



State of Wisconsin
Governor Scott Walker

CL 10494101-3460

JAN 16 2013

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

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

January 7, 2013

[REDACTED]
SPOONER WI [REDACTED]

RE: **File 554325** (Refer to this number when contacting our agency)
KEN VANCE MOTORS INC
5252 HWY 93 S
EAU CLAIRE WI 54701

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Ken Vance Motors Inc.

The issues in your complaint may be within the authority of the agency listed below, so we are forwarding your complaint directly to them:

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

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

If you have additional information or wish to follow-up on your complaint, please contact them at the telephone number or address listed above.

Sincerely,

Daniel H. Hoesly
Consumer Specialist

Bureau of Consumer Protection

FAX: 608 224-4939

E-mail: Daniel.Hoesly@wisconsin.gov

www.facebook.com/wiconsumer

Agriculture generates \$59 billion for Wisconsin

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11/6/13
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Department of Agriculture, Trade and Consumer Protection

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

I. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) [redacted] [redacted] [redacted]
(circle one) (first) (middle) (last)

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: [redacted]

Address: [redacted] Apt.# [redacted] PO Box: [redacted]

City: Spooner State: WI Zip: [redacted] County: Washburn

2. What business is your complaint against?

Name of business: Ken Vance Motors

Address: 5252 Hwy 93 Ste.# [redacted] PO Box: [redacted]

City: Eau Claire State: WI Zip: 54701 County: Eau Claire

Phone: (715) 834-4162 Name of person you talked to: Dean Johnson Title: Salesman

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- | | | |
|---|---|-----------------------------------|
| ☐ Person from business came to my home | ☒ I went to the business | ☐ Internet |
| ☐ Person from business called me | ☐ I telephoned the business | ☐ Email |
| ☐ Business sent me information in the mail | ☐ I responded to a radio or TV ad | |
| ☐ I attended a convention or trade show | ☐ I responded to a printed advertisement | |

4. When did the first contact occur? month: August day: 30 year: 2012

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) 2013 Hyundai Elantra

7. Was it advertised? (circle one) No Yes Date: [redacted] Where: [redacted]

8. Did you sign a contract? (circle one) No Yes Date: 8/30/2012 Number on contract, policy or receipt [redacted]

9. If yes, where were you when you signed the contract? Ken Vance Motors

10. Amount paid: \$ 8907.23 by: (circle one) cash check credit card financed other plan [redacted]

II. Where did you pay the business: (check one)

- | | | |
|--|--|-----------------------------------|
| ☐ At my home | ☒ At the company's place of business | ☐ Internet |
| ☐ Over the telephone by credit card | ☐ Away from company's place of business | |
| ☐ By mail | ☐ At a convention or trade show | |

12. Did you contact the business about your complaint? ☒ Yes When? December 11, 2012 What happened? delivered to Service Manager 12/12/12

13. Have you filed this complaint with another agency? ☒ Yes Agency name? [redacted] What happened? [redacted]

14. Have you contacted a private attorney? ☒ Yes Have you started court action? [redacted] Yes No

15. Describe your complaint in detail. Snow Fall of December 9th of approximately six-inches triggered the Hyundai Elantra unsafe to drive due to snow compaction in wheel wells and in tire rims resulting in vibration of vehicles as if the tires were not balanced coupled with a very rigid Hankook tire with unacceptable winter road traction causing the vehicle to slip, slide, or be thrown laterally when driving at speeds well below the limit. The Ken Vance sales manager admitted this is a problem with five Elantras being brought to them the day before (11th) with the same complaint. His proposed solution was to replace the original sixteen inch tire and rims with fifteen inch tires and rims at a cost to me of \$800⁰⁰, stating only Hyundai of America could authorize replacement for free. I then contacted Hyundai of America and was told they do not warrant the tires and rims and it was my problem not theirs. I traded in the car for a 2013 Ford Focus on December 14th.

16. How do you feel your complaint should be resolved? *(please be specific)* Tires and rims should have been replaced with all costs involved paid by either Ken Vance and/or Hyundai. In my opinion as a winter road driver of over 40 years this is a safety hazard that should be addressed by Hyundai.

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: 12/15/12

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



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Trade & Consumer Protection**

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RETURN SERVICE REQUESTED



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