

CL-10816111-3983



State of Wisconsin
Governor Scott Walker

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)

November 16, 2015

[Redacted]
Two Rivers WI [Redacted]

RE: File [Redacted] (Refer to this number when contacting our agency)
VanHorn Hyundai Inc
3512 Wilgus Ave
Sheboygan WI 53081

DEC 2, 2015

Hyundai Motor America
10550 Talbert Ave
Fountain Vly CA 92708-6031

Dear [Redacted]

Thank you for submitting your complaint about VanHorn Hyundai Inc.

The laws dealing with this issue are enforced by the agencies listed below, so we are forwarding your complaint directly to them. Your issues with warranty service by VanHorn Hyundai Inc are under the regulatory authority of the Wisconsin Department of Transportation Dealer Regulation Unit. The recall issues are handled by the National Highway Traffic Safety Administration.

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

ET
12415
SMD

You may contact them directly for information about your complaint.

Sincerely,

A handwritten signature in black ink, appearing to be 'E. D. Brown', written in a cursive style.

Eric D. Brown
Consumer Protection Investigator
Complaint Administration Unit
Bureau of Consumer Protection
Email: Eric.brown@wisconsin.gov
www.facebook.com/wiconsumer

C: WISCONSIN DEPARTMENT OF TRANSPORTATION DEALER REGULATION UNIT
NATIONAL HIGHWAY AND TRAFFIC SAFETY ADMINISTRATION

[REDACTED]
Two Rivers, Wis. [REDACTED]
[REDACTED]

9/16/2015

To Whom it may concern,

My name is [REDACTED] I live in Two Rivers, Wisconsin.

I own a 2009 Hyundai Elantra I bought this car brand new from Van Horn Hyundai, INC. 3512 Wilgus Road, Sheboygan, Wisconsin 53082. Phone number: 1-800-236-9888 or 920-457-3608.

My car has had all of its services and updates done, I keep it in good working order with Van Horn and my local garage (which they do oil changes and routine checks). My local garage is: Satori's Auto Service, 1620 North 30th Street Manitowoc, Wisconsin, 54220. Phone Number: 920-684-7911.

Here is my story: One day I took my car into Satori's Auto Service for them to do an oil change, they also check all fluid levels and filters. I was informed that there was a filter missing, the filter that was missing was a 97129-2H000 : Cover Assy-Air Filter (located behind the glove compartment). I called Van Horn and they said it was not covered under my warranty and I'd have to pay out of pocket for it. I went online to make an appointment to have the 97129-2H000: Cover Assy-Air Filter (located behind the glove compartment) installed, while I was online I noticed I had 2 recalls on my car that needed to be done with a Multi-point inspection also. So that being said I scheduled to bring the car into Van Horn Hyundai, 5/01/15 to have the 2 recalls, one cabin Filter cover plate and a multi inspection done. On 5/01/15 I and my husband drove the car down there, our wait time for all of this was 30 minutes tops and we were on our way.

Here are the recalls they did on my car: The first was: 51HYZ2 : Recalls

Recall 127, SOFTWARE UPDATE

Work performed by Doug Housey-Graves (346)

Perform EPS SOFTWARE CHECK AND ECU UPGRADE

AS PER RECALL 127

The second Recall was 51HYZ3 : RECALLS

RECALL TT1, UNDERBODY CORROSION TREATMENT

Caused by

PER RECALL INSTRUCTIONS

Work Performed by Doug Housey-Graves (346)

Kit: TT1 : CORROSION TREATMENT

Installed 00232-19034 : RUST PREVENTIVE VG-101 (CAV)

Installed 00232-19035 : UNDERCOATING AEROSOL

APPLY CAVITY WAX AND UNDERCOATING AS PER RECALL TT1

Englund, Michael J - DATCP

From: [REDACTED]
Sent: Wednesday, September 16, 2015 11:53 PM
To: DATCP Hotline
Subject: [REDACTED] Faulty Car after recall was fixed
Attachments: To Whom it may concern.docx

Good Day,

My Name is [REDACTED]
I have attached a word doc. with what all has been happening.
I was unable to attach some of it so i will send the others in seperate email.

My contact info. is:

[REDACTED]
Two Rivers, Wis. [REDACTED]

[REDACTED]

And then they did the **MULTI-POINT VEHICLE INSPECTION OEM RECOMMENDED**

Work was also performed by Doug Housey-Graves (346).

An last but not least they replaced my COVER ASSY-AIR FILTER 97129-2H000.

