



State of Wisconsin
Governor Scott Walker

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

CL-10636987-3783

Department of Agriculture, Trade and Consumer Protection

Ben Brancel, Secretary

September 5, 2014

[REDACTED]
MADISON WI [REDACTED]

RE: **File 573307** (Refer to this number when contacting our agency)
SMART MOTORS INC
5901 ODANA RD
MADISON WI 53719

SEP 18 2014

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Smart 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:

WISCONSIN DEPARTMENT OF TRANSPORTATION
DEALER REGULATION UNIT
4802 SHEBOYGAN AVE RM 201
PO BOX 7909
MADISON WI 53707-7909

Telephone: 608 266-1425

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,

Steve M. Farmer
Consumer Protection Investigator
Complaint Administration
Bureau of Consumer Protection
FAX: 608 224-4677
E-mail: Steven.Farmer@wisconsin.gov
 www.facebook.com/wiconsumer

Agriculture generates \$59 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

NM
92514
SMD

Schnetzler, Dawn M - DATCP

From: [REDACTED]
Sent: Thursday, August 28, 2014 1:01 PM
To: DATCP Hotline
Subject: DATCP Web: Online Consumer Complaint Form
Attachments: [REDACTED]

Complaint or inquiry received via email/Internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. This complaint and the information provided will be used in efforts to resolve the 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, Wis. Stats. sec. 19.31, this complaint will be available for public review upon request.

Today's Date:	8/28/2014
Your information:	
Title:	[REDACTED]
First name:	[REDACTED]
Middle initial:	[REDACTED]
Last name:	[REDACTED]
Email address:	[REDACTED]
Verify email address:	[REDACTED]
Street address:	[REDACTED]
Address line 2, or Apt #:	
PO Box:	
City:	Madison
State:	WI
ZIP code:	[REDACTED]
County:	Dane
Home phone:	[REDACTED]
Work phone:	[REDACTED]
Cell phone:	
Phone me between 8:00 a.m. and 4:00 p.m. at:	
Best time to call:	

Information about the business your complaint is against:	
Business name:	Smart Motors
Business address:	5901 Odana Road
Address line 2, or Suite #:	
PO Box:	
City:	Madison
State:	WI
ZIP code:	53719
County:	Dane
Business email address:	jward@smartmotors.com
Business website address:	www.smartmotors.com
Telephone:	608-852-6587
Name of the person you talked to:	Jim Ward
Title of the person you talked to:	Service Manager
What product or service did you buy?	Received Toyota campaign notice 90D for corrosion-resistant treatment. We requested they perform this service. They refused to perform the service.
Information about your complaint:	
Which of the following best describes your first contact with the business?	I went to the business
When did your first contact with the business occur?	03/03/2010
How old is the person who had contact with the business?	
Was the item advertised?	Yes
When?	12/01/2009
Where?	Toyota, Inc. mailed the campaign notice to my partner, [REDACTED] We are co-owners of the truck, and he is the primary driver of the truck.
Did you sign a contract/agreement?	
Date you signed the contract/agreement:	
Contract/agreement number:	

