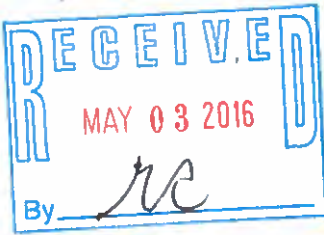


From: [Redacted]

Hayne de Grace, MI

[Redacted]

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



Received CPSC

2016 MAY -3 A 10:05

To whom this may concern:

911-3 P 9-227 9102

I bought my '02 Jaguar X-Type on 9-23-15 with 101,033 miles, near brand new condition, drove it for about 2000 miles, noticed small coolant leak, took to my mechanic, [Redacted] on 1-9-16, he found small leak in radiator - suggested instead of incurring high bill, to replace radiator, add sealant, checked on line, found product called "Blue Devil Radiator Block Sealant." Prior to adding it (I was reluctant) I confirmed with B. Devil rep. that it would be O.K. - he said let car idle for 50 min. instead of 45 min. Per the vague instructions, no warning or specifics (not limited to any make, Jaguar, etc.), I added it, as soon as temp. gauge started moving as normal, I went in the house as it was only 15 degrees outside. Waited 50 min., came out to find severe overheat, fans running high, alarms going off. I shut it off, discovered large white rock crystals in expansion tank and no coolant. I let it cool down, <sup>removed rocks</sup> topped up with anti-freeze car seemed O.K. with no damage, started, ran smoothly as always but overheated after 3-5 miles. Called Blue Devil rep. - he blamed problem on me, said I didn't do something right, for example - said I shouldn't have added to expansion tank but top radiator inlet as instructions say "if you don't have radiator cap, you MAY slip off hose, add to radiator, "MAY" sounding not mandatory. My mechanic and many others said I added it to right place as you can't take off rad. hose, while running, have coolant mess and create air-lock. Blue Devil rep. also said I already had problems like blown head gasket - when product sealed radiator, there was no where for hot exhaust to escape now, resulting in overheat - that's not true at all.

For nearly 3 mos. I was plagued with overheats, creating limited use of car, hardships, expenses.

This nasty product says "#1 in country, guaranteed" but instructions are very vague - doesn't say "do not use this in Jaguars or European cars", and NO warnings. I've read countless reviews on line of many people struggling, flushing cooling systems constantly, engines damaged by this product.

For 3 mos., I've tried everything - [REDACTED] felt somewhat responsible - flushed system, replaced thermostat, water pump - clogged with white crystals. Seemed to have fixed it but again, after 30-miles, overheated. Had new radiator (flushed) installed by Donnie at Thompson's Towing, test drove - overheated after 5-miles - It was picked up on his flat bed and brought home on flat bed.

Luckily, found great plumber/mech. [REDACTED], who drained, flushed, vacuumed, found 2<sup>nd</sup> thermostat clogged, cleaned, topped up with the best coolant - "Pento-Prost 5F." Finally, I could drive, 100 miles, normal temp. but again, overheated. [REDACTED] again, repeated job, installing new thermostat. This time (Knock on wood), it seems to have improved car as I've driven 300 miles, no overheat but I'll never feel I can trust car now for any trips.

Enclosed are all invoices of expenses I've incurred but was unable to afford paying Aaron and Perry as of yet. Blue Devil did reimburse me for the product but refuse to for all other expenses their product caused me.

Please Sir or Mam, make Blue Devil reimburse me all this \$\$ and remove their engine destroying chemical from Auto Parts stores!

Thanks for consideration,  
Sincerely, [REDACTED]

April 5th 2016  
Mileage - 103,792



# AUTO PARTS

STORE

ABERDEEN AUTOMOTIVE SUPPLY  
524 SOUTH PHILA. BLVD.  
ABERDEEN, MD 21001  
(410) 272-7110

Time: 14:03

Invoice Number

Date: 02/01/2016



Page: 1/1

SOLD TO

45959  
USAATC  
400 COLLERAN RD  
CSTE-DTC-AT-CS-M  
APG, MD 21005-0000

Employee: 7977 , Kristen  
Sales Rep: 19 , Salesman  
Accounting Day: 1

Y

Y



Part Number	Line	Description	Quantity	Price	Net	Total
8114107	AIC	ANTIFREEZE G001200	4.00	25.68	12.8400	51.36 T

Delivery:  
Attention: 0  
Tax Exemption:  
PO#:  
Terms: 2- no service charges

Subtotal	51.36
TAXTABLE 1 6.0000%	3.09
<b>Total</b>	<b>54.45</b>
Cash	60.00
Change Due	5.55

Customer Signature  
ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE  
Remit to: NAPA Auto Parts  
P.O. Box 414988  
Boston, MA 02241-4988

CUSTOMER COPY



# MARYLAND CERTIFICATE OF TITLE

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR VOIDS.

