

JUN 03 2010

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State of Wisconsin  
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection  
Rod Nilsestuen, Secretary

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

May 25, 2010

CARQUEST AUTO PARTS  
PO BOX 503749  
ST LOUIS MO 63150-3749

RE: File **527064** (Refer to this number when contacting our agency)

[REDACTED]  
NESHKORO WI [REDACTED]

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to Paul Nikolai and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

*Miriam Hasan*

Miriam T. Hasan  
Consumer Specialist  
**BUREAU OF CONSUMER PROTECTION**  
FAX: 608 224-4939  
E-mail: [Miriam.Hasan@wisconsin.gov](mailto:Miriam.Hasan@wisconsin.gov)

Enc.:

C: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

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TGW



# Department of Agriculture, Trade and Consumer Protection

## Motor Vehicle Repair

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisements, lease documents, telephone bills.

### 1. How do we contact you?

Name: (Mr. Mrs. Miss (Ms.) [REDACTED]  
 Phone: Home [REDACTED] Work [REDACTED] ext. [REDACTED] Cell ( [REDACTED] )  
 Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home  Work  Cell  Email: \_\_\_\_\_  
 Address: [REDACTED] Apt.#: \_\_\_\_\_ PO Box: \_\_\_\_\_  
 City: NESHKORO State: WI Zip: [REDACTED] County: MARQUETTE

### 2. What business is your complaint against?

Name of (business) or repair shop: CAR QUEST AUTO PARTS STORES (HOME OFFICE)  
 Address: P.O. BOX 50 3749 Ste.#: \_\_\_\_\_ PO Box: \_\_\_\_\_  
 City: ST. LOUIS State: MO Zip: 63150-3749 County: ?  
 Phone: (888) 340-5043 Name of person you talked to: \_\_\_\_\_ Title: \_\_\_\_\_

### Information about your complaint

3. Date of transaction: Month: \_\_\_\_\_ Day: \_\_\_\_\_ Year: \_\_\_\_\_
4. How old is the person who had contact with the business? Age: (circle one) 0-17 \_\_\_\_\_ 18-61 \_\_\_\_\_ 62 or older \_\_\_\_\_
5. Type of vehicle involved: Make: LINCOLN Model: TOWN CAR Year: 1988  
VIN#: \_\_\_\_\_
6. At the time of the repair, was the vehicle covered by a salvage certificate? ..... Yes  No
7. How did you deliver your vehicle to the shop?  Drove it in  It was towed  It was towed and I was along
8. What repairs did you ask the shop to do? NECESSARY
9. Were instructions written on the original repair order? ..... Yes  No
10. How did you first order the repairs?  By telephone  In person, by speaking to a shop representative  
 By written instructions  Other, explain \_\_\_\_\_
11. Did you receive a price estimate before the work was started? THIS WAS AN EMERGENCY REPAIR ..... Yes  No   
 If yes: List amount of estimate \$ \_\_\_\_\_ Was it written on the original repair order? ..... Yes  No   
 Did you sign the estimate section of the repair order? ..... Yes  No
12. Did you receive a copy of the original repair order before repairs were started? (enclose copy if available) ..... Yes  No
13. Were additional repairs performed? ..... Yes  No   
 If yes: List the additional repairs: \_\_\_\_\_  
 Did the shop provide a new total estimate for all repairs? ..... Yes  No   
 Did you approve the added repairs? ..... Yes  No  If yes, did you approve?  By phone  In person
14. In your opinion, did the shop: Force you to pay for repairs that were done without your permission? ... Yes  No   
 Recommend repairs that were not needed? Yes  No  Make repairs without permission? ..... Yes  No   
 Fail to return replaced parts upon request? Yes  No  Charge for repairs that were not made? Yes  No   
 Charge for repairs that were not needed? ..... Yes  No  Refuse to honor a written guarantee? ..... Yes  No   
 Fail to perform the repairs in a satisfactory manner? ..... Yes  No
15. Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? ..... Yes  No

IMPORTANT: More questions on the back page (over)

16. List the amount of the final repair bill: \$ 6030<sup>00</sup> (excluding sales tax and towing)
17. When repairs were finished, did you receive a final invoice itemizing the parts and labor? (enclose copy) ..... Yes  No
18. Did you contact the business (CAR QUEST)  Yes  No When? \_\_\_\_\_ What happened? \_\_\_\_\_
19. Have you filed this complaint with another agency?  Yes  No Agency name? \_\_\_\_\_ What happened? \_\_\_\_\_
20. Have you contacted a private attorney?  Yes  No Have you started court action?  Yes  No
21. Describe your complaint in detail. (Please provide two copies of any papers, including the invoices, contracts, proof of payment, warranties.) Attach additional sheets if necessary.