Where were you when you signed the contract/agreement?	
Amount paid:	
Payment method:	
Where did you pay the business?	
Did you contact the business about your complaint?	Yes
Date you contacted the business:	07/07/2014
What happened?	I told the service manager, Jim Ward, that the DMV said the truck has a clean title, and therefore should have qualified for the corrosion treatment in 2010. He said the district manager had proof of salvage title.
Have you filed this complaint with another agency?	No
Agency name:	
What happened?	
Have you contacted a private attorney?	Yes
Have you started court action?	No
Please describe your complaint. In late 2009, Toyota mailed us information regarding campaign 90D for a corrosion-resistant treatment to be applied to our 2002 Toyota Tacoma. In March 2010, we went to Smart Motors to request that corrosion treatment. They said the vehicle has a salvage title and under campaign rules is not eligible for extended frame warranty or rust treatment. (Truck had been in an accident back in 2006 and Smart Motors repaired the truck.) We have serviced the truck at Smart Motors from 2002-2014. On June 9, 2014, we went in for a routine oil change. We were told that they could not perform the oil change because of excessive corrosion to frame - too dangerous to put on the lift. My research found it was not a salvage title nor a branded title. On July 7, 2014 I went to Smart Motors to relay the information I got from the DMV. Jim Ward told me that the district manager has something that shows it is a salvage title, but that evidence has not been forthcoming. We have provided Smart Motors with our proof of a clean title history weeks ago. Jim Ward says only the district manager can authorize a new frame. I called Toyota Care at the national level, but they said it is a local issue and they cannot help.	
How do you feel this complaint should be resolved? Have Toyota provide a new frame for the truck, with the corrosion-resistant treatment applied and extended 15 year rust warranty as stated in the original service campaign.	

By submitting this form, I state that the information contained is true and accurate to the best of my knowledge.



Mobile

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Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

IMPORTANT
Additional Information for
Wisconsin Owners

Dear Toyota Owner:

We are pleased to announce that Toyota dealerships in the state of Wisconsin (WI) are now prepared to apply the Corrosion-Resistant Treatment.

What do I do next?

Dealerships in the states of Connecticut (CT), Delaware (DE), Maine (ME), Maryland (MD), Michigan (MI), Minnesota (MN), New Hampshire (NH), Vermont (VT), Virginia (VA), West Virginia (WV), and Wisconsin (WI) are currently prepared to apply the Corrosion-Resistant Treatment.

Please make an appointment as soon as possible with a dealership in these states.

What if I have my normal maintenance conducted outside of Wisconsin or in an adjacent state?

Toyota continues to work on preparing dealerships in other Severe Cold Climate States* to apply the Corrosion-Resistant Treatment. We apologize for this inconvenience, but you will have some choices:

1. You may have the Corrosion-Resistant Treatment applied at a Toyota dealership in WI as well as CT, DE, MD, ME, MI, MN, NH, VT, VA, or WV.

Or

2. Your specific Toyota dealership in a Severe Cold Climate State* will be able to apply the Corrosion-Resistant Treatment once preparations are complete in that state; thus, you may choose to have your dealership apply it at that time. Please periodically check with your Toyota dealership on the status of the preparations.

*Please see the enclosed letter for a listing of Severe Cold Climate States.

If I wait to conduct the application, will I void the Warranty Enhancement on the Tacoma Frame?

You will have until October 31, 2010 to apply the Corrosion-Resistant Treatment without affecting the Tacoma Frame Warranty Enhancement (please see the Warranty Enhancement Notification for details).

Why aren't other Severe Cold Climate States ready to apply the Corrosion-Resistant Treatment?

The Corrosion-Resistant Treatment is applied utilizing specialized spraying equipment. Toyota is currently working to address each state and any other local regulation associated with the usage of the spraying equipment. We apologize for the inconvenience.

Thank you for your understanding.

TOYOTA MOTOR SALES, U.S.A., INC.

*Drop off the next Wed
3rd -
pick up keys Fri
pm or*

What if perforation of the vehicle's frame caused by rust exists on my vehicle?

If your Tacoma's frame is perforated by rust, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this Letter to the Toyota dealer when you bring the vehicle in for your appointment.

After inspection and confirmation of the perforation condition, Toyota will repair the frame according to the perforation level and, if necessary, apply the corrosion-resistant treatment to prevent rust advancement.

Based upon the condition of your specific vehicle and replacement parts/frame availability, Toyota may determine to repurchase your vehicle rather than to repair it. If we decide to repurchase your vehicle, we will offer the following:

- Toyota will repurchase the vehicle **at the lower** of the original MSRP when the vehicle was first offered for sale by Toyota or the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. If KBB valuation is used, the subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition, subject to the terms and conditions set forth below. The offer will be based on the terms and conditions stated in the Warranty Enhancement Details. In the event of a repurchase, your Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge for up to 30 days.