VEHICLE IDENTIFICATION NO.	YEAR	MAKE	BODY STYLE	CLASS	ODOMETER	BRAND	TITLE NUMBER
SAJH51CXA [REDACTED]	02	JAGU	45	A	101033	A	47291627
EXCEPT	GR. VEH. WT.	GR. COMB. WT.	FEE (TAXES)	INSPECTION DATE	DATE ISSUED		
B/A	-3700	00N/A	850.50	09/22/15	09/23/15		

OWNER'S BOUNDARY / DRIVER'S LICENSE NO. [REDACTED]

CO-OWNER'S BOUNDARY / DRIVER'S LICENSE NO.

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)

[REDACTED]  
 HAVRE DE GRACE MD [REDACTED]

**ODOMETER CODES**  
 A Actual Mileage  
 B Exceeds Mechanical Limits  
 C Not Actual Mileage



CONTROL NO.

[REDACTED]

I, THE UNDERSIGNED, HEREBY CERTIFY THAT AN APPLICATION FOR CERTIFICATE OF TITLE HAS BEEN MADE FOR THE VEHICLE DESCRIBED HEREON, PURSUANT TO THE PROVISIONS OF THE MOTOR VEHICLE LAWS OF THIS STATE AND THE APPLICANT NAMED ON THE FACE HEREOF HAS BEEN DULY RECORDED AS THE LAWFUL OWNER OF SAID VEHICLE

THE ADMINISTRATION WILL NOT BE RESPONSIBLE FOR FALSE OR FRAUDULENT ODOMETER STATEMENTS MADE IN THE ASSIGNMENT OF THE CERTIFICATE OF TITLE OR FOR ERRORS MADE IN RECORDING BY THE ADMINISTRATION

NAME(S) AND ADDRESS OF SECURED PARTIES IN RECORDED ORDER

LIEN RELEASE

MVA USE ONLY

OFFICIALLY ISSUED ON THE DATE SET FORTH ABOVE

[REDACTED]

ADMINISTRATOR OF MOTOR VEHICLES

CONTROL NO. [REDACTED]



Precision Tune Auto Care  
 1812 Pulaski Highway STE Y  
 Edgewood, MD 21040  
 Phone: (410) 679-9340 Center No.: 050-17  
 ptac05017@precisionac.com

Invoice Number [REDACTED]  
 Estimate 102938 157032  
 01/09/16  
 Mileage In [REDACTED] Out 109238 mi

[REDACTED] Havre De Grace, MD	Home [REDACTED]	Year	2002
	Work [REDACTED]	Make	JAGUAR PO #
	Cell [REDACTED]	Model	X-TYPE 3.0 AWD 3 F X Auto Man
	Email [REDACTED]	Tag	[REDACTED] Veh Id
		VIN	SAJEA51CX2W [REDACTED]

<b>Customer Comments</b> CHECK FOR COOLANT LEAK UNDER CAR NOTICED TO THE COOLANT LEAKING ON PASSENGER SIDE NOTICING PUDDLES UNDER CAR	<b>Technician Comments</b> TECH FOUND RADIATOR TO BE LEAKING AT SEAMS NEED TO REPLACE THIS TO START.
--	---

R	Date	Part	Description	Quantity	Each	Labor	Total
<b>Recommended Services</b>							
R	01/09/16		Radiator	1.00	357.86		357.86
R	01/09/16		Remove & Replace Radiator	1.00		275.90	275.90

<b>Services Performed</b>							
0	149/149/	CSPT	Cooling System Pressure Test	1.00			
0	149/149/	CSP1	Inspect coolant level	1.00			
0	149/149/	CSP2	Test coolant	1.00			
0	149/149/	CSP3	Pressure test radiator cap	1.00			
0	149/149/	CSP4	Pressure test radiator	1.00			
0	149/149/	CSP5	Inspect system for leaks	1.00			

