



JUN 01 2011

ATTORNEY GENERAL OF MISSOURI

JEFFERSON CITY

65102

CHRIS KOSTER  
ATTORNEY GENERAL

P.O. Box 899  
(573) 751-3321

8

May 26, 2011

[Redacted]

Cuba, MO [Redacted]

RE: Complaint No. CF-2011-09170

West Brothers Ford/GMC Dealership

Dear [Redacted]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the NHTSA Headquarters, 1200 New Jersey Av, SE, West Bld, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at [www.ago.mo.gov](http://www.ago.mo.gov).

Sincerely,

CHRIS KOSTER  
Attorney General

*Kelly Maddox*

Kelly Maddox  
Complaint Investigator  
Consumer Protection Division

ET  
061311  
TGW

RECEIVED  
APR 21 2011  
MO. ATTORNEY GENERAL

April 17th, 2011

Mr. Chris Koster, Attorney General  
Supreme Court Building  
207 West High Street  
Jefferson City, Missouri 65101

Dear Mr Koster,

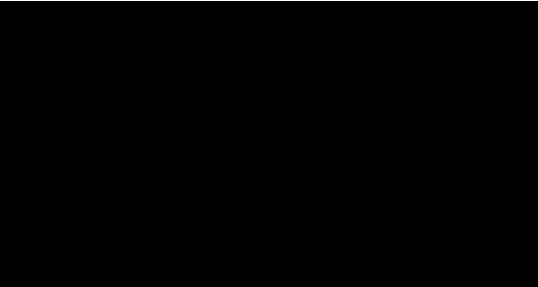
We are writing to you in the hopes that you may be able to help us with a ongoing complaint against West Brothers Ford/GMC Dealership, P.O. Box 579, 47 North Service Road West, Sullivan, Missouri 63080. I have attached a full report for your inspection.

Hopefully by making this report known, other lives can be saved and many injuries can be avoided with the braking problem on the 2011 Chevrolet Cruze. No one wants to admit that there is a problem and I can understand that. It will cost them money and no Company wants to part with that. But aren't people worth something???

We did not notice the problem when we took the car out for the short test drive on some back roads. When u read my report, you will see how the real problems occurred. Here are my findings on the problem with the braking system on the 2011 Chevy Cruze.

- 4 inch height of Gas Pedal
- 2 inch width between gas pedal & brake
- 2 inch brake height when car is turned on
- 2 inch brake height from floor when brake is applied

After four near miss accidents, we are afraid to drive this vehicle and are hopeful something can be done to correct the problem. Please, if there if anything you can do, contact us anytime.



Cuba, Missouri

**WOW!!! WE MADE A DECISION TO BUY A NEW CAR SO THAT  
WAY WE KNOW ALL MAINTENANCE IS GOING TO BE DONE  
RIGHT AND THE VEHICLE WILL HOPEFULLY LAST US A LONG  
TIME.**

**LET'S BUY AN AMERICAN MADE MODEL - AFTER BAILING  
THEM OUT - WE THOUGHT WE SHOULD HELP TO STIMULATE  
THE ECONOMY IN THE UNITED STATES**

**WE ARE SO SORRY NOW THAT WE MADE THIS DECISION!!!**

My husband, [REDACTED], went by West Brothers Dealership in Sullivan, Missouri and looked at a new Chevrolet Cruze and was impressed with the looks and styling of the car.

Tuesday, March 29th, 2011

We spent five hours with Sales Consultant, Wes Gallegos, trying to get us to sign for a new car. The only way we were able to leave the dealership, was that my husband and I had nothing to eat and were getting shaky. But the main reason was that he was experiencing chest pains and needed his medications. Wes even offered to go home with us, eat, get his medications and return back to the dealership with us to finish the deal. We finally escaped after telling them they would have to pay for the ambulance ride and hospital bill, if I did not get him home NOW!!!

Wednesday, March 30th, 2011

After arranging our affairs for insurance, finances and budget, we returned to the dealership, signed the papers and took possession of our new 2011 Chevrolet Cruze.

Thursday, March 31st, 2011

[REDACTED] ran some errands and went to pull in a parking spot directly in front of the doors of Bridget's Print Shop. When he applied the brakes, the car lunged forward coming within inches of going through the store front because the brake pedal went past the gas pedal. Needless to say, the girl inside was scared to death as well as my husband that somebody was going to get injured or killed.

Friday, April 1st, 2011

We were together in town and came to a stop sign, the next thing I knew we were more than halfway thru the intersection before being able to stop. Once again, gas pedal engaged with brake. Thank goodness there were no other cars coming our way on the roadway.

Saturday, April 2nd, 2011

I, [REDACTED] drove the car for the first time to take some friends to an luncheon in our community. While coming home, I had to pull over prior to

crossing a one lane bridge to give the oncoming driver the right of way. Thankfully I was going very slow but when I depressed the brake, the gas pedal also depressed lunging the car forward. I knew to pull up on the emergency brake and throw the car in to park. This prevented three women from going into a deep lake at Indian Hills. **I HAVE NEVER DRIVEN THIS VEHICLE SINCE THAT DAY!!!**

Monday, April 4th, 2011

We returned the car to West Brothers in Sullivan and they refused to take it back. We asked for our trade in back and to cancel the entire deal as we did not want any more of these incidents happening. We were told that was not possible unless we upgraded to a more expensive model or purchased a USED VEHICLE at a higher price. These choices were totally out of the question. While there, I tried three other Chevrolet Cruzes and they all had the same braking problem. West Brothers kept the car to check out the brakes but stated that there was no adjustment that could be made to solve the problem. They advised us "To adapt our driving skills to be able to drive this particular car.

Monday, April 11th, 2011

We tried to return the car again to no avail. We left and went to the DOR and was informed about the rescinded sale clause. They were even nice enough to give us the paper work and notarize Form 768 to rescinde sale and a second form to return our trade in vehicle along with cash down payment.

Wednesday, April 13th, 2011

As husband was going back to DOR, he missed the brake completely, "Trying to adapt his driving skills". He just missed a utility pole. He was so badly shaken up mentally this time, it took quite awhile for him to calm down to get home. We contacted West Brothers immediately and asked to talk to Lawrence A. West, Sr., we were told that he was unavailable at that time but would return our call shortly. (no return call).

We tried calling again later that afternoon and was told Lawrence A. West, Sr. was at the Rolla Kia location. We were referred to Nick Polinowski (not sure of the spelling as he refused to give it to us). He told us rudely that he was the only Pollock there named Nick and Sales Manager. As we tried calmly to explain the whole situation, he became extremely loud, rude and very vulgar (actually telling us to !@#\$ Off). That he did not care who we talked to or what we did, they would not work with us to correct anything and they did not need our business and !@#\$ any referrals. As far as our complain forms or any other paperwork we presented them, his action would be to "Tear them up and throw them in the !@#\$\$ bucket!"

We called back again and got a opportunity to talk to Lawrence West, Jr. He started the conversation very itate but was able to calm down enough so we could explain our complete problem. Then he said the brake pedal may be able to be modified in order to be higher than the gas pedal. So we took the car back again. I feel that this is an admission that he is aware of the problem that exists and needs to be investigated by proper authorities

**Friday, April 15th, 2011**

**Car is still in shop at 5 pm and there has been no offer of a loaner for the weekend.**

**Saturday, April 16th, 2011**

**I called to check on car, only got voice mail, left a message. No return call and now they are gone for the rest of the weekend.**

**CHRIS KOSTER**  
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MO 282-0026 (2-10)



NATL HIGHWAY TRAFFIC SAFETY ADMIN  
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