Warranty Enhancement Details

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust, **provided that** you adhere to the terms and limitations specified in this letter.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed in this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood-damage and/or other impact is not covered by this offer. (2) This offer does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles). (3) You must demonstrate that your vehicle is operable, has been operated regularly over the preceding twelve months and has a valid and current registration or you must demonstrate that you were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied; (4) Vehicles with moderate, or more, accident damage must be driveable and, in any event, are not eligible for the full frame repair or repurchase consideration. (In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery); and (5) If your vehicle is registered in the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, WI, WV, VA, VT or the District of Columbia a Toyota dealer must inspect and apply appropriate corrosion-resistant treatment to a vehicle with a non-perforated frame prior to October 31, 2010.

This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 2001 through 2004 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted in this letter) for this specific condition before receiving this Letter, please contact Toyota at 1-888-270-9371.

If you no longer own this vehicle or would like to update your vehicle ownership/contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



MADISON, WI



2R9-893 - 00000053



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

2001 THROUGH 2004 MODEL YEAR TACOMA FRAME RUST PERFORATION
WARRANTY ENHANCEMENT NOTIFICATION

RE: 5TESN92N52Z [REDACTED]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota will offer an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame.

What is the condition?

Toyota has received reports that a small number of 2001 through 2004 model year Tacomas operated in severe cold climate areas with high road salt use exhibited excessive rust to the frame, causing perforation of the metal. Toyota investigated these reports and determined that the frames in these vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames of some vehicles. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

What will Toyota do?

Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall experience with and confidence in your vehicle. To assure you that we stand behind our product, we will extend the warranty coverage, to a total of fifteen years/unlimited mileage, on your vehicle's frame for this specific condition, subject to the terms and conditions of this Letter. Please see the "What Should I Do?" and "Warranty Enhancement Details" section of this letter for limitations and details.

What should I do?

If your vehicle is registered in the following states or the District of Columbia:

- CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Toyota will inspect the condition of your vehicle's frame and apply a corrosion-resistant treatment. This treatment will enhance the corrosion protection of your Tacoma's frame against severe cold climate conditions and high road salt exposure. Any Toyota dealer located in the states listed above will be happy to conduct this inspection and treatment at **no charge** until **10/31/2010**. Please note that completion of this service before the expiration date is a condition of maintaining the extended warranty if your vehicle is registered in one of these states.

Please contact the Toyota dealer and make an appointment to have your Tacoma's frame inspected and a corrosion-resistant treatment applied before **10/31/2010**. Please present this Letter to the Toyota dealer at your appointment. The treatment may take one or two days. During the corrosion-resistant treatment process, your Toyota dealer will arrange for a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge while the vehicle is being treated.

Because the extended warranty is for a total of fifteen years, it may be necessary to re-inspect and re-treat vehicles operated in areas where such prolonged exposure to road salts and other applicable environmental factors exist. Toyota will notify you if this is necessary.

If your vehicle is registered in the following states:

- AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and U.S. Territories

You do not need to do anything at this time. Please insert this Letter into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

If you move to an area in which your vehicle may experience prolonged exposure to road salts and other environmental factors, please contact any Toyota dealer and make arrangements to have your vehicle inspected and, if appropriate, treated.