**"MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS"**

FEDERAL LAW REQUIRES MANUFACTURERS TO FURNISH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (N.H.T.S.A.) WITH BULLETINS DESCRIBING ANY DEFECTS IN THEIR VEHICLES. YOU MAY OBTAIN COPIES OF THESE BULLETINS FROM EITHER THE MANUFACTURER OR N.H.T.S.A. IN ADDITION, CERTAIN CONSUMER PUBLICATIONS OR ORGANIZATIONS PUBLISH THIS INFORMATION WHICH MAY BE AVAILABLE FOR A FEE OR FOR FREE

**Tax Details**

State Sales Tax 0.00

Please take our quick survey for a chance to enter to win a \$100 Visa gift card. Go to [bit.ly/ptacedge](http://bit.ly/ptacedge) for more details. Entrants and winners must be 18 or older. See complete rules on website. No purchase necessary.

Services / Parts	Supplies	Sales Tax	0.00	Deposits	0.00
Labor		Other Tax		Payment	0.00
Hazardous Waste	Sub - Total	0.00	<b>TOTAL</b>	Balance	0.00

CASH      CHECK      CREDIT CARD      ON ACCT

We welcome your comments, visit [www.precisiontune.com/WeCare](http://www.precisiontune.com/WeCare)  
 Chance to win free oil changes and promotional discounts!

*Blue devil Stop leak for Coolant*

**"MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS"**

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**CUSTOMER'S RIGHTS**

- Do you want a written estimate if repairs are to exceed \$25.00?  
 yes  no
- You may not be charged more than 10% of the written estimate without your consent.
- Do you want replaced parts returned to you if they are not returnable under warranty?  yes  no
- Repairs not originally authorized by you may not be charged to you without your consent. Do you authorize them?  
 yes  no

I authorize you to perform the above repairs and furnish necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. If computerized engine control systems services are to be performed, I acknowledge that I understand that a manufacturer's warranty may exist and that I was advised of the limitations described on the back.

[REDACTED SIGNATURE]

CUSTOMER SIGNATURE

Page 1 of 1

005017

DO YOU WANT OLD PARTS?  YES  NO

MD

AMP Auto Services

"The #1 Mobile Mechanic in the area"

(443) 554-6915

1/25/2016

2002 Jaguar X-type

Mileage—103010

Customer states vehicle is overheating and is not driveable, diagnose and advise

Tech found clumps of stop leak in system and rec. replacement of water pump and thermostat and a flush of the cooling system

Coolant flush-----\$69.90

Water pump parts and labor-----\$250.00

Thermostat + Housing and labor-----\$200.00

Tax-----\$31.20

Total owed-----\$551.10

Tech states vehicle is still overheating but is taking longer and will need to be flushed numerous times to get every piece of stop leak out of system. When Thermostat was removed a second time after replacement there were still chunks of stop leak in it. At this point the overheating issue is believed to be from the crystallized pieces of stop leak getting clogged in the thermostat and the rest of the coolant system.

\* *also did exhaust in coolant - negative - no blown head gasket,  
engine damage*

*not paid as of yet*



CUSTOMER'S ORDER NO. [REDACTED] DEPARTMENT [REDACTED] DATE 3/19/16  
 NAME [REDACTED]  
 ADDRESS [REDACTED]  
 CITY, STATE, ZIP [REDACTED]

ON. ACCT. [REDACTED] MOSE. RETD. [REDACTED]

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1			
2	Work: Reflush 2002 Taguar		
3	cooling system causing		
4	overheating due to stop		
5	leak product in system.		
6			
7	Thermostat removed		
8	to also find more concentrated		
9	crystals in housing area		
10	of thermostat. But not		
11	quite as much. Also		
12	replace thermostat with		
13	new.		
14	Results pending. with		
15	no guarantee.		
16			
17	Time + labor charge \$100.00		
18			

RECEIVED BY [REDACTED]

KEEP THIS SLIP FOR REFERENCE

01-11

CUSTOMER'S ORDER NO. [REDACTED] DEPARTMENT [REDACTED] DATE 3/8/16  
 NAME [REDACTED]  
 ADDRESS [REDACTED]  
 CITY, STATE, ZIP [REDACTED]

CHARGE [REDACTED] ON. ACCT. [REDACTED] MOSE. RETD. [REDACTED] PAID OUT [REDACTED]