Two months later I take my car into my garage **SATOR'S AUTO** to have them change the oil in my car, they also checked the **Cover Assy-Air Filter**, they had showed me it. When they took the cover off they said it fell apart. I kept it as proof, but **Van Horn** gave me one that was glued together! I did call **Van Horn** and they said that they have nothing in there system that they even put it in but I have the receipt to prove they did. They refused to help me and to start out with the car never had one, and I paid \$15.48 for it. My Husband [REDACTED] was with me that day we took the car into **VAN HORN.**

Ok now it is Aug 20th 2015, my mother [REDACTED] was me and we were both in the car, I was driving from Two Rivers, Wis. to Cleveland, Wis. On I-43 South going 70 miles an hour, the car was fine. When we left Cleveland I didn't feel right about something so I took the back road back, County LS North back to Two Rivers, the speed limit there was 55 miles an hour. As I got about 4 miles into driving back the steering wheel didn't feel right and it got much worse very rapidly, within seconds I could not move the steering wheel it just frozen up tight. I immediately took my foot off of the gas pedal and prayed, no one else was on the road at the time. I looked at my control panel and I had seen a light go on in red that said "EPS" I did not know what that meant. I called my husband and he said to turn the car off which I did then turn it back on which I did and it worked. At that point I drove slowly to my garage (**SATORI'S**) in Manitowoc. Once I got the car there they said they would hook it up to the diagnostic analyzer and get back to me the following morning. The next morning they called back and said that they found a CODE C1290 torque sensor main signal fault. Satori's checked for technical service bulletins, only one applies for a software update that we were told was already done. Satori's had to replace my entire steering column.

Ok I then called Van Horn and they said my warranty had just expired on my car and that I did not have any extended warranty. I knew I had the extended so I dug out the papers for it and I called the extended warranty place about it and they said yes it is covered so I offered my garage (**SATORI'S**) the job . I don't trust Van Horn enough with my life for them to repair it like they were suppose too do in the first place. The total cost came to \$2,056.15 . I had to pay my \$100.00 deductible and \$45.00 for the diagnostic test.

My car only had 35,292 miles on it at the time.

I did contact Hyundai Customer Service, there main headquarters. I finally got them to send me the money for my cover plate filter (I haven't received the money yet but they said its coming), which was never in the car to begin with. As for the rest of the problems they told me that they would record it and told me I need to contact the place I bought the car and resolve the issues. At the end of our conversation they did say they would check into this and record what happened ,that's about it. I told them I am scared to death to drive this car. They said were sorry to hear that and we want you to be happy with your car.

What would have happened that day if I would have taken the interstate with my mom in the car we could have died that day. It's just that I don't believe this is fair for me how I'm being treated with a defective car they say there fixing and they are not.

I have attached pictures of the old steering column SATORI'S had to replace.

Along with pictures of my Cover plate filter.

I am also attaching all my work orders.

Englund, Michael J - DATCP

From: [REDACTED]
Sent: Wednesday, September 16, 2015 11:50 PM
To: DATCP Hotline
Subject: Fwd:

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: September 16, 2015 at 11:01:22 PM CDT
To: [REDACTED]

<image3.JPG>

<image2.JPG>

Sent from my iPad

<image1.JPG>

Englund, Michael J - DATCP

From: [REDACTED]
Sent: Wednesday, September 16, 2015 11:51 PM
To: DATCP Hotline
Subject: Fwd:

Sent from my iPhone

Begin forwarded message:

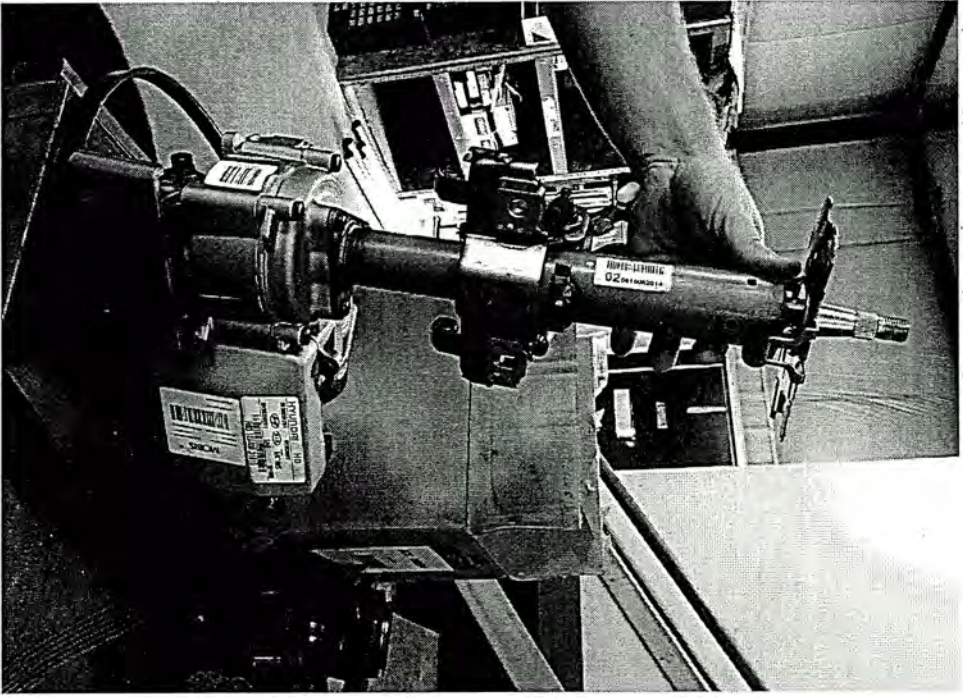
From: [REDACTED]
Date: September 16, 2015 at 11:08:01 PM CDT
To: [REDACTED]

