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OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

**Lisa Madigan**  
ATTORNEY GENERAL

January 23, 2008

Auffenberg Kia  
176 Auto Court  
O'Fallon, IL 62269

Re: [REDACTED]  
File No: \_\_\_\_\_

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL  
State of Illinois

*Sally Boyle*

Sally Boyle  
Citizen's Advocate  
Consumer Protection Division  
(217)782-9243

cc: AmeriCredit, NHTSA  
enclosure

AA  
01/30/08  
KB



# LISA MADIGAN

Illinois Attorney General  
Consumer Fraud Bureau  
500 South Second Street  
Springfield, IL 62706  
217-782-1090

1-800-243-0618 (Toll free in IL)

TTY: 1-877-844-5461

[www.IllinoisAttorneyGeneral.gov](http://www.IllinoisAttorneyGeneral.gov)

Office Use Only	
CLMS:	_____
AG:	_____

YOUR INFORMATION	NAME OF SELLER OR PROVIDER OF SERVICE
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Name: Mr., Mrs., <u>Ms</u> (circle one) Address: _____ <u>East Saint Louis IL</u> _____ <u>St-Clair</u> City: _____ State: _____ Zip code: _____ County: _____ Your Telephone Number: Daytime _____ Evening _____ Your e-mail address (optional): _____ Are you a senior citizen? Yes _____ No <u>(No)</u> Who referred you to this office? _____	Name: <u>Auffenburg KIA</u> Address: <u>106 Auto Court</u> <u>Ofallon IL</u> _____ <u>62269</u> City: _____ State: _____ Zip code: _____ Telephone <u>(618) 624-2277</u> Website: _____ <b>Additional seller or provider of service involved in transaction:</b> Name: <u>Ameri Credit</u> Address: <u>P.O. Box 78143</u> City: <u>Phoenix, AZ</u> State: _____ Zip code: <u>85062-8143</u> Telephone <u>(800) 284-2271</u> Website: _____
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Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes No  
 If yes, please give name, address, telephone number. But I did get consultation  
 Is court action pending? Yes \_\_\_\_\_ No \_\_\_\_\_

### INFORMATION ABOUT THE TRANSACTION

Date of Transaction: <u>March 31, 2004</u>	Did you sign a contract? <u>Yes</u> No (If yes, please attach a copy)	Date contract was signed: <u>March 31, 2004</u>
Was the product or service advertised? <u>Yes</u> No When? <u>Always</u> (Please attach a copy of the advertisement, if available)		

<b>How was the service advertised?</b> <input checked="" type="checkbox"/> Newspaper/magazine <input checked="" type="checkbox"/> Radio advertisement <input checked="" type="checkbox"/> Television advertisement <input type="checkbox"/> Internet advertisement <input type="checkbox"/> E-mail solicitation <input type="checkbox"/> Direct mail solicitation <input type="checkbox"/> Telephone solicitation <input type="checkbox"/> Yellow pages of the telephone book <input type="checkbox"/> Facsimile solicitation <input type="checkbox"/> Door-to-door solicitation <input checked="" type="checkbox"/> Display at merchant's place of business <input type="checkbox"/> Display at a trade show/convention, etc. <input type="checkbox"/> Other _____	Total Cost of product/service: <u>\$16,953.90</u> Amount paid to date/down payment: <u>\$10,000.00</u> Method of payment (circle one) (Please attach a copy) Cash _____ Check _____ Money Order _____ Credit Card _____ Debit Card _____ <u>Bank Draft</u> Wire Transfer _____ Automatic Debit _____ Other _____ If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes _____ No _____ (Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)
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**Where did the transaction take place?**

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) \_\_\_\_\_
- There was no transaction

**Have you complained to the company or individual?**

Yes  No

If yes, provide name and phone number of the individual(s):

Auffrenburg 800-653-9010  
 AmeriCredit  
 1-800-284-2271

**FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:**

Make: KIA OPTIMA	Model: OPTIMA	Year: 2004	New: Yes No	As-Is: Yes No
Warranty: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Expiration Date: 100,000 mile	Name of Extended Warranty: Auffrenburg KIA company	Purchase Date: 4/10/04	Current Mileage: 97,000	Mileage at Purchase: 11 miles

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

\_\_\_\_\_ brought a 2004 Kia Optima, from Auffrenburg Kia car company in O'Fallon Illinois in April 2004. I \_\_\_\_\_ brought the brand new KIA OPTIMA with a 100,000 mile warranty. I was traveling on the interstate and the wire harness fell from the car and also blew the tire out. I requested Auffrenburg to repair the car they would not. They wanted to sale me a new car and get a co-signer. I had to have the car towed home. The car is inoperable, I stopped direct payment from my account of 433.00 a month as of Dec, 2007. I owe 6,958.00 on a car that is inoperable, that the car dealer  
 What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)  
 what is fair this is not fair Refuses to fix!