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1			
2	Work: Thoroughly flush		
3	cooling system to		
4	work but crystallized		
5	stop leak product		
6			
7	This work + procedure		
8	was done on 2002		
9	Taguar X type w/ no		
10	guarantee for solution.		
11	Findings were heavy		
12	concentration of crystals		
13	at the thermostat +		
14	housing area.		
15			
16	Charge for labor		
17	2 1/2 hrs. time		\$100.00
18			

RECEIVED BY [REDACTED]

KEEP THIS SLIP FOR REFERENCE

01-11

**Order Number:** [REDACTED]

placed Thursday, March 03, 2016 12:24 PM  
Tracking # 9405510200847077950472



**PACKING LIST**

Ship Via: Priority Mail (USPS)

From:  
RockAuto, LLC  
67 Whitson St  
Hempstead, NY 11550  
US

Ship To:

[REDACTED]  
Havre de Grace, MD [REDACTED]  
United States

**Returns**

To arrange a return or report a problem,  
please visit:

**[www.rockauto.com/orderstatus](http://www.rockauto.com/orderstatus)**

Your return request will be accepted  
until:

**April 3, 2016**

*For more information, visit the RockAuto Help page:  
[www.rockauto.com/help](http://www.rockauto.com/help)*

<u>Manufacturer</u>	<u>Part Number</u>	<u>AutoPart Category</u>	<u>Quantity (This Box)</u>	<u>Quantity Ordered</u>	<u>Shipped</u>
2002 JAGUAR X-TYPE 3.0L V6				<i>\$26.24</i>	
STANT	ST 48788	Thermostat Housing / Water Outlet	1	1	

Thank you for choosing us as your parts supplier!

Packed By: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

**AutoZone 1876**  
238 S PHILADELP  
ABERDEEN, MD  
(410) 297-4908

#358722 7060 12.99 P  
7060 Duralast  
Radiator Cap, EA  
SUBTOTAL 12.99  
TOTAL TAX @ 6.000% 0.78  
TOTAL 13.77  
CASH 20.00  
CHANGE 6.23

REG #02 CSR #05 RECEIPT #040556  
STR. TRANS #034864  
STORE #1876  
DATE 02/01/2016 13:55  
# OF ITEMS SOLD 1



\* 187603486

\*\*\*\*\*  
Make all your projects rewarding!  
Get a \$20 Reward when you make 5  
qualifying purchases of \$20 or more\*  
Join AutoZone Rewards for free in-store  
or online at AutoZone.com/azrewards  
\*See terms and conditions at  
AutoZone.com/azrewards for details.  
\*\*\*\*\*

**Take a survey for a  
chance to win \$10000**

at [www.autozonecares.com](http://www.autozonecares.com)  
or by calling 1-800-598-8943.  
No purchase necessary. Ends 02/29/16.  
Subject to full official rules  
at [www.autozonecares.com](http://www.autozonecares.com)



**AutoZone 1876**

238 S PHILADELPHIA  
ABERDEEN, MD  
(410) 297-4903

#570261 00205	24.99 P
Blue Devil Radiator & Block Sealer, 16 OZ	
	24.99
	1.50
TOTAL TAX @ 6.000%	
	26.49
	40.00
	13.51

REG #02 CSR #12 RECEIPT #036201  
 STR. TRANS #016344  
 STORE #1876  
 DATE 01/09/2016 10:55  
 # OF ITEMS SOLD 1



\* 1 8 7 6 0 1 6 3

\*\*\*\*\*  
 Make all your projects rewarding!  
 Get a \$20 Reward when you make 5  
 qualifying purchases of \$20 or more\*  
 Join AutoZone Rewards for free in-store  
 or online at AutoZone.com/azrewards  
 \*See terms and conditions at  
 AutoZone.com/azrewards for details.  
 \*\*\*\*\*

PERSONAL WARRANTY INFORMATION

2002 Jaguar X-Type AWD  
 Item: 570261 00205 BLUE DEVIL BLOCK  
 3 MONTH WARRANTY PERIOD

Limited Warranty

If a part fails during the warranty period shown on this receipt, bring the part to any AutoZone store and you will receive a replacement or refund. Warranty excludes damage caused by misuse, abuse, other fault/ parts, improper installation or off-road, commercial or marine use. Warranties on replacement parts cover the unused portion of the original warranty or 90 days, whichever is longer. Warranties expire when you sell your vehicle.

