



CL-10232853-4256

2008 JUN 25 PM 12: 21

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

May 23, 2008

Sud's Motor Car
1430 East Ft. Jesse Road
Normal, IL 61761

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

enclosure

cc: National Highway Traffic Safety Commission

ATC
custody
12-21
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

McLean

Office Use Only

CLMS: _____

AG: _____

YOUR INFORMATION:

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr., Mrs., Ms. (circle one)

Name: _____

Address: _____

Address: _____

City: _____ State: _____ Zip code: _____ County: _____

City: Normal State: IL Zip code: 61761

Your Telephone Number:

Telephone: (309) - 454 - 1101
Website: _____

Daytime (_____)

Evening (_____)

Additional seller or provider of service involved in transaction:

Your e-mail address (optional): _____

Name: Dunlop Tire

Are you a senior citizen?

Yes No

Address: _____

City: Akron State: Ohio

City: _____ State: _____ Zip code: _____

Who referred you to this office? _____

Telephone: 800 - 548 - 4714
Website: _____

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 #. _____

Is court action pending? Yes No

INFORMATION ABOUT THE TRANSACTION

Date of Transaction: _____

Did you sign a contract? Yes No
(If yes, please attach a copy)

Date contract was signed: _____

Was the product or service advertised? Yes No When? _____ (Please attach a copy of the advertisement, if available)

How was the service advertised?

- Newspaper/magazine
- Radio advertisement
- Television advertisement
- Internet advertisement
- E-mail solicitation
- Direct mail solicitation
- Telephone solicitation
- Yellow pages of the telephone book
- Facsimile solicitation
- Door-to-door solicitation
- Display at merchant's place of business
- Display at a trade show/convention, etc.
- Other _____

Total Cost of product/service: \$ _____

Amount paid to date/down payment: \$ _____

Method of payment (circle one) (Please attach a copy)

Cash Check Money Order Credit Card Debit Card Bank Draft
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.)

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):

VW - 800-822-8987

Dunlop Tire - 800-548-4714

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: <u>VW</u>	Model: <u>Jetta</u>	Year: <u>2007</u>	New: <input checked="" type="radio"/> Yes <input type="radio"/> No	As-Is: <input type="radio"/> Yes <input type="radio"/> No
Warranty: Yes <input type="radio"/> No <input checked="" type="radio"/>	Name of Extended Warranty:	Purchase Date: <u>October 07</u>	Current Mileage: <u>7,500</u>	Mileage at Purchase: <u>91</u>

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.**

SEE ATTACHMENT

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.) REPLACEMENT

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: 5/2/08

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.

[REDACTED]
Bloomington, Illinois [REDACTED]
[REDACTED]

May 1, 2008

Dear Lisa Madigan:

I purchased a new 2007 VW Jetta GLI Fahrenheit car in the fall of 2008. At 4000 miles the front passenger tire blew out on interstate 55. The sidewall of the tire ripped open a 2-inch hole and the car leaped onto the shoulder of the road and my wife almost rolled the car.

The tire is a Dunlop 225/40R18. I went to my VW dealer (Sud's Auto, Normal, Illinois, 309-454-1101) and was told they have no warranty on the tires and I would have to contact a Dunlop dealer (Clay Dooley tire in Bloomington, 309-662-2886) and I called the Dunlop manufacturer in Akron, Ohio, (800-548-4714) and they replace the defective tire at no charge, I paid for the instillation. That was March 12, 2008.

The first week in April I was having my oil changed and noticed two driver side tires had large bulges on the sidewalls. I called Dunlop and took the car to Clay Dooley for them to inspect the tires. Dunlop prorated one tire but didn't the other. So after \$310.00 I am still riding on tires that I feel are unsafe for this vehicle. You shouldn't have to replace 3 out of four tires with only 7000 miles on 40,000 mile warranted tires.

I have called VW (800-822-8987) about the problem and they say the warranty is with the tire manufacture. I don't care about the warranty. VW put unsafe tires on this vehicle and they need to except the problem and correct the situation with different tires with stronger sidewalls from Dunlop or another tire supplier.

A friend of mine has the same car and he is having the same problem with one of his front tires.

I think a car recall would help correct the problem with different and stronger tires.

