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DEC 7 2011

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

November 28, 2011

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

NTSA Headquarters
1200 Jersey Avenue, SE
West Building
Washington, DC 20590

Re: Lake Forest Sportcars Ltd
File No: 2011-CONSC-00318415

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's office has received a complaint concerning a company which appears to fall under your jurisdiction. A copy of the complaint is enclosed for your review.

Thank you for your cooperation and assistance.

Sincerely,

Dolores Rodman

Dolores Rodman
Citizen's Advocate
Consumer Protection Division
(312) 814-3811

enclosure

HC
12141
TKW

Hurley, Patrick

From: [REDACTED]
Sent: Wednesday, November 16, 2011 5:56 AM
To: Hurley, Patrick
Subject: Re: consumer complaint

Dear Mr. Hurley,

I just wanted to follow-up that you received my information that you requested.

I hope that at a minimum that this compromised installation of a major structural and safety component is reported to the NHTSA. To that end, the VIN number for my vehicle is -SCFAB01A37G [REDACTED]

I am very concerned and upset at how Aston Martin has not even acknowledged the improper installation of the original factory installed windshield in any of their correspondences to me, let alone apologize for it and the extreme frustrations and inconveniences that it caused. Most repugnant, is their total lack of concern for my compromised safety during the 22,000 miles that I drove this car with a windshield that was literally moving around in it's frame. I know for a fact that Mr. Michael Jordan has at least 5 or 6 Aston Martin's, all of them I believe purchased at Lake Forest Sport Cars. It is highly unlikely, in the same situation, that he would be treated in this dismissive and disrespectful manner from Aston Martin.

Sincerely,

[REDACTED]
Chicago Illinois [REDACTED]
[REDACTED]

In a message dated 11/04/11 11:02:42 Central Daylight Time, PHurley@atg.state.il.us writes:

Dear [REDACTED]

We recently received a consumer complaint from you regarding the business Lake Forest Sport Cars. While you provided this office with the address for the business, you did not advise us of your mailing address. Can you please provide us with your mailing address so we can enter your complaint on our database.

Upon receipt of your mailing address, a staff person will review your complaint to determine if the complaint pertains to a matter better addressed by another agency. If so, your complaint will be referred. If your complaint is retained by this office, a staff person will forward your complaint to the business involved requesting a response. Any response will be forwarded to you.

If this informal dispute resolution process does not result in a satisfactory conclusion, this office cannot require a business to respond to or adjust your complaint. Illinois law does not permit The Attorney General's Office to represent private citizens in legal actions.

Where evidence indicates that a business is engaging in substantial and systemic violations of consumer protections laws we do bring legal actions on behalf of the State of Illinois that are in the public interest. If your complaint supports a pattern of deceptive practices, it may be included in future investigations or litigation.

I appreciate your interest in bringing this complaint to our attention. One of the most valuable ways we can learn of problems existing in the marketplace is by receiving complaints from concerned citizens.

Sincerely,

Patrick Hurley
Consumer Fraud Bureau
Illinois Attorney General

Patrick Hurley
Senior Mediation Coordinator
Consumer Fraud Bureau
Illinois Attorney General
phone : 312/814-3756
facsimile : 312/814-2593

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Hurley, Patrick

From: [REDACTED]
Sent: Friday, November 04, 2011 8:40 PM
To: Hurley, Patrick
Subject: Re: consumer complaint

Dear [REDACTED]

Thank you for your further note.

May I assure that my action of passing your enquiry to my colleague and North American counter-part, Mr Scott Morgan, was purely based upon your market enquiry; namely a concern based within the North American market. It was certainly not "buck-passing".

All such Customer Service enquiries from North America are forwarded in this way. Mr Morgan has formally advised you of Aston Martin's position in this matter, which is fully supported by this HQ office.

Kind Regards Andy



Andy Hopkins, Customer Service & Field Support Manager
Aston Martin Lagonda, Banbury Road, Gaydon, Warwick, CV35 0DB, England
Tel: +44 (0)1926 644744 Fax: +44 (0)1926 644733
Email: ahopkin1@astonmartin.com
www.astonmartin.com



Aston Martin Lagonda Limited, Banbury Road, Gaydon, Warwick, CV35 0DB. Registered in England Number 01189215

Dear Mr. Hurley,

Thank you for your prompt response. My complaint is not with Lake forest Sport Cars but with Aston Martin and there responses to my complaints and concerns. I purchased the vehicle at Lake Forest Sport Cars. The improperly factory installed windshield is the responsibility of Aston Martin. Lake Forest Sport Cars did everything that they could to repair this rattle that was actually being caused by the windshield moving around in its frame because of the insufficient or improper bonding agents used during the factory installation.