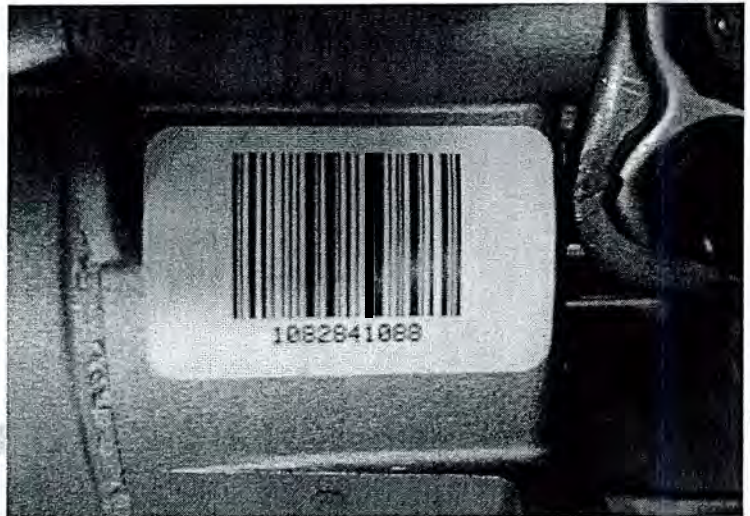
<image3.JPG>

<image2.JPG>

Sent from my iPad

<image1.JPG>







020810082014



S&T Daewoo
Busan City, The Republic of Korea



30828230136064

HYUNDAI HD

563002H201 4HDC0807



MOBIS

2H56300201

LHD

1010



H03.128408.31016

MOBIS

MPS0001A AC1005MD
09308 HMEM1
2H56398000 2H56398010



4HDA0801
FHDA0801

HYUNDAI HD

563002H201

4HDC0807



HUNDAI

MOBIS

2H56300201

LHD

101008



H03.128408.31016

4HDA0801
FHDA0801



MPS0001A AC100KMD
08308
2H563002 2H5630016

MOBIS

SATORI'S

AUTO SERVICE

1800 NORTH 17th Street
 Arlington, VA 22209
 (703) 544-7877

*Auto repair done right by a quality professional

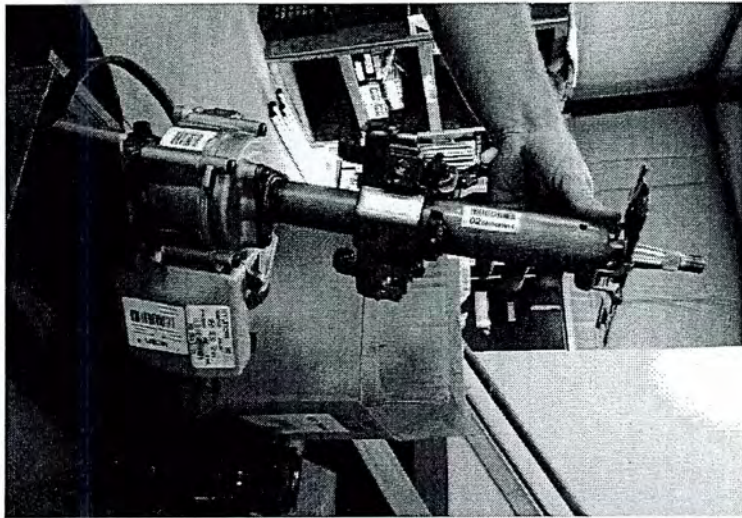
CUSTOMER INFORMATION	TERMS	DATE	INITIALS	DATE
[REDACTED]	Free estimate	4/27/04	[REDACTED]	11:21 AM

Vehicle Type	Mileage	License Plate #	Identification Number
2001 HONDA CIVIC EX	11200	[REDACTED]	[REDACTED]

