



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

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

APR 18 2018

CL-11091809-5027

April 3, 2018

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Frontline Motors
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. 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,

ANTHONY OGLE
Consumer Services Coordinator
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

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5.2.18
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COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]
Shelton, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

18-29

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:

Frontline Motors

Address:

7607 Custer Rd W
Lakewood, WA 98499

Phone:

(253) 474-2933

Toll-Free:

Fax:

E-mail:

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:

2000

Did you sign a contract?

Date of transaction:

3/21/2018

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:

Purchased a car 2000 Volkswagon Jetta from Frontline Motors on March 21, 2018, test drove as a passenger because of I unable to drive a manual; no engine lights, ABS, traction warnings light came on. Told me everything runs find and there no problems. Drove the Jetta back home the next day and all the engine light and warning lights came on. Tried to return it the following week, unable to return unless I pay a certain fee. My mother was my witness as we tried to convinced to take the car back, unable to refund, they were willing to fix it if I purchased the parts, Frontline buy the parts from me, and there mechanic will fix the issue and its not really worth the hassle. One of there employee told my mother and I, that they don't even tests drive their cars, they just purchased how it is. Sold me the car "as is" contract without explaining to me what wrong with the car internally.

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** 3/31/2018

Received via the Internet

City and State where signed Shelton, WA

VEHICLE PURCHASE ORDER

FRONT LINE MOTORS INC.
7607 CUSPER RD W
LAKEWOOD, WA 98499-8399
CELL (253) 777 2953
OFFICE (253) 474 2933

STOCK NO.	DATE
PURCHASER'S NAME	
STREET ADDRESS	
CITY	STATE
TEL. PHONE	ALT. PHONE

Buyer orders from the dealer subject to all terms, conditions and agreements printed herein, including the terms on the reverse side of this document, and all attachments herein referenced.

MAKE	MODEL	TYPE
YEAR	VEHICLE NO.	
VEHICLE NO.	VEHICLE NO.	
VEHICLE NO.	VEHICLE NO.	

The Odometer of the Vehicle described above now reads _____ miles.

See attached Odometer mileage statement

The owner of a vehicle may be required to spend up to \$150 for parts if the vehicle does not meet the vehicle emissions standards. Unless expressly warranted by the motor vehicle dealer, the dealer is not warranting that this vehicle will pass any emission tests required by federal or state law.

BUYER'S SIGNATURE

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions.

The Odometer of the Vehicle described below now reads _____ miles.

See attached Odometer mileage statement

MAKE	MODEL	TYPE
YEAR	VEHICLE NO.	
VEHICLE NO.	VEHICLE NO.	
VEHICLE NO.	VEHICLE NO.	

Dealer assumes responsibility for any difference in payment in excess of amount on this order, and will pay such difference in cash or by check. If not so paid, dealer will be liable for the difference without recourse to the buyer.

Purchaser agrees that (1) this order includes all the terms and conditions on the face of this form, and reverse side, together with any attachments referenced herein. (2) This order cancels and supersedes any prior agreement as of the date of this order. This order and any retail installment contract or note signed in conjunction with this order constitute the complete and exclusive statement of the terms of our agreement relating to the subject matters covered herein. (3) If a retail installment contract or note is executed in conjunction with this order, this order is binding on execution, provided that Dealer's obligation to perform is subject to a financing contingency set forth on the reverse side of this order. Dealer shall not be obligated to sell until approval of financing by either Dealer or by a bank or financial institution willing to purchase the retail installment contract or note executed in conjunction with this order. (4) By execution of this order, Purchaser certifies that Purchaser is of legal age and acknowledges that Purchaser has read its terms, conditions and attachments and has received a true copy of this order.

READ THIS ENTIRE DOCUMENT BEFORE SIGNING. IT INCLUDES MANY IMPORTANT AND BINDING PROVISIONS.

ATTENTION: THIS AGREEMENT IS SUBJECT TO AN ARBITRATION PROVISION CONTAINED ON THE REVERSE SIDE OF THIS AGREEMENT.

