



**OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS**

Lisa Madigan
ATTORNEY GENERAL

September 12, 2017

FEB 13 2018

Fort's Toyota of Pekin
Post Office Box 877
110 Radio City Drive
North Pekin, IL 61555-0877

Re: [REDACTED]
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a written response via US Mail and/or e-mail within ten business days of receipt. **All communications must be in writing.** Direct all correspondence to Sally Boyle, Office of the Attorney General, Consumer Protection Division, 500 South Second Street, Springfield, IL 62701. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Bureau
sboyle@atg.state.il.us
(217) 782-9243
CC: NHTSA

W/M
12-13-18
40



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62706
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name [Redacted]
Address [Redacted]
east peoria IL [Redacted]
Senior Citizen Yes
Veteran No
Service Member No

County tazwell
Phone (Daytime) [Redacted]
Phone (Evening) [Redacted]
Email Address [Redacted]

NAME OF SELLER/PROVIDER OF SERVICE

Name Fort's Toyota of Pekin
Address 110 Radio City Dr
Pekin IL
Phone (309)382-4000x
Website
Complained Yes
to company?
Person patrick Fort
Phone (309)382-4000x

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name
Address IL
Phone
Website
Complained No
to Company?

TRANSACTION INFORMATION

Transaction Date 2017-01-29
Signed a contract? Yes on 2017-01-29
Product was advertised? Yes
How? Newspaper/Magazine
Radio advertisement
Television advertisement
Internet advertisement:

Total cost \$ 45,207.29
Amount paid to date \$ 1,500.00
Method of payment Other (please specify):loan at cefcu cre
Transaction Location At the firm's place of business:

Registered a dispute with the credit card company No

COMPLAINT DESCRIPTION

My husband and i had to buy a car as ours of 12 years was no longer working reliably. We looked at consumer reports and felt Toyota had good reports regarding reliability. It was a major purchase for us, but necessary so we felt we would have a good, safe, care and we also purchased the additional warranty from the dealer to insure we would be covered for any problems that might arise.... The Toyota Highlander, seemed to be running, shifting, roughly and just not quiet right from the beginning. We didn't drive much for the first couple of months in the winter, but in March we felt it needed attention mechanically so we took it to the dealer. The check engine light was on....!!! we have taken it in 5 times...gasoline was pouring out from under car...they found no problem...took back twice and finally said line eaten by rodents?! because its made of veg. base product...they will not repair under warranty, even though I feel the product used in manufacturing the parts is the issue...also the service manager said he had another in a couple weeks ago same prob. they were not very nice and also I was told to just make an insurance claim..if the cost was an issue they would "Jerry rig" a splice repair around it?! This my new 4,000. dollar car! my husband and i are seniors with very little money...this is not a small event for us...Please help/advise..Thank you

REQUESTED RELIEF

a new reliable toyota highlanderthats what we are paying a lot of money for..

OFFICE INFORMATION

Reference Number: [Redacted] Date Submitted: Aug 31, 2017 8:59 AM SPT OAG Office: Language: English Print Date: Sep 1, 2017 8:25 AM Page 1 of 2

NOTIFY BUSINESS: I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

OFFICE INFORMATION

Reference Number:	Date Submitted:	OAG Office:	Language:	Print Date:
	Aug 31, 2017 8:59 AM	SPI	English	Sep 1, 2017 8:25 AM

LISA MADIGAN

ATTORNEY GENERAL
STATE OF ILLINOIS
500 South Second Street
Springfield, IL 62701-1705



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09/15/2017

Mailed From 62701

US POSTAGE

National Highway Traffic and Safety
Administration
400 7th Street, SW Room ~~5232~~
Washington, DC 20590

Defects
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