DESCRIPTION	Tax	AMOUNT
Customer reports the steering wheel is loose and the EPS light came on and is now off.		
After a 1/2 hour diagnosis (Price range is \$144.00)		
It was found that the steering rack was loose. The rack is held together with a nut and a washer. The nut was loose and the washer was bent. The rack was tightened and the washer was replaced. The nut was replaced with a new one. The washer was replaced with a new one. The rack was tested and the steering wheel is now tight. The EPS light is now off.	0.00	90.00
Customer reports the car is making a noise when the car is in gear. The noise is a grinding noise. The noise is coming from the front of the car. The noise is coming from the front of the car. The noise is coming from the front of the car.		
After a 1/2 hour diagnosis (Price range is \$144.00)		
It was found that the front wheel bearing was bad. The bearing was replaced. The bearing was replaced with a new one. The bearing was replaced with a new one. The bearing was replaced with a new one.	0.00	247.00
Customer reports the car is making a noise when the car is in gear. The noise is a grinding noise. The noise is coming from the front of the car. The noise is coming from the front of the car. The noise is coming from the front of the car.		
After a 1/2 hour diagnosis (Price range is \$144.00)		
It was found that the front wheel bearing was bad. The bearing was replaced. The bearing was replaced with a new one. The bearing was replaced with a new one. The bearing was replaced with a new one.	0.00	247.00
Customer reports the car is making a noise when the car is in gear. The noise is a grinding noise. The noise is coming from the front of the car. The noise is coming from the front of the car. The noise is coming from the front of the car.		
After a 1/2 hour diagnosis (Price range is \$144.00)		
It was found that the front wheel bearing was bad. The bearing was replaced. The bearing was replaced with a new one. The bearing was replaced with a new one. The bearing was replaced with a new one.	0.00	247.00

Total 1121.00

Call Satori's Auto Service for more information on our services and products.



England, Michael J - DATCP

From:
Sent:
To:
Subject:

Thursday, September 17, 2015 12:05 AM
DATCP Hotline
Re: Fwd:

LIORIS
Assurance
CAR CARE

MULTI-POINT INSPECTION REPORT

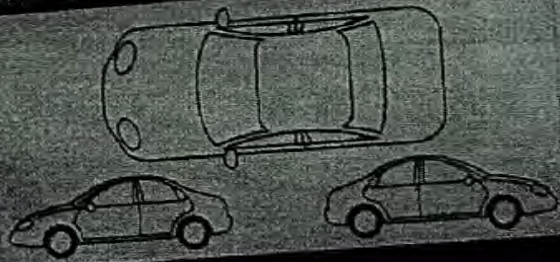
- CHECKED & OKAY
 - WILL REQUIRE FUTURE ATTENTION
 - REQUIRES IMMEDIATE ATTENTION
 - Maintenance Wear Item
- May contribute to vehicle efficiency and a green environment.

Name: _____
E-mail address on file? Yes No
OK to text when ready? Yes No
Model / Year: _____
Waiting? Yes No
E-mail address: _____
Phone number: _____
VIN: _____
Promise time: _____

Date: _____
State inspection month: _____
Mileage: _____
RO / Hac #: _____

BlueLink enrolled: Yes No N/A
Subscription: Assurance Essentials Guidance

- #### EXTERIOR INSPECTION AND WALK AROUND
- Head Lights / Fog Lights / Turn Signals
 - Tail Lights / Brake Lights / License Plate Light
 - Windshield (cracks, chips and pitting)
 - Wiper Blades - Condition/operation
 - Cabin Air Filter
 - Horn (operation) / Exterior Lights
 - Heat / A/C System (operation)
 - Battery Terminals (Clean if necessary)
 - Battery Performance
 - Attach Battery terminals
 - Engine Air Filter
 - Cooling System (Check for leaks, hoses and damage)
 - Radiator, Heater, A/C hoses
 - Drive Belts
 - Engine Oil Level - On arrival
 - Transaxle / Transmission (if equipped with dipstick)
 - Coolant (level / condition)
 - Brake Fluid level / condition



<input checked="" type="checkbox"/>	Tire Age	37
<input checked="" type="checkbox"/>	PSI set to Factory Spec	37
<input checked="" type="checkbox"/>	Tire tread depth	9
<input checked="" type="checkbox"/>	Brake Lining	
<input checked="" type="checkbox"/>	Tire Age	37
<input checked="" type="checkbox"/>	PSI set to Factory Spec	37
<input checked="" type="checkbox"/>	Tire tread depth	9
<input checked="" type="checkbox"/>	Brake Lining	
<input checked="" type="checkbox"/>	Tire Age	
<input checked="" type="checkbox"/>	PSI set to Factory Spec	



VAN HORN HYUNDAI, INC.
 P.O. Box 1144
 3512 Wigua Rd.
 Sheboygan, WI 53082
 800-236-9883
 920-457-3608
 www.vanhornhyundai.com

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 5:00 p.m.
 Monday - Friday
 8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
5/01/15	
R/O Close Date	Status
5/01/15	Pre-Invoice
Mileage In	Mileage Out
32466	32467
Service Advisor / Tag #	
Scott Richards	
Vehicle Identification Number	
KMHDU46D89U	
Delivery Date	In-Service Date
5/28/09	5/28/09
Color	License Number
BLACK PEAR	

