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COMMONWEALTH OF KENTUCKY  
OFFICE OF THE ATTORNEY GENERAL

GREGORY D. STUMBO  
ATTORNEY GENERAL

August 15, 2006

1024 CAPITAL CENTER DRIVE  
SUITE 200  
FRANKFORT, KY 40601-8204

NHTSA  
400 7th Street, SW Room 5232  
Washington, DC 20590

**File No:** [REDACTED]  
**Co Name:** Midas

Dear Sir/Madam:

Enclosed is a letter which the Consumer Protection Division recently received which appears to fall within your agency's jurisdiction and authority.

Pursuant to KRS 367.160, we request that your agency review the complaint to determine if there has been a violation of any of the laws that you enforce and to assist the consumer in achieving a satisfactory resolution. Please notify this Division of the final disposition of this complaint.

By copy of this letter we are notifying the consumer that we have referred the complaint to your agency. Thank you for your cooperation.

Sincerely,

GREGORY D. STUMBO  
ATTORNEY GENERAL

Paul M. Wingate, Investigator  
Consumer Protection Division  
1024 Capital Center Drive  
Frankfort, KY 40601-8204  
(502) 696-5389

PMW/mb  
CC:

[REDACTED]

Florence KY [REDACTED]



*Anna Marie*  
8/30/06





## AUTO SERVICE EXPERTS

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1101 Monroe St., Toledo, OH 43624-1811 • 419-243-7281 Fax: 419-243-7289

July 24, 2006

Commonwealth of Kentucky  
Office of the Attorney General  
1024 Capital Center Drive  
Suite 200  
Frankfort, KY 40601-8204

Re: File [REDACTED]

Dear Sir or Madame:

In regard to the above referenced file number, we have reached a settlement with the consumer,  
[REDACTED]

Please update your records accordingly. Feel free to contact me with any questions.

Very truly yours,

A handwritten signature in black ink, appearing to read "Ian M. Katz", with a stylized flourish extending from the end of the name.

Ian M. Katz

Paul Wingate  
Consumer Protection Division  
1024 Capital Center Drive  
Frankfort, KY 40601-8204

# 2455  
REC'D ATTORNEY GENERAL

2006 JUL 12 P 3: 21

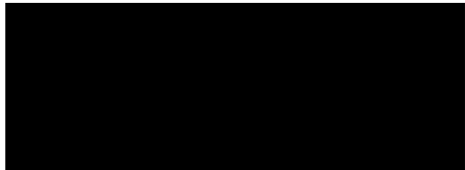
Dear Mr. Wingate,

You have misinterpreted my complaint of 6-22-06. I am not looking for any reimbursement from Midas Auto Service - I am reporting a practice where Midas buys foreign materials that are defective and not checking them out. They are put on cars owned by my fellow citizens and could cause an accident and loss of life.

They should be stopped from doing business unless they can show that these parts have been tested and approved by an outside source. The Midas touch is a scam where people believe they have had a good job done only to find out they have problems that will cost them a lot of money.

I hope you will take this seriously as you are the only agency to report this.

Sincerely,



7-9-06

# AUTOMOTIVE COMPLAINT FORM

REC'D ATTORNEY GENERAL



2006 JUN 26 P 2: 16

GREGORY D. STUMBO  
ATTORNEY GENERAL

RETURN TO:  
Office of Attorney General  
Consumer Protection Division  
1024 Capital Center Drive  
Frankfort, KY 40601  
Hotline: 1-888-432-9257  
www.ag.ky.gov/cp

TYPE OR PRINT NEATLY. SUBMIT TWO COPIES OF THE COMPLAINT AND TWO COPIES OF ANY DOCUMENTS SUBMITTED.

YOUR NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY FLORENCE STATE KY ZIP CODE \_\_\_\_\_ COUNTY BOWNE  
HOME PHONE \_\_\_\_\_ WORK PHONE \_\_\_\_\_

COMPANY OR PERSON(S) YOUR COMPLAINT IS AGAINST MIDAS  
ADDRESS 8220 U.S. 42  
CITY FLORENCE STATE KY ZIP CODE 41042 PHONE NO. 859-371-5786  
NAME AND TITLE OF PERSON WITH WHOM YOU DEALT MARK

Please fill in this section completely.

MAKE/MODEL OF VEHICLE CADILLAC 4D YEAR 1993 DATE PURCHASED 1993  
VEHICLE IDENTIFICATION NUMBER 1G6CD5381P4 LICENSE NUMBER \_\_\_\_\_  
VEHICLE WAS PURCHASED AS:  NEW  USED  DEMO  VEHICLE WAS LEASED  
MILEAGE WHEN PURCHASED: 1000 MILEAGE ON AUTO TODAY 129,000  
TOTAL COST OF VEHICLE — \$ 42000 AMOUNT PAID DOWN — \$ 42000  
NAME OF WARRANTY ?  
TYPE OF WARRANTY:  NEW CAR  USED CAR  EXTENDED  AS IS  
DID YOU COMPLAIN TO THE DEALER OR MANUFACTURER?  YES\*  NO N/A  
\*IF YES, TO WHOM N/A DATE N/A  
HAVE YOU APPLIED FOR ARBITRATION YET?  YES\*  NO N/A  
\*IF YES, WHAT DECISION WAS MADE? N/A

WITH WHAT OTHER AGENCIES HAVE YOU FILED THIS COMPLAINT? NEPS  
WHAT ACTION WAS TAKEN? \_\_\_\_\_  
HAVE YOU HIRED OR RETAINED A PRIVATE ATTORNEY?  YES  NO  
HAVE YOU STARTED COURT ACTION?  YES  NO IF YES, TYPE? SMALL CLAIMS

Below, briefly state the facts of your complaint (if necessary, use additional paper). Please attach copies of any papers involved (order blanks, warranties, credit card receipts or statements, contracts, advertisements, canceled checks, etc.). The information you provide will be used in our effort to resolve your problem and may be shared with the party against which you have complained. It may also be used to enforce applicable state laws. Under Kentucky's Open Records Act, this complaint will be available for public view upon request. Certain personal information such as account numbers are not subject to the Open Records Act.

WENT TO MIDAS FOR A BRAKE JOB

AFTERWARDS CAR SHAK BADLY - DANGEROUS TO DRIVE - MIDAS WOULD DO NOTHING.

WENT TO CADILLAC - SPENT \$2,000 TO TRY TO DIAGNOSE PROBLEM.

FOUND MIDAS USED DEFECTIVE PARTS - REPLACED - PROOF IN TRUNK OF MY CAR.

VERY DANGEROUS - COULD KILL PEOPLE

WHAT ACTION WILL RESOLVE YOUR COMPLAINT?

SPIT THEM DOWN UNTIL AZZ

PARTS TESTED

The above information is true and accurate to the best of my knowledge.

TODAY'S DATE 6-22-06

YOUR SIGNATURE



OPTIONAL- COMPLETION OF THIS SECTION IS VOLUNTARY

AGE OF THE PERSON INVOLVED IN THE TRANSACTION:  0-15  16-25  26-39  40-59  60-75  76-over

The Office of the Attorney General does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of service and provides, upon request, reasonable accommodations including auxiliary aids and services necessary to afford individuals with disabilities an equal opportunity to participate in all programs and activities

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).