

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

MAY 22 2013

CL 10514205-2509

*Safety Please
Read.*

08 May 2013

FROM: [REDACTED] TAMPA, FL [REDACTED]

TO: CARPORT OF TAMPA, INC. ATTN: Rafael, 5009 N. LOIS AVE TAMPA, FL 33614

Cc: GROW FINANCIAL FEDERAL CREDIT UNION P.O. BOX 276296, SACRAMENTO, CA 95827

Cc: COUNCIL OF BETTER BUSINESS BUREAUS 2022 WILSON BLVD, SUITE 600, ARLINGTON, VA 22201

Cc: NATIONAL HIGHWAY AND SAFETY TRANSPORTATION ADMINISTRATION 1200 NEW JERSEY AVENUE,
SE, WEST BUILDING WASHINGTON D.C. 20590

Dear Carport of Tampa, INC.

Enclosed is a copy of an inspection I had done on the Volvo 2006, S802.5T. Purchase form your dealership on 22 Feb 2013. The deficiencies' amount to a total of \$1,852.73. Some of the deficiencies' are life threatening. This is the fourth time I have pleaded with you to repair this auto to a safe standard. Under the Florida lemon law this auto is unacceptable. Please repair the damages immediately or replace the vehicle with a reliable one or return my \$12,000.00 I paid for this trap.

Respectably,

[REDACTED]
[REDACTED] FL

Cell: [REDACTED]

ET
52313
SMD



ICE COLD AIR
DISCOUNT AUTO REPAIR



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ICE COLD AIR # 0410 MV-81750

Cars & Families, Inc
410 SOUTH DALE MABRY

TAMPA, FL 33609

(813)879-0600

PAGE 1

Customer ID: 0410015172

Name: [REDACTED]

Address: [REDACTED]

Address 2: [REDACTED]

City, State, Zip/Postal Code: TAMPA, FL, [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Other Phone: () - [REDACTED]

Tax Exempt #: [REDACTED]

Year: 06

Make: VOLVO

Model: S80 2.5T

Lic No: [REDACTED]

VIN: YV1MW382662 [REDACTED]

Color: WHITE

Engine: L5-2521cc 2.5L

Mileage In: 72777

Date/Time: 05/07/13 16:39:20

Work Order #: 31281

Invoice #:

Key Tag:

PO Number:

Email Address:

Fleet/Wholesale: N

Mileage Out: 72777

Reason: REPEAT CUST(NO COUPON)

Service comments:

CHECK AC SYSTEM, COMING ON AND OFF
CHECK BRAKES- PEDAL LOW, HARD TO STOP,

TECHNICIAN FINDS AC SYSTEM LOW ON CHARGE .CODE 500A IN SYSTEM

FOR LOW PRESSURE/SWITCH,FRONT AND REAR BRAKE PADS GLAZED,BRAKE ROTORS UNDER SPECS,BRAKE SYSTEM FLUSH
NEEDED,REAR SHOCKS RECOMMENDED-MILEAGE,CABIN AIR FILTER CLOGGED,PASSENGER SIDE CV BOOT TORN ,SLINGING GREASE

Salesperson: J. PINIELLA

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
TUNE-UP/FILTERS							
1	BGBRAKE	*		BG BRAKE SYSTEM FLUS	47.95	52.00	99.95
TOTAL TUNE-UP/FILTERS:					99.95		
ELECTRICAL							
1	CAB AIR FLT			CABIN AIR FILTER	43.89	15.00	58.89
TOTAL ELECTRICAL:					58.89		
BRAKES							
1	BR PAD FRON	*		FRONT BRAKE PADS	77.91	78.50	156.41
1	BR PAD REAR	*		REAR BRAKE PADS	73.45	78.50	151.95
2	BR ROTOR FR	*		FRONT BRAKE ROTOR	126.88	39.75	333.26
2	BR ROTOR RE	*		REAR BRAKE ROTOR	83.91	39.76	247.34
OVERALL					888.96		
TOTAL BRAKES:					888.96		
AIR CONDITIONING							
2	REFRIG R134A	*		REFRIGERANT R134A	22.45	0.00	44.90
1	EVAC&RECHA			EVACUATION RECHARGE	0.00	104.88	104.88
TOTAL AIR CONDITIONING:					149.78		
DRIVETRAIN							
1	CV BOOT	*		CV BOOT	67.67	94.57	162.24
TOTAL DRIVETRAIN:					162.24		