Work Phone
 TWO RIVERS, WI

Year	Make	Model	Trim	Color
2009	HYUNDAI	EL	GLS A	BLACK PEAR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: #4 - 18HZYINS; MULTI-POINT INSP PERFORM MULTI-POINT VEHICLE INSPECTION MULTI-POINT INSPECTION OEM RECOMMENDED Caused by PER CUSTOMER REQUEST Work performed by Doug Housey-Graves (346) SEE ATTACHED INSPECTION SHEET FOR RECOMMENDATIONS OR RESULTS	Internal
#5 - 51HZY2; RECALLS RECALL 127, SOFTWARE UPDATE Caused by PER RECALL INSTRUCTIONS Work performed by Doug Housey-Graves (346) PERFORM EPS SOFTWARE CHECK AND ECU UPGRADE AS PER RECALL 127	Warranty
#6 - 51HZY3; RECALLS RECALL TTI, UNDERBODY CORROSION TREATMENT	

On Sep 16, 2015, at 11:49 PM,

Sent from my iPhone

Begin forwarded message:



VAN HORN HYUNDAI, INC.

P.O. Box 1144
3512 Wiggins Rd.
Sheboygan, WI 53082
800-236-9888
920-457-3508
www.vanhornhyundai.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	5/01/15
R/O Close Date	5/01/15
Mileage In	32466
Mileage Out	32467

Service Advisor / Tag #
Scott Richards
Vehicle Identification Number
KMH DU46D89U
Delivery Date
5/28/09
In-Service Date
5/28/09
Color
BLACK PEAR
License Number

TWO RIVERS, WI		[REDACTED]		[REDACTED]	
Year	Make	Model	Color	Year	Make
2009	HYUNDAI	EL	GLS A	2009	HYUNDAI

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Please Note: WAIT WEB APPOINTMENTS CREATED 2015-04-24 10:21:03P M TAKEN BY CUSTOMER STATES THE CABIN FILTER COVER R PLATE WAS MISSING WHEN THE CABIN FILTER WAS CHANGED.</p> <p>***** * Thank you for your business from our entire * * service team. ****Have a Great Day**** * *****</p>	

wrote:



From: [REDACTED]
Date: September 16, 2015 at 11:01:22 PM CDT
To: [REDACTED]

<image3.JPG>

<image2.JPG>

Sent from my iPad

<image1.JPG>

FILE MESSAGE ADD-INS

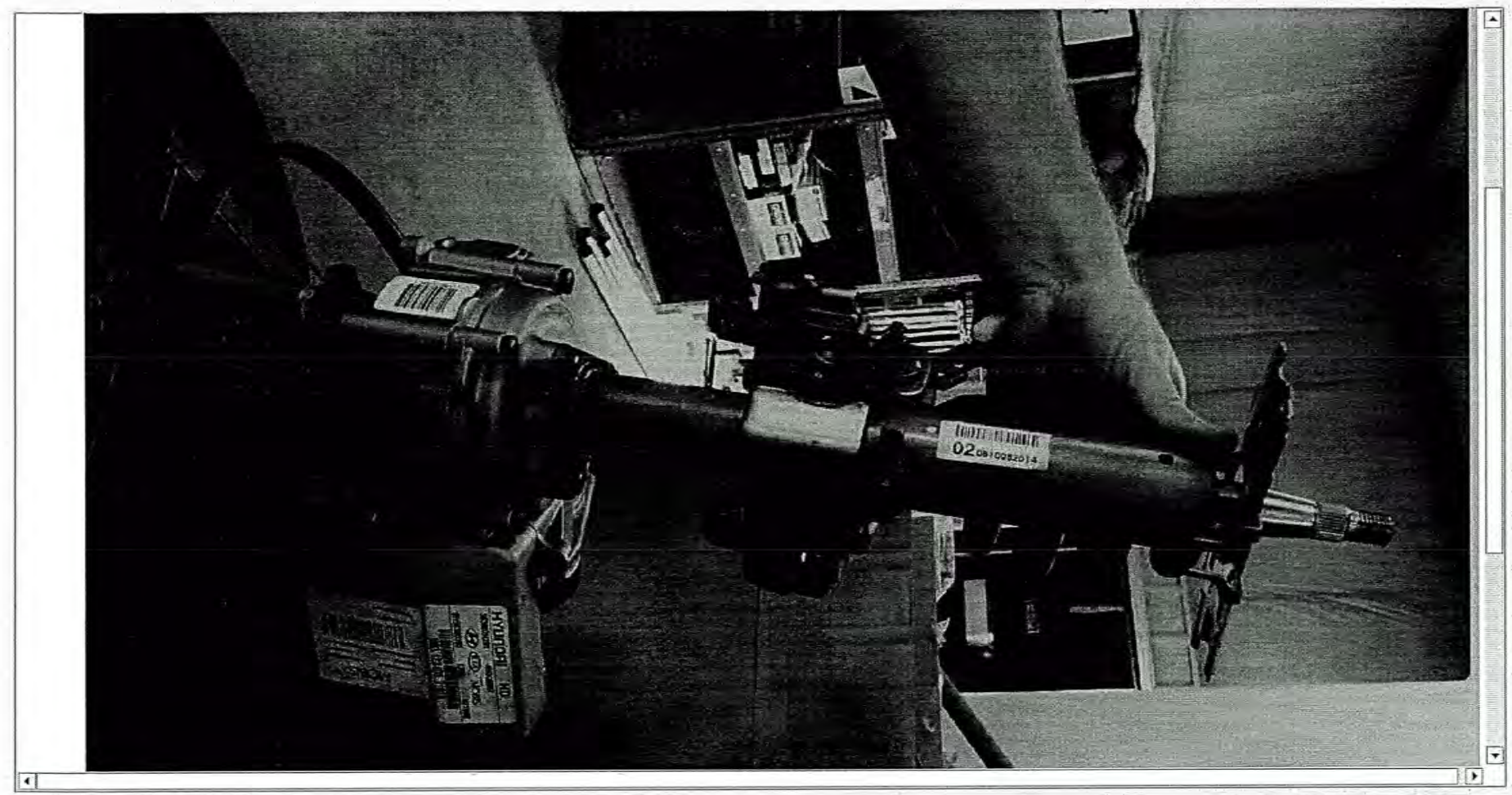
Ignore Delete Reply Reply All Forward More Meeting Move OneNote Actions Mark Unread Categorize Follow Up Translate Related Select Zoom