As you will read in the attached emails, they have not taken any responsibility for this defect and the resultant inconveniences and frustrations that it caused. I am appalled by this to say the least - in addition to their arrogance.

Thank you again.

Sincerely,

[REDACTED]
[REDACTED]
Chicago Illinois [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 07 October 2011 02:31
To: Ervops, S
Subject: Enquiry From astonmartin.com - Customer Service From [REDACTED]

Subject : Customer Service

Title : [REDACTED]

Name : [REDACTED]

Email : [REDACTED]

Country : United Kingdom

Comments : Dear Mr Hopkins,
I did not appreciate your "passing the buck" with my email of October 4th regarding my demand for restitution for the massive inconvenience that an improperly installed windshield caused me. Not too mention the degradation of my safety while driving this car. Still, no one has acknowledged this improperly installed windshield nor has anyone yet acknowledged the inconvenience it has caused. Do not forward this to Mr Morgan as I will delete any future correspondence from him. If an authorization is not forwarded to LFSC by the end of business, October 7th, for the replacement of the rotors and brake pads on my car, I will print and forward all prior correspondences, along with written letter to Dr. Ulrich Bez. If that does not prompt anyone to rectify a matter in which you clearly know you are in the wrong about by your evasiveness, then I will file a complaint with the NHTSA. You are not getting away with this.

[REDACTED]

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Andy Hopkins, Customer Service & Field Support Manager
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Subject : Customer Service

Title : [REDACTED]

Name : [REDACTED]

Email : [REDACTED]

Country : United Kingdom

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Warehime, Donna J.

#318415

From: AG_Consumer@atg.state.il.us
Sent: Monday, October 31, 2011 10:20 AM
To: AG_Consumer
Subject: Email from www.IllinoisAttorneyGeneral.gov

ATTORNEY GENERAL'S
OFFICE

NOV 03 2011

CONSUMER FRAUD
CHICAGO

email: [REDACTED]

title: [REDACTED]

firstname: [REDACTED]

lastname: [REDACTED]

address: [REDACTED]

city: Chicago

state: IL

zipcode: [REDACTED]

phonenumber: [REDACTED]

issue: Improperly Installed Windshield on 2007 Aston Martin

messagetconsumers: Dear Sir or Madam, I have a 2007 Aston Martin DB9. I also had a 2005 model that was just as problematic as this one. Prior to a recent and final repair for a certain rattle, I had made about a dozen trips to LakeForestSportCars to repair this rattle. During a recent repair trip the windshield was cracked while some bolts were being tightened by the dealers technician. After an outside vendor removed the windshield for replacement, he asked the dealer if I had ever complained about a rattle! The rattle was caused by the windshield being installed by the manufacturer improperly. There was little to no "primer" applied to the bonding agents, glass, and frame. This allowed the glass to move around whenever I was driving, creating this rattle. I have approached Aston Martin several times unsuccessfully, seeking restitution for my massive frustrations and inconvenience, not to mention my compromised safety, over this issue. Not only will they not comply, they have very arrogantly and dismissively not even acknowledged the improper installation of this windshield in any of their correspondences to me. They never even used the word "windshield" at all - just "rattle"! Initially, they tried to make the dealer pay for the new windshield. Of course, nor have they apologized in any fashion whatsoever. My life was in danger every time that I drove this vehicle. In the early seventies new standards were established for the bonding materials used for windshield installations so that it would contain occupants inside in a crash of up to 30 mph. It is highly unlikely that this would have occurred with a windshield that was rattling in it's frame. This defective windshield installation was confirmed by Aston Martin's authorized body repair agent, JR Automotive.

I would appreciate anything that you may be able to do regarding this matter. Not just for myself, but for the safety of others who may be driving any Aston Martin with this defect.

Sincerely,

LISA MADIGAN

ATTORNEY GENERAL
STATE OF ILLINOIS
100 West Randolph Street
Chicago, IL 60601



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PRESORTED
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Defects
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