**READ THE FOLLOWING BEFORE SIGNING BELOW:**

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: \_\_\_\_\_

Date: 1/4/08

- Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please return the completed form to the address at the top of this complaint form.  
 Incomplete forms may be returned.

East Saint, Louis IL

LISA Madigan  
Illinois Attorney General  
Consumer Fraud Bureau  
500 South Second Street  
Springfield, IL 62706

Dear, Attorney General, In a  
earlier correspondence I received from  
you dated December 3, 2007, I have  
not received a phone call, letter or  
any agreement stating they would  
reimburse my \$475,00 dollars that  
I showed proof with the money -  
gram from Walmart. The file no:  
2007-ConsC-00202828. Please check  
into this also I appreciate your reply.  
Thank You.

Sincerely  
[Redacted]

# OFFICIAL NOTIFICATION

No. 615793

INTENDED FOR ADDRESSEE ONLY • TERMS AND CONDITIONS VALID ONLY FOR SPECIFIC TIME SEQUENCES LISTED BELOW

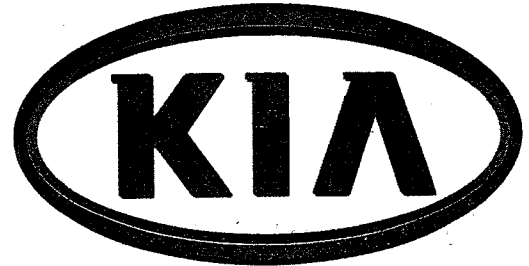
VIN# KNAGD126345

MAKE & MODEL:  
KIA OPTIMA

\*\*\*\*\*AUTO\*\*SCH.3-DIGIT 630

2

O FALLON IL



WWW.AUFFENBERG.COM

Please be careful not to lose or discard this notice.

## KIA PRE-APPROVED BUY BACK NOTICE

Auffenberg Kia in O'Fallon, Illinois, and Auffenberg Kia in Belleville, Illinois, have been selected to extend a special market test pricing and financing event. You have been identified as a potential customer with a highly sought-after used vehicle.

We are in desperate need to acquire several pre-owned Kia vehicles by November 1, 2006, in order to fulfill special used vehicle requests. Our records indicate you own one of these vehicles, and our new car manager has been authorized to buy back your current vehicle.

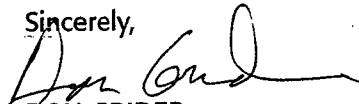
We would like you to exchange your Kia for any new 2006 or 2007 Kia. With factory incentives and generous trade-in values, we feel confident that you can make this exchange with little or no out-of-pocket expense and with a monthly payment that fits your budget. *Ask about no payments until 2007!*

**Bring this letter for admittance** to this event, and present it to an authorized representative at Auffenberg Kia, and **REGISTER TO WIN A CARNIVAL CRUISE VOUCHER, FLAT PANEL TV, AND MORE!\***

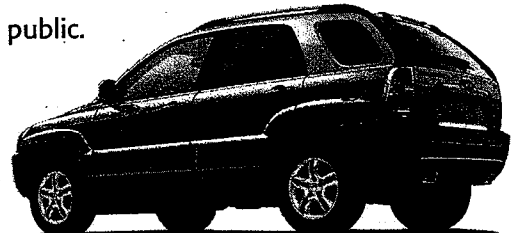
Please stop by or call DON GRIDER in O'Fallon at 618-624-CARS (2277) / 866-308-2222 ext. 1849 or call JEFF LOOMIS in Belleville at 618-234-0330 ext. 2339 to schedule a convenient appointment and allow us the opportunity to make you an offer. A visual inspection of your vehicle is required to assess its value.

Due to the nature of this event, it will not be advertised to the general public.

Sincerely,

  
DON GRIDER,  
Auffenberg Kia in O'Fallon

  
JEFF LOOMIS  
Auffenberg Kia in Belleville



**HURRY...**  
**Now through**  
**Monday Only!**



**COME IN TO AUFFENBERG AND REGISTER TO WIN A CARNIVAL CRUISE VOUCHER, FLAT PANEL TV, NOTEBOOK, OR A GIFT CARD!**

\* NO PURCHASE NECESSARY • NEED NOT BE PRESENT TO WIN

Monday thru Friday: 8:30 a.m. – 8:30 p.m. • Saturday: 8:30 a.m. – 6:00 p.m.

## AUFFENBERG KIA



106 Auto Court (Auto Court at Hwy. 50)  
O'FALLON, ILLINOIS

1001 S. Illinois St. (Rt. 15 & Rt. 13)  
BELLEVILLE, ILLINOIS



**(618) 624-CARS or 866-308-2222**

**(618) 234-0330**

10 YEAR / 100,000 MILE LIMITED POWERTRAIN WARRANTY  
5 YEAR 24-HOUR ROADSIDE ASSISTANCE • 5 YEAR / 60,000 MILE LIMITED BASIC WARRANTY

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