SEE NEXT PAGE

I hereby authorize the work described on this form to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle described herein on streets, highways and elsewhere for the purpose of testing and/or inspection. OLD PARTS WILL NOT BE RETURNED UNLESS I CHECK THIS BOX ☐ I understand a storage fee of \$_____/day may be applied to vehicles which are not claimed within 3 working days of notification of completion. Diagnostic Fee: \$_____/or hourly at \$_____/per hour

*** Invoice/Estimate form PAGE 1***
**** CUSTOMER DOES NOT PAY FROM THIS PAGE
***** PAY ONLY FROM PAGE 2 *****

Signature _____

PROPOSED COMPLETION DATE _____

This location is anThis location is an
owned and operindependently owned
and operated franchise.
Thank you for your
business! If you're
Other Authorized satisfied, please tell
Contact Name: your friends! If not, _____
Contact Phone: please let the store
manager or owner know
right away or call _____

PLEASE READ CAREFULLY! CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

_____ I REQUEST A WRITTEN ESTIMATE.

_____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL

Date/Time: 05/07/13 16:39:20
 Work Order #: 31281
 Invoice #:
 Key Tag:
 PO Number:
 Email Address:
 Fleet/Wholesale: N

ar ID: 0410015172

2:
 e, Zip/Postal Code: TAMPA, FL,
 one:
 one: () -
 mpt #:

Year: 06
 Make: VOLVO
 Model: S80 2.5T
 Lic No:
 VIN: YV1MW382662
 Color: WHITE
 Engine: L5-2521cc 2.5L
 Mileage In: 72777

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 DED, REAR SHOCKS RECOMMENDED-MILEAGE, CABIN AIR FILTER CLOGGED, PASSENGER SIDE CV BOOT TORN, SLINGING GREASE

erson: J. PINIELLA

part #	RFR	Loc	Description	Parts	Labor	Total
NSION/STEERING						
SHOCK 1			SHOCK ABSORBER	110.72	57.75	336.94
			TOTAL SUSPENSION/STEERING:			336.94

2x
 tomer Wishes To Discard Old Parts ***

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Signature _____

PROPOSED COMPLETION DATE _____

: 091712 J. LEACH

**SUPPLY CHG 34.76
 SUB TOTAL 1,731.52
 SALES TAX 121.21
 GRAND TOTAL 1,852.73

This location is an independently owned and operated franchise.

Other Authorized Contact
 Contact Name: _____
 Contact Phone: _____

PLEASE READ CAREFULLY ! CHECK ONE OF THE STATEMENTS BELOW AND SIGN:
 I UNDERSTAND THAT UNDER STATE LAW I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

- ____ I REQUEST A WRITTEN ESTIMATE.
 ____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 ____ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____

DATE: _____

From: [REDACTED] GS-12
Sent: Friday, April 26, 2013 2:53 PM
To: 'Johanna O'Brien'
Subject: RE: Loan
Signed By: [REDACTED] 1108210601

To: Grow Federal Credit Union
General Manager Office (Attn: Car Loans)
Attn: Ms. Johanna O'Brien
Commanding General,
Public Affairs Office Attn: Black List
MacDill Air Base 33624
Council of Better Business Bureaus
3033 Wilson Blvd, Suite 600
Arlington, VA 22201
National Highway and Safety Transportation Administration
1200 New Jersey Avenue, SE, West Building
Washington D.C. 20590

Ma'am I am very disappointed and dissatisfied with your customer service. I have decided to file a formal complaint against Grow Federal Union and Car Port.