Spanish translation on reverse side
Traducción en español en el reverso

00000053



5901 ODANA ROAD • MADISON, WISCONSIN 53719-1287 • (608) 275-7808 • FAX (608) 275-7814
www.smartmotors.com

CUSTOMER NO. 50795		ADVISOR JASON GEST		TAG NO. 878		INVOICE DATE 03/04/10		INVOICE NO. T0C5360780	
MADISON, WI		LICENSE NO.		MILEAGE IN 106,056		COLOR SILVER		STOCK NO.	
		YEAR / MAKE / MODEL 02 / TOYOTA TRUCK / TACOMA / TACOMA PRERUN		MILEAGE OUT		DELIVERY DATE		PRODUCTION DATE	
		FEE NO. E S N 9 2 N 5 2 Z		R.O. DATE 03/03/10		REPRINT # 1			
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		MO: 106056			
JOB # 5 TOTAL PARTS 115.23						SERVICE DEPARTMENT HOURS MON & THURS 7:00 am TO 8:00 pm TUES, WED & FRI 7:00 am TO 6:00 pm SATURDAY 7:00 am TO 4:00 pm			
JOB # 5 TOTAL LABOR & PARTS 415.44									
JOB # 6 TOTAL PARTS 0.00									
J# 6 18TOZC COURTESY INSPECTION TECH(S): 693 0.00						*Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Admin. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.			
CUSTOMER REQUESTS COURTESY VEHICLE INSPECTION									
COURTESY VEHICLE INSPECTION									
F-PADS 6MM, R-SHOES 4MM, 7/32 TREAD						NOTICE: YOU ARE ENTITLED TO INSPECT OR RECEIVE THE REPLACE PARTS, COMPONENTS AND/OR ACCESSORIES REPLACED OR REMOVED BY THIS SHOP.			
PERFORMED COURTESY VEHICLE INSPECTION									
SEE ATTACHED INSPECTION FORM									
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----						*Any warranties on the products sold hereby are those made by the manufacturer. The Seller, SMART MOTORS, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.			
JOB # 6 TOTAL PARTS 0.00									
JOB # 6 TOTAL LABOR & PARTS 0.00									
J# 7 55TOZ90DINSPECT FRAME INSPECTION TECH(S): 693 INTERNAL						There is a charge for supplies used that are not itemized on your repair order. They are items, such as: solvents, tape, shop towels, drill bits, caulking, fluids, repair orders, service records, etc. This will be at 4% of the total labor on the ticket not to exceed a maximum of \$15.00.			
CUSTOMER REQUESTS FRAME INSPECTION FOR RUST PERFORATION FOR LIMITED SERVICE CAMPAIGN 90D									
VEHICLE HAS A SALVAGE TITLE AND UNDER CAMPAIGN RULES IS NOT ELIGIBLE FOR EXTENDED FRAME WARRANTY OR RUST TREATMENT									
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----						TOYOTA Genuine Parts			
JOB # 7 TOTAL PARTS 0.00									
JOB # 7 TOTAL LABOR & PARTS 0.00									
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----						SCION			
JOB # A VIRO ENVIRONMENTAL SERVICE CHARGES 15.00									
JOB # 3 REPAIRORD REPAIR ORDER COUPON -35.00									
JOB # 3 REPAIRORD REPAIR ORDER COUPON -9.96						SMART MOTORS			
TOTAL - MISC -29.96									
ESTIMATE-----									
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$750.00 (+TAX)						WE SINCERELY APPRECIATE YOUR BUSINESS THANK YOU			
COMMENTS-----									
CWD, DELETED OPERATION(S)-----									
49TOZ012 REPK FR WHEEL BRNG 55TOZ90D FRAME TREATMENT									



Wisconsin Department of Transportation
www.dot.wisconsin.gov

Division of Motor Vehicles
4802 Sheboygan Ave.
Madison, WI 53707

This vehicle record was created on 07-29-2014 at 13:27:32 PM. The information is current as of this date and time.

Vehicle Details

The vehicle is a model year 2002 TOYT TACOMA XTRACAB PRERUNNER VIN: 5TESN92N52Z [REDACTED]. The most recent color on file is SILVER/ALUMINUM. It is kept in the City of MADISON in the county of DANE. WisDOT shows the truck currently has a VALID status.

Other vehicle details.

Fuel Type: Gas

Style: PICKUP

Gross Weight Rating: 6,000 and less

Odometer Details

The last odometer reading on file is 196 MI recorded on 05-20-2002, this was an actual reading.