Sincerely,
[REDACTED]
[REDACTED]

CLAY DOOLEY TIRE & AUTO

1507 E VERNON AVENUE
BLOOMINGTON, IL 61701
309-662-2886

77116

Repair Order #0034036

Date : 3/12/08

Page : 1

Center : 1

P.O.# : A220310/KAREN

CHANGING THE WORLD ONE TIRE AT A TIME FOR 90 YEARS

Customer : [REDACTED]
Address : [REDACTED]
City : BLOOMINGTON, IL [REDACTED]
Phone 1 : ([REDACTED]) Ext : W
Phone 2 : [REDACTED] Ext :

Vehicle : 2007 VOLK JETTA
License : [REDACTED] Div : FWD
VIN : 3VWWJ71K17M [REDACTED]
Engine : 4-1984 2.0L DOHC Trans : AUTO
Mileage : 4200 Body :

Op	Tech	Description	Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
225005	70	Complete installation of 1 new tire including: + (1) Tire & valve installation @ N/C + (1) Computerized wheel balance @6.50 Invoice reflects a separate charge for agreed tire disposal service.				6.50	216.15	222.65
1700		1845Z13 225/40R18 Tread Depth: Rating: Tire 1 DOT:		KUMHO ECSTA AST Warranty: 0 Size: DMSN2TTR4006			210.15	
1.00		041263000		NEW VALVE STEM			2.50	
1.00		WW		WHEEL WEIGHTS /W BAL			1.00	
1.00		040051000		IL TIRE USER FEE			2.50	
102	70	ADJUSTMENT CLAIM INFO APPROVAL # A220310				-210.15		-210.15

DATE OF PURCH/REF: 06/07
TIRE MILEAGE: 4200
TREAD DEPTH: 9/32nds
OLD DOT#: DMSN2TTR0607

CLAY DOOLEY TIRE & AUTO

1507 E VERNON AVENUE

BLOOMINGTON, IL 61701

309-662-2886

Repair Order #0034036

Date : 3/12/08

Page : 2

Center : 1

P.O.# :A220310/KAREN

CHANGING THE WORLD ONE TIRE AT A TIME FOR 90 YEARS

Customer : [REDACTED]

Address : [REDACTED]

City : BLOOMINGTON, IL [REDACTED]

Phone 1 : [REDACTED]

Ext : W

Phone 2 : [REDACTED]

Ext :

Vehicle : 2007 VOLK JETTA

License : [REDACTED]

Driv : FWD

VIN :3VWWJ71K17M [REDACTED]

Engine : 4-1984 2.0L DOHC

Trans : AUTO

Mileage : 4200

Rev :

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description	Reason for Replacement	Price	

ad	Recommendation	OK	Bad	Recommendation	OK	Bad	Recommendation
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Labor :	\$6.50
Parts :	\$216.15
Sublet :	-\$210.15
Other Fees :	\$0.00
Service Supp	\$6.72
Subtotal :	\$19.22
Sales Tax :	\$16.53
Paid By :	
Total :	\$35.75
Pay Ref :	
Paid :	\$35.75
Due :	\$0.00

CLAY DOOLEY TIRE & AUTO

1507 E VERNON AVENUE
BLOOMINGTON, IL 61701
309-662-2886

Repair Order #0034485

Date : 4/16/08
Page : 1
Center : 1

CHANGING THE WORLD ONE TIRE AT A TIME FOR 90 YEARS

Customer :
Address :
City : BLOOMINGTON, IL
Phone 1 : Ext : W
Phone 2 : Ext :

Vehicle : 2007 VOLK JETTA
License :
VIN : 3VWWJ71K17M
Engine : 4-1984 2.0L DOHC
Mileage : 2200
Driv : FWD
Trans : AUTO
Body :

Op	Tech	Description	Labor	Parts	Subtotal
Quan	Part Number	Part Description	Reason for Replacement	Price	
Service Requests:					
Check tires for defect. -----					
Save tires for adj.					
both drivers side tires					
5005	70	Complete installation of 1 new tire including:		6.50	58.54 65.04
		+ (1) Tire & valve installation @ M/C			
		+ (1) Computerized wheel balance @6.50			
Invoice reflects a separate charge for agreed tire disposal service.					
1.00	265026240	P225/40R18 DUN SP SPORT 01 AS			52.54
		Tread Depth: Warranty: 0			
		Rating: Size:			
		Tire 1 DOT: DM5N2TTR3907			
1.00	041263000	NEW VALVE STEM			2.50
1.00	WW	WHEEL WEIGHTS /W BAL			1.00
1.00	040051000	IL TIRE USER FEE			2.50
70	70	Complete installation of 1 new tire including:		6.50	58.54 65.04
		+ (1) Tire & valve installation @ M/C			
		+ (1) Computerized wheel balance @6.50			
Invoice reflects a separate charge for agreed tire disposal service.					
00	265026240	P225/40R18 DUN SP SPORT 01 AS			210.17
		Tread Depth: Warranty: 0			
		Rating: Size:			
		Tire 1 DOT: DM5N2TTR4207			
00	041263000	NEW VALVE STEM			2.50
00	WW	WHEEL WEIGHTS /W BAL			1.00
00	045278000	TIRE DISPOSAL FEE			2.00
00	040051000	IL TIRE USER FEE			2.50
WA ADJUSTMENT CLAIM INFO					0.00
APPROVAL #					
REASON FOR REMOVAL: Interior liner defect					
DATE OF PURCH/MFG: 7/07					
TIRE MILEAGE: 7,375					
TREAD DEPTH: 8/32nds					
OLD DOT#: dm5n2ttr0607					