Delete Respond Move Tags Editing Zoom

Sat 9/19/2015 11:09 PM

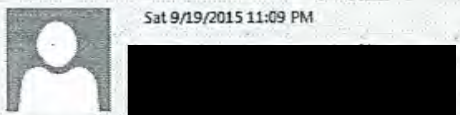
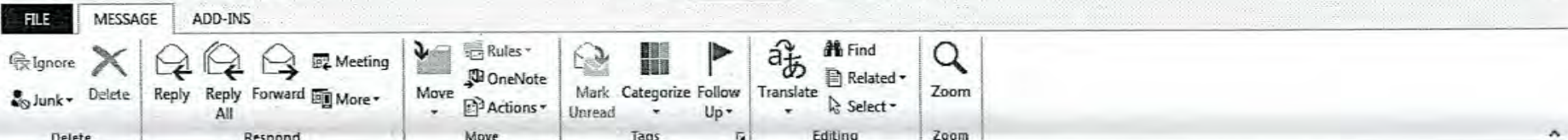
[REDACTED]

To: DATCP Hotline



See more about [REDACTED]





Sat 9/19/2015 11:09 PM

To: DATCP Hotline

Begin forwarded message:

From: [REDACTED]
Date: August 27, 2015 at 9:03:52 PM CDT
To: Hyundai Customer Connect Center <[REDACTED]>
Subject: [REDACTED]

These are pictures of the old steering. I also have a picture attached of the work order.
 Now when I had the recalls done on my car a few months back note I only had to wait 30 minutes for them to do everything at Van Horn in Sheboygan ,wis.
 So strangely enough the recall I had done did not fix my issue or did it ?
 I hope you take to heart what happened here cause if there are others out there like this someone could get hurt.



FILE MESSAGE ADD-INS

Ignore X Delete Reply Reply All Forward More Meeting OneNote Mark Unread Categorize Follow Up Translate Related Select Find Zoom

Delete Respond Move Move Tags Editing Zoom

Sat 9/19/2015 11:09 PM

[Redacted Profile Picture]