THIS LIMITED WARRANTY REPRESENTS THE TOTAL LIABILITY OF AUTOZONE, FOR ANY PART OR PRODUCT. AUTOZONE MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

AUTOZONE SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts, or exclusion or limitation on incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**Take a survey for a chance to win \$10000**

at [www.autozonecares.com](http://www.autozonecares.com)  
 or by calling 1-800-598-8943.  
 No purchase necessary. Ends 02/29/16.  
 Subject to full official rules  
 at [www.autozonecares.com](http://www.autozonecares.com)

# BlueDevil

## RADIATOR & BLOCK SEALER

PERMANENT REPAIR • GUARANTEED



Radiador y Bloque Sellador  
Sella Permanentemente - Garantizado

16oz. • (473ml) • MADE IN U.S.A. • PART #00205

Easy to Use / Pour-N-Go  
IMPORTANT: POUR SLOWLY!

NOTE: DIRTY OR CLOGGED COOLING SYSTEMS SHOULD BE CHEMICALLY FLUSHED BEFORE INSTALLING BLUEDEVIL RADIATOR & BLOCK SEALER.

1. IMPORTANT: When Engine is cold remove radiator cap. ENGINE MUST BE COLD TO AVOID SEVERE BURNS.
2. If radiator is full, drain enough antifreeze to allow space for BlueDevil. If the vehicle does not have a radiator cap, product may be installed through the top radiator hose.
3. IMPORTANT: POUR SLOWLY! Starting with a cold engine and the heater on maximum setting, slowly pour BlueDevil into the radiator as the vehicle idles.
4. After installing BlueDevil, replace radiator cap. Allow vehicle to idle for 45 minutes with the radiator CAP ON and BlueDevil in the system.
5. Top off radiator with clean antifreeze or water. BlueDevil can remain in the system.

CAUTION! KEEP AWAY FROM CHILDREN, AND AVOID EYE OR SKIN CONTACT. IF EYES OR SKIN BECOME IRRITATED, RINSE WITH COLD WATER IMMEDIATELY. IF SWALLOWED, DRINK LARGE VOLUMES OF WATER AND CONSULT A PHYSICIAN IF DISCOMFORT CONTINUES.

 BlueDevil  
PRODUCTS

5626 Southwestern Blvd  
Baltimore, MD 21227  
Toll Free: 1.888.663.0426  
www.gobludevil.com



Submit installation videos on YouTube for a chance to win prizes!

"Permanent Repair - Guaranteed, #1 in the country." Consensus of many mechanics is wouldn't matter if I poured this in radiator or expansion tank - it will still circulate and clog the whole system. It also says nothing about removing thermostat or leaving with car for 45 (50) minutes, checking temp - was only 10-15° outside then.

Cummins Radiator



# INVOICE

3200 WASHINGTON BLVD  
BALTIMORE / MD / 21230  
Phone: 410/646-0800  
Fax: (410) 646-2111



DISTRIBUTION CENTER LOCATION & NO  
**141-BALTIMORE WAREHOUSE**

DEL. CODE      ORDER DATE / TIME  
**141-DELIVERY      02/01/16 08:03 AM**

INVOICE NUMBER      CUSTOMER INFO  
[REDACTED]

**PREPAID**

SHIP TO: \_\_\_\_\_ BILL TO: \_\_\_\_\_

[REDACTED]  
HAVRE DE GRACE / MD / [REDACTED]

[REDACTED]  
HAVRE DE GRACE / MD / [REDACTED]



**Invoice**

PART#	DESCRIPTION	BIN LOC	QTY	LIST PRICE	YOUR PRICE	AMOUNT
103123CF	RADIATOR-2002 JAGUAR X-TYPE V-6 3.0L 183	MF.4.B(1.00)	1	262.00	149.00	149.00

**Special Notes**

DEL TODAY -- CALL CUSTOMER ON ARRIVAL 667-231-1464 - - - HE WILL MEET YOU

Net	149.00
Freight	0.00
COD	0.00
Taxes	8.94
<b>Total \$</b>	<b>157.94</b>

Salesman: mturner [#17077343]      cr141      [ DC1GIZ08 ]

CHECK	CASH	DELIVERED BY	DATE / TIME	RECEIPT NAME (Print) / SIGNATURE
-------	------	--------------	-------------	----------------------------------

**Fuel up with 1-800-Radiator & A/C!**

We now carry...  
Modules • Pumps • & More!

