



APR 02 2018

CL-11088268-6530

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

March 22, 2018

US Department of Transportation
Aviation Consumer Protection Division
1200 New Jersey Ave SE
Washington, DC 20590

RE: Alan Webb Auto Group
File #: [REDACTED]

Dear Office of Aviation Enforcement C-75:

Enclosed, please find information our office received as a consumer complaint. We are processing this complaint through our Informal Complaint Resolution Service. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

STEPHEN W. GROFF
Consumer Complaint Analyst
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure(s)

NM
4-13-18
LD

COMPLAINT SUMMARY

Consumer Information

Name:

Address:

Naches, WA

Day Phone:

Evening Phone:

E-mail Address:

Age Group (optional):

40-49

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

No

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

Alan Webb Auto Group

Address:

3608 NE Auto Mall Dr
Vancouver, WA 98662

Phone:

(360) 892-9004

Toll-Free:

Fax:

E-mail:

michelled@alanwebbautogroup.com

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:

\$800

Did you sign a contract?

Date of transaction:

03/9/2018

Salesperson's name:

Was an advertisement involved?

Date and source of advertisement:

About Your Complaint

Have you complained to the business?

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

If YES, please explain:

Explain your complaint in detail:

I purchased a Certified Pre Owned 2015 Nissan Altima from Alan Webb on 03/9/18. My salesman, Gilbert Debest, knew I wanted to eventually get rubber floor mats. So when I was leaving he said he would leave the plastic on the (carpet) floor mats until I could get the rubber ones. I later discovered there were NO floor mats, just plastic on the floor. Per the Certified inspection, it should have had floor mats. When my husband contacted Gilbert regarding this we were told that I wanted rubber mats anyways and we got a really good deal on the car. They did end up sending up the floor mats that were supposed to be in the car. We do not have an owners manual and it was uncertain when the oil had last been changed in the car. I think the final conclusion from Erin was 9 months previous. Then the biggest issue, on 03/15 after rain my husband noticed rust spots on the roof. He called Alan Webb and was again reminded we got a really good deal on the car. He was told by Erin

that the car did not have those spots when we bought the car (agreed), so we must have done it (disagree). She said rust can happen instantly. She said we would have to speak to the General Sales Manager, Aaron, in which my husband has left several messages for without a return call. My husband sent Erin another text message that Aaron was not calling him and asked if there was someone else to speak with. She advised only Aaron. We took the car to a local auto body shop and the owner's professional opinion was the spots were NOT new or even a week old. He gave an estimate of \$800-\$900 to fix. We called Nissan USA and they asked us to take it to our local Nissan dealership for an estimate (We reside 3.5 hours from Alan Webb). Our local dealership gave an estimate of \$766.96 (attached) and also agreed that the spots were older than a week. We have new spots erupting inside out. I have photos I will provide to you. I would not have purchased a car at that price, that is rusting.

What do you think the business should do to resolve your complaint?

Explain if you have circled 'Other':

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 03/21/2018

Received via the Internet

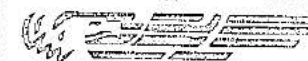
City and State where signed Naches, WA



Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
800 FIFTH AVENUE #2000
SEATTLE WA 98104-3188

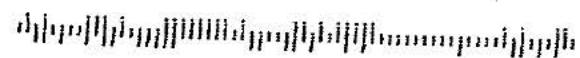


U.S. POSTAGE PITNEY BOWES



ZIP 98104 \$ 000.47⁰
02 1W
0001374630 MAR 22 2018

20590-



31