To: DATCP Hotline



FILE MESSAGE .ADD-INS

Ignore Delete Reply Reply All Forward More

Delete Respond

Rules OneNote Actions Move

Mark Unread Categorize Tags Follow Up

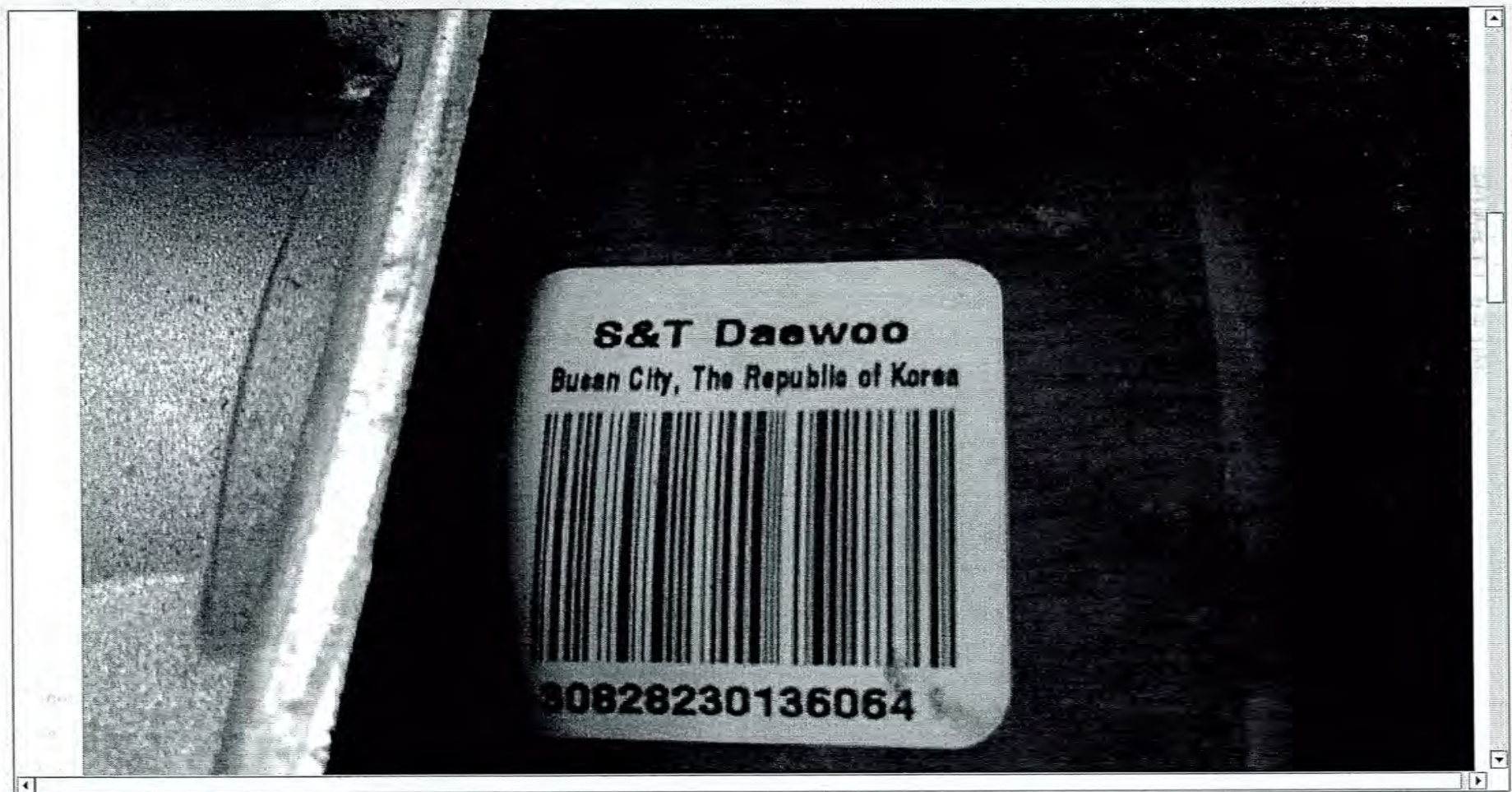
Find Related Select Translate Editing

Zoom



Sat 9/19/2015 11:09 PM [Redacted]

To: DATCP Hotline



See more about [Redacted]



FILE MESSAGE ADD-INS

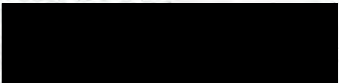
Ignore X Delete Reply Reply All Forward Meeting More

Rules OneNote Actions Move Mark Unread Categorize Follow Up Tags Translate Related Select Editing

Find Zoom Zoom



Sat 9/19/2015 11:09 PM



To: DATCP Hotline



See more about [REDACTED]

Microsoft Outlook

Provide your password to use Microsoft Outlook with your [REDACTED] account. Click here to enter your password.



FILE MESSAGE ADD-INS

Rich toolbar containing icons for actions such as Ignore, Delete, Reply, Forward, Meeting, Move, OneNote, Actions, Mark Unread, Categorize, Follow Up, Translate, Find, Related, Select, and Zoom.