**7:30A-5:30P M-F, 8A-2P SAT. Visit us at cumminsradiator.com HABLAMOS ESPAÑOL**

LIFETIME WARRANTY FOR RADIATORS AND CONDENSERS UNLESS SPECIFIED OTHERWISE: BALTIMORE WAREHOUSE hereby warrants its radiators, condensers, PARTS to be free from defects in material and workmanship under normal use and service; provided the customer has the radiator flushed once a year or provided the a/c system is properly flushed and the drier/accumulator is replaced with a new part. PART warranty does not apply to damage caused by accidents or improper installations procedures, flood, or installation by a non-approved source. Our coverage is limited to the replacement of said PART only. If the PART is damaged in shipping or does not fit properly, we will gladly exchange within 30 days of purchase. Wholesale accounts will get full credit on items returned within 30 days of the initial shipment. All returns must be adequately packed with sufficient materials to prevent any damage upon return or the customer will be charged for the part. We will not provide refunds on parts that have been installed and/or broken. RESELLER CERTIFICATION: I hold the seller's permit number shown above. The property purchased from 1 800-RADIATOR is for resale. In the event any such property is used for purposes other than resale, it is understood that I am required by Sales and Use Tax Law, to report and pay the taxes. Property purchased includes: Radiators, Heater Cores, AC Condensers, and Air Conditioning Parts. ONE YEAR WARRANTY FOR AIR CONDITIONING COMPONENTS UNLESS SPECIFIED OTHERWISE: BALTIMORE WAREHOUSE hereby warrants air conditioning components (PARTS) to be free from defects in material and workmanship under normal use and service; provided the a/c system is properly flushed and the following new PARTS, are replaced: Compressor, Expansion Device, Drier/Accumulator (the Condenser and or other components may need to be replaced, if recommended, by the OEM) and the proper amount and type of refrigerant and lubricant is added to the system. This warranty is offered only to the original purchaser of the PARTS. This warranty does not apply, and will be void if the auto PARTS sold have been damaged by abuse, misuse, accident, neglect, or alteration, or if it has been repaired by anyone. Warranty claims do not cover labor, refrigerant or fluids. Our coverage is limited to the replacement of the said PART if purchased from 1 800-Radiator. Your dated invoice will establish your eligibility for the warranty. COMMERCIAL/TAXI APPLICATIONS: 6 Mo. Warranty on all parts. NON PAYMENT ON ACCOUNT: If your check is dishonored by the bank, a service fee will be assessed in accordance to state law and federal guidelines. In providing a check as payment, you authorize electronic representation if your check should return unpaid. Also, you authorize service charges and processing fees, as determined by law, to be debited (at our option) from the same account via paper draft or electronic funds transfer.

**BRIAN E. FROSH**  
*Attorney General*

**ELIZABETH F. HARRIS**  
*Chief Deputy Attorney General*

**THIRUVENDRAN VIGNARAJAH**  
*Deputy Attorney General*



**WILLIAM D. GRUHN**  
*Chief*  
Consumer Protection Division

**STATE OF MARYLAND  
OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION**

WRITER'S DIRECT DIAL NO.

(410) 528-8662  
Fax: (410) 576-7040

April 27, 2016

[REDACTED]  
Havre de Grace, MD [REDACTED]

Re: Blue Devil  
Case No.: [REDACTED]

Dear Mr. [REDACTED]:

Thank you for your recent correspondence regarding the problems you experienced with Blue Devil. Unfortunately, the Consumer Protection Division is not the proper state agency to assist you with these concerns. For this reason, by copy of this letter we are referring your complaint to the following which we believe will be better able to assist you.

**US Consumer Product Safety Commission  
4330 East West Highway  
Bethesda, MD 20814  
301-504-7923**

If you do not hear from the above following receipt of this letter, you may wish to contact them directly to verify receipt of your referred complaint. Thank you again for notifying us of your concerns and we hope that they will be able to assist you.

Very truly yours,

Consumer Protection Division

cc: US Consumer Product Safety Commission  
4330 East West Highway  
Bethesda, MD 20814