



OCT 12 2010

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

October 4, 2010

NHSTA
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Re: Mike Mooney Inc
File No: 2010-CONSC-00287653

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your offices on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Carrie Foley

Carrie Foley
Citizen's Advocate
Consumer Protection Division
(312)814-4591

MC
110210
TGW

1



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

Office Use Only	
CLMS:	287653
AG:	

AUG 24 2010

CONSUMER FRAUD
CHICAGO

Fill out the form online, then print and mail to the address above. Include copies (no originals please) of any supporting documents.

YOUR INFORMATION:

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr., Mrs., Ms. (circle one) [REDACTED]	Name: Mike Mooney Inc. Chevrolet*GMC*Cadillac
Address: [REDACTED]	Address: 204 North 4th Street
City: Oswego State: Illinois Zip code: [REDACTED] County: Kendall	City: Dekalb State: Illinois Zip code: 60115
Your Telephone Number: Daytime [REDACTED] Evening [REDACTED]	Telephone (815) 756-6351 Website:
Your e-mail address (optional): [REDACTED]	Additional seller or provider of service involved in transaction: Name:
Are you a senior citizen? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Address:
Who referred you to this office?	City: State: Zip code:
	Telephone () 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: 09/03/2009	Did you sign a contract? (If yes, please attach a copy) Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Date contract was signed: 09/03/2009
Was the product or service advertised? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> When? _____ (Please attach a copy of the advertisement, if available)		

How was the service advertised? <ul style="list-style-type: none"> • 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: \$ 39,814 Amount paid to date/down payment: \$ 7,606 Method of payment (check one) (Please attach a copy) Cash <input type="checkbox"/> Check <input type="checkbox"/> Money Order <input type="checkbox"/> Credit Card <input type="checkbox"/> Debit Card <input type="checkbox"/> Bank Draft <input checked="" type="checkbox"/> Wire Transfer <input type="checkbox"/> Automatic Debit <input type="checkbox"/> Other _____
	If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)</i>

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 <input checked="" type="checkbox"/> No <input type="checkbox"/>
	If yes, provide name and phone number of the individual(s): Mike Mooney 815-756-6351 _____
	Mike Ford 815-756-6351 _____

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:					
Make: Chevrolet	Model: Camaro	Year: 2010	New: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	As-Is: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Warranty: Yes <input type="checkbox"/> No <input type="checkbox"/>	Name of Extended Warranty:	Purchase Date: 09/03/2009	Current Mileage: 25,000	Mileage at Purchase: 6 miles	
Expiration Date: 5 year/ 100,000 Mile					

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.**

Complaint #1- Indicator Malfunction
 Two minors and I were driving east on I-70 from Las Vegas through Utah at approximately 1:00am Mountain Time on July 31, 2010 when without warning my vehicle began to ride different and I smelled rubber. Earlier during the drive I received an alert from my vehicle that the driver side front tire pressure was low so I stopped and added air. There was no indication that the rear driver side tire was low on pressure which usually alerts by illuminating on the dash board and is accompanied by a "ding" sound. I immediately pulled over and inspected the vehicle to find the rear driver side tire completely flat and destroyed beyond repair. I called OnStar to address the issue and was told that my tire size on the rear of the vehicle should be Pirelli P Zero 275/40 ZR20 106Y. I responded that the tires on the rear of my vehicle were Pirelli P Zero 245/45 ZR20 103Y, a smaller tire.

Complaint #2- Assembly Error
 My vehicle was towed to the nearest town, Salina, Utah, where I had to acquire a room until business hours. Because the car was so new, availability of that particular tire was scarce. OnStar was unable to locate anyone who would have the tire before the middle of the week. A place was located by the tow truck driver who said the nearest place was up northwest of Salt Lake City, Utah which was over 150 miles away. The tow truck driver from Johnson Towing drove to Gus Paulos Chevrolet in West Valley City, Utah for an additional charge. Upon his return, K & K Automotive & Diesel Repair located at 1485 S. State St., Salina, Utah replaced the tire and confirmed that there was an error with the bigger size tires on the front of the vehicle and the smaller size tires on the rear of the vehicle. They also indicated that it could have been a safety issue.

All I asked for was reimbursement for my inconvenience which included: Super 8 Motel (\$79.45); Tire purchase from Gus Paulos Chevrolet in West Valley City, Utah (\$320.55); Tire acquisition travel expense by Johnson Towing (\$285.00); and Auto repair by K&K Automotive & Diesel Repair (\$64.87)

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)
 *See above last statement.

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: _____

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

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

75 EAST 1500 SOUTH
SALINA UT 84654
435-529-7483

SUPER 8 SALINA

75 EAST 1500 SOUTH
SALINA, UT 84654 US
Phone: (435) 529-7483
Fax: (435) 529-3616

Email: halesbre@wynhg.com
Printed: 7/31/2010 2:48:33 AM

Merchant ID: 512100100000
Term ID: 0001

Sale

VISA

XXXXXXXXXX [REDACTED]

Entry Method: Swiped

Approved: Online Batch#: 000006

07/31/10 01:19:54

Inv#: 00000033 Appr Code: 518204

Total: \$ 79.45

LD E

Confirmation Number: 295-759428

Account Number: [REDACTED]

T
US

Room Type: EQ1, EFFICIENCY 1 QUEEN Nights: 1 Guests: 1/0
Daily Rate: \$72.00 + \$7.45 Tax GTD: VI - VISA
Departure: 7/31/2010 (Sat) XXXX XXXX XXXX [REDACTED]

1000000000

1000000000

7/30/2010 (Fri)

\$72.00 + \$7.45 Tax per night.

