and if they have misplaced them it's their own fault and owe me a spare set of keys. That's literally the only motive I have in this

email is getting my spare set of keys without having to pay \$500 out of my own pocket for keys that I am entitled to, that and letting someone who should know about

shady, scammer businesses know. It makes me wonder how many other people have blindly signed two or three loan contracts through Berlin at grossly altered rates. I'm

not sure what if anything can be done about me getting my spare keys at this point I

don't know what else to do but reach out to outside sources about the problems because now that Berlin has their check for my car of course they can't be bothered to

respond to me. Not saying I have been the easiest or best customer but I will say with

100% certainty that I was not rude or short with them until all the nonsense started

and they began treating me like I was an incompetent idiot who had no idea what she was doing. By their assumptions I am stupid it cost them thousands of dollars on my sale, my warranty and everything else extra they tried to charge me for because I ended up finding a cheaper rate with the same warranty through my credit union but I

still want my spare set of keys and just to be done with them! Since they are no longer responding to my inquiries about my spare set of keys I didn't know who else to contact. Thanks for your time.

Regards,
Victoria Tanner