DATE	DATE
CO-PURCHASER'S SIGNATURE	DEALER'S AUTHORIZED REPRESENTATIVE

FORM 100 FROM WINDA (253) 739-0001 (WINDA) COPY 10

THIS FORM IS PROPERTY OF WINDA INC. IS NOT TO BE REPRODUCED OR COPIED. (C) Copyright 1991

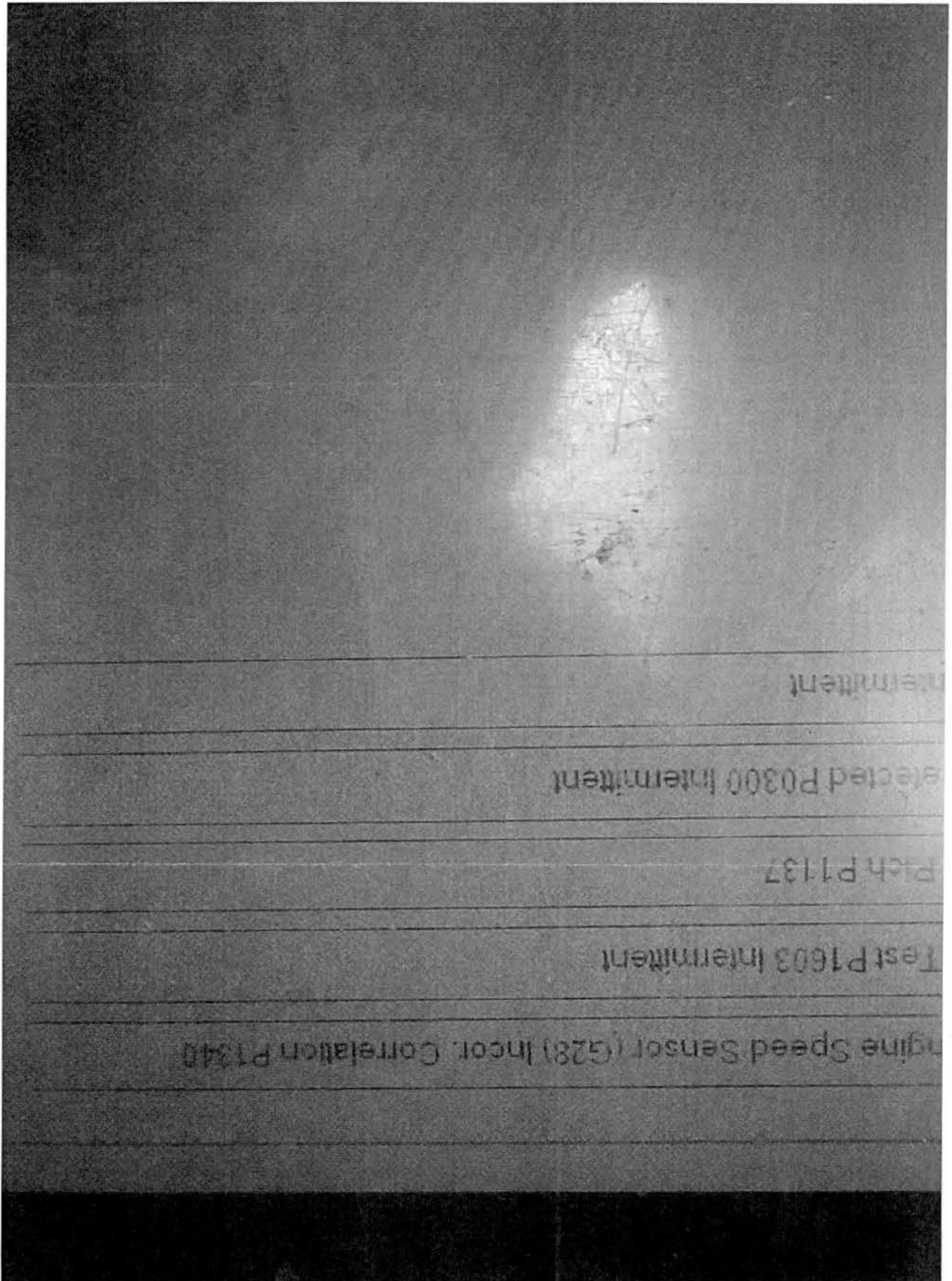
113 WA 98 - 8 (Rev. 8/01)

CASH PRICE OF VEHICLE	
TRADE-IN ALLOWANCE	
CASH PRICE	
TAX	
REG. FEE	
ADMINISTRATIVE FEE	
DOCUMENTARY SERVICE FEE	
(The Documentary Service Fee is a Negotiable Fee)	
OTHER (EXPLAIN)	
EXCISE	
FRANCHISE	
TITLE	
REGISTRATION	
1. TOTAL CASH PRICE DELIVERED	
2. CASH	
3. TRADE	
4. TOTAL DOWN PAYMENT (\$)	
5. NEGATIVE TRADE EQUITY	
6. UNPAID BALANCE OF CASH PRICE (\$)	

If balance owing is more than TRADE-IN ALLOWANCE, list the negative equity using the \$

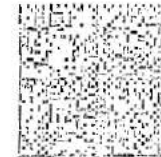
If the unpaid balance of cash price stated above is the proceeds of a time payment agreement all terms and conditions of that agreement are hereby made as part of an attachment to this order by this reference. Unless an express written warranty as to the condition and operation of the above vehicle is provided by Dealer, or unless a service contract is being purchased for the above vehicle, the Dealer makes no, and DISCLAIMS any and all IMPLIED WARRANTIES of FITNESS and MERCHANTABILITY, and is selling the above vehicle AS IS, with all faults. (Purchase is final)

yes





Bob Ferguson
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800 FIFTH AVENUE #2000
SEATTLE WA 98104-3188



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