Date	Code	Description	Amount	Balance
7/30/2010	VI	VISA XXXX XXXX XXXX [REDACTED]	(\$79.45)	(\$79.45)

Summary

Room	Tax	F&B	Other	CC	Cash	DB
\$0.00	\$0.00	\$0.00	\$0.00	(\$79.45)	\$0.00	\$0.00

By signing below, I agree to these terms and conditions.

Guest Signature: _____

(1) Regardless of charge instructions, the undersigned acknowledges the above as personal indebtedness. (2) This property is privately owned and management reserves the right to refuse services to any one, and will not be responsible for injury or accidents to guests or loss of money, jewelry or any personal valuables of any kind.

"We or our affiliates may contact you about goods and services unless you call 888-946-4283 or write to Opt Out/Privacy, Wyndham Hotel Group, LLC, 22 Sylvan Way, Parsippany, NJ 07054 to opt out. View our website about privacy."

AUTO REPAIR ORDER

& T Automotive & Diesel Repair
 485 S. State St.
 Salina UT 84654
 (435) 529-3711

E
 E
 54

NAME	[REDACTED]
ADDRESS	[REDACTED]
CITY, STATE	[REDACTED]

Jul-31, 2010 19:39

*** CREDIT SALE ***

Transaction #: 167
 Batch #: 46
 Card Type: VISA
 Card #: xxxxxxxxxx [REDACTED]
 Exp Date: xxxx
 Entry Mode: Skipped

Authorization Code:
 P 443486

SALE AMOUNT: \$64.87

NO SIGNATURE REQUIRED

Thank You For Your Business
 COMMENTS/COMPLAINTS Please Call
 AND SPEAK TO THE OFFICE/ACCOUNT
 MANAGER AT 435-529-2208

*** CUSTOMER COPY ***

PART	PRICE	CUSTOMER'S INFORMATION			
		DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE
		YEAR * MAKE * MODEL		SERIAL NO. / MOTOR NO.	
		LICENSE NO.	ODOMETER	WRITTEN BY	
		<input type="checkbox"/> LUBE <input type="checkbox"/> OIL CHANGE <input type="checkbox"/> FLUSH TRANS. <input type="checkbox"/> FLUSH DIFF. <input type="checkbox"/> WASH <input type="checkbox"/> POLISH			
		TOTAL PARTS: _____ MECHANICS RECOMMENDATIONS: _____ ESTIMATE AMOUNT * PARTS & LABOR: _____			
		GAS, OIL & GREASE GALS. GAS: _____ QTS. OIL: _____ LBS. GREASE: _____ TOTAL GAS OIL & GREASE: _____ <input type="checkbox"/> RETAIN PARTS <input type="checkbox"/> DESTROY PARTS AUTHORIZED BY: [REDACTED]		ACCESSORIES TOTAL ACCESSORIES: _____	
				LABOR ONLY PARTS ACCESSORIES GAS, OIL & GREASE MISC. MERCHANDISE SUBLET REPAIRS TAX	
				TOTAL <i>64.87</i>	

adams BT5870


AUTO REPAIR ORDER

Gus Paulos Chevrolet

4050 WEST 3500 SOUTH * WEST VALLEY CITY, UTAH 84120

*Your Warehouse
For All GM Parts*

CALL TOLL FREE
IN UTAH
1 (800) 662-0250
OUT OF STATE
1 (800) 453-0300
PARTS-DIRECT
(801) 955-3831
PARTS-FAX
(801) 955-3806
www.guspaulos.com

 Goodwrench

PRO
SHOP

Apparel • Parts • Accessories

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express 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 said products.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER	
31 JUL 10		31 JUL 10	31 JUL 10	2316786	

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ACCOUNT NO. 99910

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PAGE 1 OF 1

2316786

SHIP VIA		SLSM.	TIME	TERMS			F.O.B. POINT
		DB	14:31	CASH			1
ORD.	GROUP	PART NO.	DESCRIPTION	BIN	LIST	NET	AMOUNT
1	5880	19240269	TIRE	T1	300.00	300.00	300.00
*****CREDIT & RETURN POLICY***** ALL PARTS RETURNED MUST BE IN NEW CONDITION & IN ORIGINAL UNDAMAGED CONTAINER.** A COPY OF THE INVOICE IS REQUIRED TO INSURE PROPER CREDIT.				PARTS			300.00
CUSTOMER'S SIGNATURE				SUBLET			
X				FREIGHT			0.00
				SALES TAX			20.55
				TOTAL			\$320.55

M-20183



UNITED STATES POSTAGE
FITNEY BOWES
02 1M \$ 01.05⁰
0004217084 OCT 06 2010
MAILED FROM ZIP CODE 60601

FROM

LISA MADIGAN
Attorney General
Consumer Fraud Bureau
100 West. Randolph Street, 12th Floor
Chicago, Illinois 60601-3175

TO

NHSTA
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590