Sat 9/19/2015 11:09 PM
[Redacted]
To: DATCP Hotline



See more about [Redacted]



See more about

SATORI'S

AUTO SERVICE



1620 North 30th Street
Manitowoc, WI 54220
www.satorisauto.com
(920) 854-7911

"Auto repair done right by people you trust"

CUSTOMER INFORMATION	TERMS	DUE DATE	INVOICE #	DATE
TWO RIVERS WI	Due on receipt	8/27/2015		8/27/2015

Vehicle Type	Mileage	License Plate #	Identification Number
2009 HYUNDAI ELANTRA GLS	15292		KMHFU46D89U

DESCRIPTION	Tech	AMOUNT
Auth: [redacted]		
Customer states the steering went stiff once and the EPS light came on and is now off.		
Labor: Level 2 Diagnosis (Price range is \$45-\$195) We did not confirm the condition at this time. Perform a visual inspection. Perform tests on the starting and charging systems; all tests passed. Perform a diagnostic system test for computer codes and data. Found code C1290 torque sensor main signal fault. Check for technical service bulletins; only one applies for a software update that we were told was already done. We used the scan tool to watch/monitor the data and tried to stress the steering system. We could not duplicate or create any faults. The system is working as designed at this time. The next step would likely be to replace the steering column assembly. None of the parts can be serviced separately. -Recommend replacement of the steering column.	CB	90.00
Labor: Replace the steering column. Perform recognition procedure and position calibration procedure. Parts: B-56310-2H250-AS1 Column assembly NOTE THAT THERE IS NO TAX DUE TO PAID FOR BY PRE-PAID EXTENDED WARRANTY.	CB	207.00 1,696.15
Labor: Set the front toe only alignment which includes test driving the vehicle to note abnormalities, checking the steering and suspension for wear, setting the tire pressure and setting the front toe alignment geometry to manufacturers specifications. Warranty on an alignment is 30 days. WI State Sales Tax	CB	63.00 6.00

Warranty is 24 months or 24,000 miles on all parts and labor unless otherwise noted.

Total 52,056.15

Like Satori's Auto Service on Facebook for news, coupons, and info

To: DATCH Hotline



Sat 9/19/2015 11:09 PM

FILE MESSAGE

Ignore X Delete Reply Reply Forward Meeting More

Respond

Move Actions Rules OneNote

Tags Mark: Categorized Follow Up Unread

Editing Translate Find Related Select

Zoom

Fwd: [redacted] - Message (HTML)

Ashmore, Kathi L - DATCP

From: [REDACTED]
Sent: Sunday, September 20, 2015 8:35 PM
To: DATCP Hotline
Subject: Re: [REDACTED]

This is the letter I received from

Hyundai Customer Connect Center <[REDACTED]>
[REDACTED]

On Fri, Aug 28, 2015 at 11:23 AM, Hyundai Customer Connect Center [REDACTED] wrote:

Dear [REDACTED]

Thank you for contacting Hyundai Motor America. We appreciate the opportunity to further address your concern regarding the steering in your 2009 Elantra.

We thank you for providing us with more information regarding your concern. We understand that your concerns with the steering in your Elantra and your experiences with Van Horn Hyundai may reflect on Hyundai Motor America's view of customer value and appreciation. We are very glad to know that both you and your mother were not injured as a result of your concern and we sincerely apologize for any inconvenience or dissatisfaction this has caused you.

In order to further assist with your concern, your vehicle will have to be inspected by an authorized Hyundai dealership. We understand that based on your past experiences you no longer wish to work with Van Horn Hyundai, but it would be our pleasure to schedule a service appointment with another Hyundai dealership in your area over the telephone at our toll-free customer service number (800-633-5151). If you prefer, you can contact a dealership directly to schedule this appointment. To locate additional authorized Hyundai dealerships near you, the following options are available:

Website: [REDACTED] click "Find a Dealer" in the upper right corner, enter your ZIP code and click "Locate Dealer")
Phone: 866-400-0384 (enter ZIP code for automated assistance)

Additionally, we have forwarded your concerns to the appropriate department within Hyundai for additional review. One of our representatives will be in contact with you within approximately 3-5 business days in regard to your concerns. We appreciate your patience during this time.

If you have any additional concerns that you wish to have documented, we can be reached by e-mail [REDACTED] or by calling our toll-free customer service number (800-633-5151).

Hyundai Customer Connect Center Hours of Operation
Monday - Friday: 5:00 AM to 7:00 PM Pacific Time
Saturday - Sunday: 6:30 AM to 3:00 PM Pacific Time

We have documented your comments and updated your case. Case number [REDACTED] can be referenced if we can provide further assistance.

Thank you for contacting Hyundai Motor America.

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

From: [REDACTED]
Sent: Aug 28, 2015 12:14:55 AM
Subject: [REDACTED]

Here's a full picture of the old one.

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

From: [REDACTED]
Sent: Aug 28, 2015 12:09:41 AM
Subject: [REDACTED]

This is the work order from the steering.
When I took the car into Van Horn in Sheboygan wis. A few months back it only took them 30 minutes to do all the recalls on it. My husband was with me when they did the recalls and my mom was with me when the steering gave out. I would just like to know the truth on what happened.



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

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

TCP

neopost[®] FIRST-
11/23/2015
US POSTAGE \$00



ZI
041L