Title Details

The Title/Image number is [REDACTED]. The application was received on 06-28-2002 and was processed on 05-04-2007. This title is the current title for this vehicle in Wisconsin. (Please note that it is possible that the vehicle was titled in another state and that state has not yet reported the Wisconsin title as cancelled.)

Customers

Name	Role	Address
[REDACTED]	Owner	[REDACTED]
[REDACTED]	Primary Owner	[REDACTED] MADISON, WI [REDACTED] DANE

No liens are recorded for this Title.

Registration Details

The registration is for registration type LTK, license plate type LTK, plate number [REDACTED]. The Registration/Image number is [REDACTED]. Registration eligible for renewal, the RRN number is [REDACTED]. The application for registration was received on 05-04-2014 and is currently effective from 07-01-2014 until 06-30-2015. The product has an operation date of 07-01-2014. The registration status is VALID.

Other registration details.

Gross Weight: 4500

Customers

Name	Role	Address
[REDACTED]	Owner	[REDACTED]
[REDACTED]	Primary Owner	[REDACTED] MADISON, WI [REDACTED] DANE

Inspection Maintenance Details

Vehicle is not subject to IM Testing.



TOYOTA



SCION

5901 ODANA ROAD • MADISON, WISCONSIN 53719-1287 • (608) 275-7808 • FAX (608) 275-7812
www.smartmotors.com

CUSTOMER NO. 50795	ADVISOR DAVE MARKS	TAG NO. 886	525	INVOICE DATE 06/09/14	INVOICE NO. TOCS658860
LABOR RATE	LICENSURE NO.	MILEAGE IN 160,968	COLOR SILVER/	STOCK NO.	
YEAR / MAKE / MODEL 02 / TOYOTA TRUCK / TACOMA / TACOMA PRERUN	DELIVERY DATE	MILEAGE OUT	SELLING DEALER NO.	PRODUCTION DATE	
VEHICLE I.D. NO. 5TESN92N52Z	F.T.E. NO.	P.O. NO.	R.O. DATE 06/09/14		
COMMENTS					

MO: 160968

LABOR & PARTS J# 1 10TOZ25	CHECK ENGINE LIGHT 0 TECH(S): 313 INTERNAL CUSTOMER STATES: REPLACE SPECIAL ORDER AIR FUEL SENSOR AS NOT ED ON RO 587970 \$365.00TAX CODE P1135 BANK 1 SENSOR 1 AIR FUEL RATIO SENSOR THIS WAS DIAGNOSED 6/26/13. OWNER AWARE MAY BE ADDITIONAL FAULTS SINCE THEN. REPLACE SENSOR; CLEAR CODES. REPORT IF ANY ADDITIONAL CODES STORED (DO NOT DIAGNOSE WITH OUT PRIOR AUTH) NO REPAIRS MADE FRAME HAS PERFORATION IN FRONT OF LEFT REAR SPRING
JOB # 1 TOTAL LABOR & PARTS 0.00	

SERVICE DEPARTMENT HOURS

MON - THURS

7:00 am TO 7:00 pm

FRIDAY

7:00 am TO 6:00 pm

SATURDAY

7:00 am TO 4:00 pm

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$365.00 (+TAX)

COMMENTS

DROP OFF

DELETED OPERATION(S)

49TOZ004

26TOZ

MAINTENANCE INSPECT
RECOMMENDED MAINT

49TOZ001

LUBE, OIL & FILTER

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] OTHER [] CHARGE *

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

TOYOTA
GENUINE PARTS



WE SINCERELY APPRECIATE
YOUR BUSINESS
THANK YOU



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

ms_0800_9x12.qxd 2014

neopost®
09/08/2014
FIRST-CLASS MAIL
AUTO
US POSTAGE \$000.65⁹



ZIP 53718
041L12202864



** DS 16 MAILED AT MIL 532 **

HQR-NBS 20590