THIS COMPLAINT IS NOT AGAINST THE REPAIR SHOP, OR CAR QUEST AT WAUTOMA, BUT CAR QUEST IS A LARGE CHAIN AND I FEEL THEY ARE RESPONSIBLE FOR SELLING FAULTY, SAFETY RELATED PARTS THAT WERE SORCED FROM "INDIA" (I SAW THEM)

(SEE ATTACHED COPIES & LETTER)

22. How do you feel your complaint should be resolved? (please be specific) I FEEL CAR QUEST SHOULD STAND BEHIND THE PARTS THEY SELL, AND DAMAGES CAUSED BY THEIR FAILER, ESPECIALLY SAFETY RELATED PARTS

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

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

Your signature: \_\_\_\_\_ Date: 5/17/10

Return this form and two copies of your papers to:

BUREAU of CONSUMER PROTECTION  
 2811 Agriculture Drive  
 PO Box 8911  
 Madison WI 53708-8911  
 Toll-free in WI: (800) 422-7128

EMAIL: DATCPHotline@Wisconsin.gov  
 (608) 224-4976  
 FAX: (608) 224-4939  
 TDD: (608) 224-5058  
 WEBSITE: www.datcp.state.wi.us





PROUDLY SERVING A WORLD IN MOTION<sup>SM</sup>

CQ OF WAUTOMA WI # 2325  
 302 E MAIN ST  
 WAUTOMA, WI 54982  
 920-787-2530

PAGE 1 OF 1  
 REF# 208331

WE WELCOME YOUR COMMENTS!  
 CONTACT CARQUEST VOICE OF THE  
 CUSTOMER DEPARTMENT 877-735-2233



21200907270217800001722480000208331995

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

SEE CARQUEST STORE FOR DETAILS OF THE COAST TO COAST GUARANTEE.

BILL TO  
 [REDACTED] AUTO BODY  
 NESHKORO, WI [REDACTED]

SHIP TO  
 [REDACTED] AUTO BODY  
 NESHKORO, WI [REDACTED]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.		SALES ID	TEAMMATE ID	FORM OF PYMT.		
2178-172248	154018	07/28/09			RR159	JK1609	CHARGE		
MFG. PART NUMBER			ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
THIS TICKET CONTAINS PARTS FOR A: 1988 LINCOLN TOWN CAR V8-302 5.0L									
1	RCH RK8259 LOWER BALL JOINT		1	1	45.99	25.49	0.00	25.49	N/N
2	RCH RK8310 UPPER BALL JOINT		1	1 BO SPECIAL ORDER (BO)	35.99	19.99	0.00	19.99	N/N
<small>WARRANTY DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of all items. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of all items.</small>									
SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT		
				0.00	0.00				

CQEXP101

10:03 AM

RECEIVED BY X

CUSTOMER COPY

PAY THIS AMOUNT

45.48

# WV DATA CP

MAY 21 2010

ON 7/28/09 I PURCHASED UPPER & LOWER  
R/H BALL JOINTS FROM JOE MILLER (JOES GARAGE) THAT MY ORIGINAL UPPER  
BALL JOINT HAD A TORN BOOT & HE WAS  
UNABLE TO KEEP GREASE IN IT. HE ALSO  
SAID AS LONG AS IT WAS APART, MAYBE I  
SHOULD GET UPPER & LOWER BALL JOINTS AS A  
ORIGINALS HAD 129000 MILES ON THEM

I THEN PURCHASED NEW ONES FROM  
CAR QUEST AUTO PARTS (WAUTOMA) AND HAD  
JOES GARAGE INSTALL THEM (INCIDENTLY JOE  
MILLER IS A CERTIFIED FORD MECHANIC WHO  
HAS GONE ON HIS OWN)

ON MARCH 5th 2010 AS I STOPPED AT  
AN INTERSECTION, IN PRINCETON, WI., I HEARD  
A LOUD NOISE AT WHICH TIME THE RIGHT  
FRONT BALL JOINT (LOWER) CAME APART AND  
THE RIGHT FRONT WHEEL JAMMED BACK INTO  
FENDER WELL (FIVE MINUTES LATER I WOULD  
HAVE BEEN TRAVELING AT SPEED ON HWY  
73 NORTH) CAR QUEST AUTO PART AT WAUTOMA  
WI, REPLACED THE BALL JOINTS IMMEDIATELY  
N/C. BUT OBVIOUSLY FEEL THEY HAVE NO  
RESPONSABILITY FOR THE REST OF THE  
EXPENSES INCURRED, AS TWO MONTHS HAS  
PASSES SINCE THE FAILURE OF THE PART  
AGAIN, THIS IS A SAFETY RELATED PART  
THAT FAILED, SOURCED FROM "INDIA"  
I COULD HAVE BEEN KILLED

NOTE,

THE NEW BALL JOINT LASTED ABOUT  
16000 MI & 6 MONTHS

THE ORIGINAL L/RT SIDE BALL JOINTS  
ARE STILL IN MY CAR & ARE NOT WORN  
AT 21500 MI



**Department of Agriculture,  
Trade & Consumer Protection**

2811 Agriculture Drive  
PO Box 8911  
Madison WI 53708-8911

RETURN SERVICE REQUESTED

RESORTED  
FIRST CLASS



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05/27/2010

Mailed From 53718

US POSTAGE

\*\*\*XID MAD 537 05-27-10\*\*

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
US DEPARTMENT OF TRANSPORTATION  
WEST BUILDING  
1200 NEW JERSEY AVE SE  
WASHINGTON DC 20590

C\*WK:551 20590

