

CL-10196979-1834

2007-5月-18 第 7: 22

2/4/02

Dear DOT Auto Safety hotline:

Enclosed please find a very serious complaint. I don't know who or where to complain to. However, I feel many people have been treated this way.

Thank-You for your time. Your response
will be greatly appreciated.

Gen. Kurt Richey, Lt.

Complaint against

Golden Oldies Auto

18913 US Hwy 19

Hudson # 34667

727-869-3030

MM
7/18/01
CC

Please explain your complaint. Attach additional sheets, if necessary.

Bought 2001 Cadillac STS, with a 30 day warranty. SALESMAN NAME WAS MIKE. Bought car on 4/30/07. Within 1st week of owning car, stability system light came on. Called Golden Oldies, spoke to Mike he said Bring car back in. Took car in, he test drive stated he couldn't feel anything but wanted mechanic to test drive. Mechanic backed car up so he knew what was wrong. Stated he needed to take steering column apart. He would need it for at least a day. He was backed up, to bring in next week. Took car in he supposedly fixed. Within one day car doing same thing. Called Golden Oldies, mechanic (Tim Paige) on vacation, bring car bk in one week. Took car in they had two apps, stated needed to order sensor but part wouldn't be there for another day. Picked car up, Tim Paige stated "IF HAPPENS AGAIN CALL WE WILL HAVE TO SEND TO CADILLAC TO HAVE CAL. BEATED." Within 2 days happened again. Called for them to make appt. with Cadillac, they refused. Stated took to the other Golden Oldies on 52 where there was another mechanic. Made appt. Took car in. Within 2 hours they had car fixed. This was at Golden Oldies - STATE Rd 52 in Hudson Fl. 727-856-3939. When picking car up spoke with Pete (head guy) said they put new sensor in. I told him they just put that in

My signature authorizes the Attorney General's Office to take any action deemed necessary for purposes of investigation or enforcement. I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint to notify your office of the activities of this company so that it may be determined if law enforcement or legal action is warranted.

Signature: _____

Date: 6/23/07
(over)

a week and 1/2 ago. He stated theres no way
because that was original part. While standing
at car lot I called car lot where I bought car
and spoke to Gordon (head guy), Told him the
story he got nasty but said mechanic at lunch
he would talk to him and get back to me, and
that I had no right to be MAD!! At approx
1:30p Gordon called back - stated he talked
to Tim his mechanic and found out what
happened. He stated Tim told him that he got
the light to go out before part arrived (after
2 days) and he decided not to put part in.
Meanwhile when he had car - he stated it was all over
down). Told Gordon that Tim Price told us he
put it in, and that he stated it needed calibrated if
it came back on. Told Gordon that I was very
upset. He got louder said there was nothing I or
anyone else can do about it. I stated oh I see you
thought I was a stupid woman and you could get away
with it. He said we've done it before, if you think
you can press the issue have a day. I hung up
phone crying, after he said no one would call
me back.

My son [redacted] took car in last time. My
boyfriend and son, (boyfriend mechanic 20+ yrs)
picked up car after Tim Price supposedly fixed
car. [redacted] fixed car last

Time. No paperwork ever given from original shop.

6/23/07

**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).**