I applied for the first car loan on 23 Apr 13 to purchase a used car from a car dealership that is endorse and recommended by Grow Federal Credit Union. I picked the car up on 25 Apr 13 and immediately started having problems with the car. I took the car back the next day. Rafael the dealer said there were no problems with the car. My suspicion started to rise. After four weeks I called Grow federal credit union in reference to the purchase of the car and in reference to the car loan. I was told the loan did not exist.

After the third inquiry and of being told the car loan did not exist. I personally went to Grow Federal Credit on the 19th of April. There was no loan on file. On the 20th of Apr I came to your office and in your words you told me the loan did not exist. That I would have to apply for another one. Which is what I did and you said the new loan was approved by the underwriters.

With this loan the deal was that I would return the Volvo which has many safety problems and search for a safer car but still purchase the car from car port.

This is exactly what my wife and I did on 20th Apr 13. On Monday 22nd April when I went to pick up the car and sign the final paperwork. Rafael the Car Port dealer told me that the loan would not be honored "I cannot return the car even if it is a lemon". To my total surprise this rafel car dealer knew how many car loans I had applied for through Grow. Someone at Grow told him how many car loans I had applied for.

I believe that the paperwork for the first loan was fraudulent from the beginning. I believe that on Saturday 20 Apr 13 that you and the Car port

salesman backed tracked fraudulent paperwork to bind me to the first loan. Which was withdrawn? I am lead to believe the car dealer sent you the paper work on Saturday 19 Apr 13.

I have been deceived by you and the car salesman.

The problem I have is that the car is a lemon a (dangerous lemon). The car has brake problems, airbag problems, the car runs hot. These car problems were all caught in time because there was no paperwork for the first loan on file. I have begged and pleaded with you not to obligate me to buy this car. The Car dealer cannot show me a legitimate car fax. I feel that we had time to sit down and avoid this mess. But you told me on Monday that I am bound to the first loan which was written for the Volvo. This contradicts what you said on Saturday?

Also in the paperwork for the loan my credit score is fraudulent. The credit score is not mines. The whole loan business with Grow has been a disaster.

I checked my Grow accounts for car loans and I did notice that the first loan had been withdrawn not by me but was canceled by Grow. I am requesting to see my entire car loan request for the month of Feb 13? I have over 30 years of military service. I give my honesty and I respect the same in return. I feel that you and Rafael have not been honest with me. This man told me that I got the first car loan because he made some phone call. This was very offending.

All I want is a decent car for my hard earn military dollars. Ma'am \$14000 is a lot of money to pay for a lemon. I have prepared a letter for the Commanding General Public Affairs officer here on base. I will ask that Rafael and Car Port be placed on the base black list. I will tell them this horrifying experience I just had applying for a car loan with Grow Federal Union. How someone at Grow drop the ball and of how you are trying to hold me hostage to a legal lemon.

I have prepaid a letter for the National Highway and Safety Transportation Administration under the national Traffic and motor vehicle safety act. I will report Car Port and Rafael for sailing unsafe dangerous vehicles.

I have prepared a letter for the Better Business Bureau. I have also called the Hillbough county office and reported Car Port.

I will not hesitate to hire a lawyer.

-----Original Message-----

From: Johanna O'Brien [mailto:Johanna.O'brien@growfinancial.org]

Sent: Wednesday, April 24, 2013 11:04 AM

To: [REDACTED], GS-12

Subject: RE: Loan

Just faxed.

Johanna O'Brien

Branch Supervisor

nmls #824991

p. 813.837.2451 ext.3801

f. 813.969.4786



TAMPA FL.

National Highway and Safety
Transportation Administration
1700 New Jersey Avenue
SE, West Bld Washington D.C.
20590