



JUL 18 2018

CL-11112716-7128

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

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July 5, 2018 INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

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

RE: Sun Auto RV & Marine Sales
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 CRCCComplaints@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

NM
7-20-18
UD

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Ocean Shores, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

[REDACTED]

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?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

Sun Auto RV & Marine Sales

Address:

5961 E SR 3

Shelton, WA 98584-6668

Phone:

(360) 426-2907

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:

1,535.85

Did you sign a contract?

Date of transaction:

4/17/2018

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 2002 Pontiac Grand Prix from Sun Auto Sales on April 17th of this year. At that time, I was not informed of any problems with the vehicle. On the afternoon of Tuesday, June 26th as I was traveling in the car with my two children and boyfriend when the car started pouring out smoke from under the hood. We pulled over at a gas station and discovered that it was coming from the engine and that there was radiator fluid leaking from the car. A friend of mine that works across the street contacted her coworker who is also a mechanic to come and take a look at it. He told me I had blown a head gasket, that there was oil and other fluids leaking into different parts of the car, and then showed me that the radiator hose had been patched together with caulking. The dealership never informed me of this problem and clearly just patched it up with caulking rather than fixing it properly. Due to their dishonesty and negligence, I have lost a great deal of money and my family is now left without a vehicle.

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.

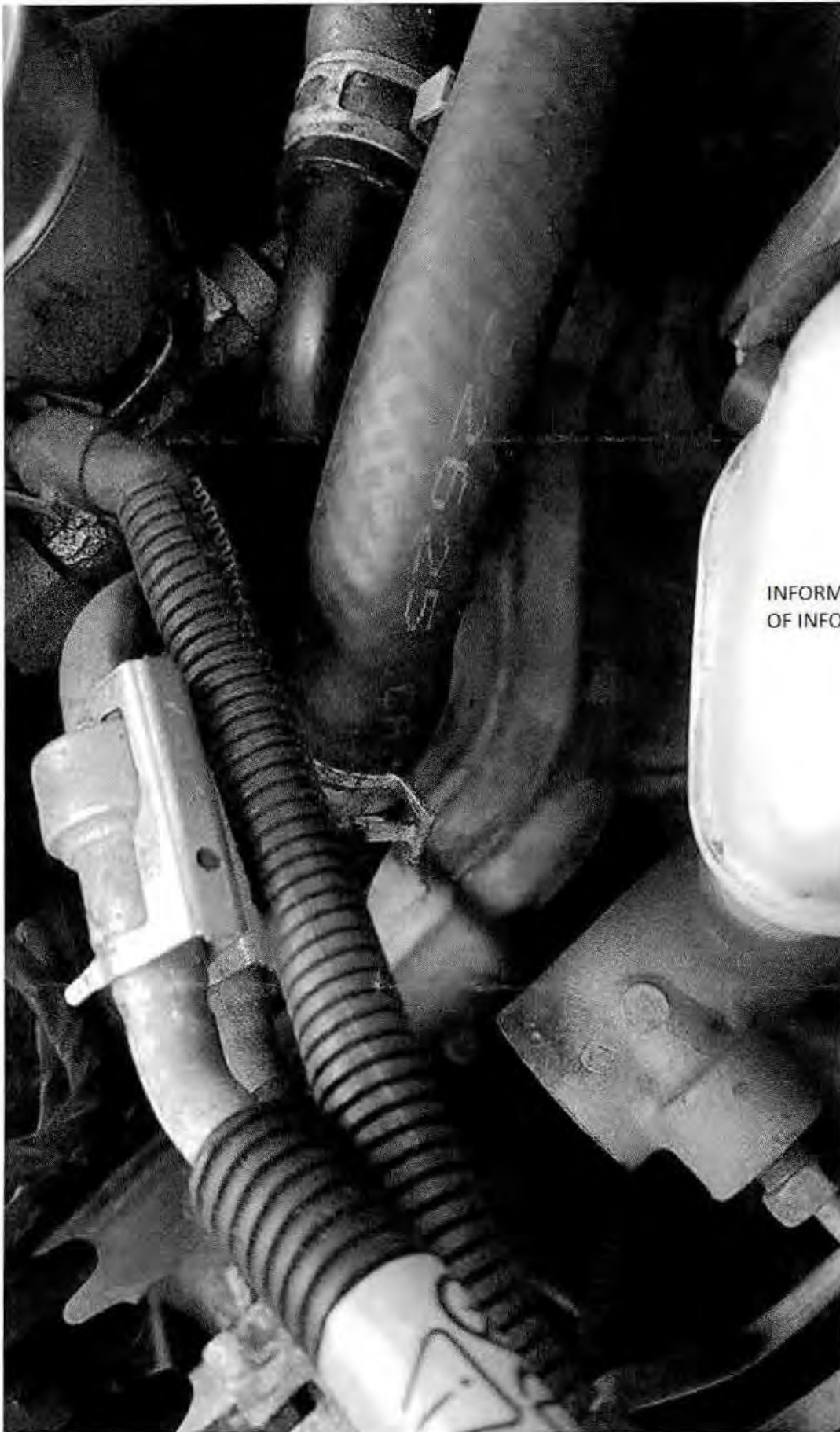
Signature [REDACTED] **Date** 6/27/2018

Received via the Internet

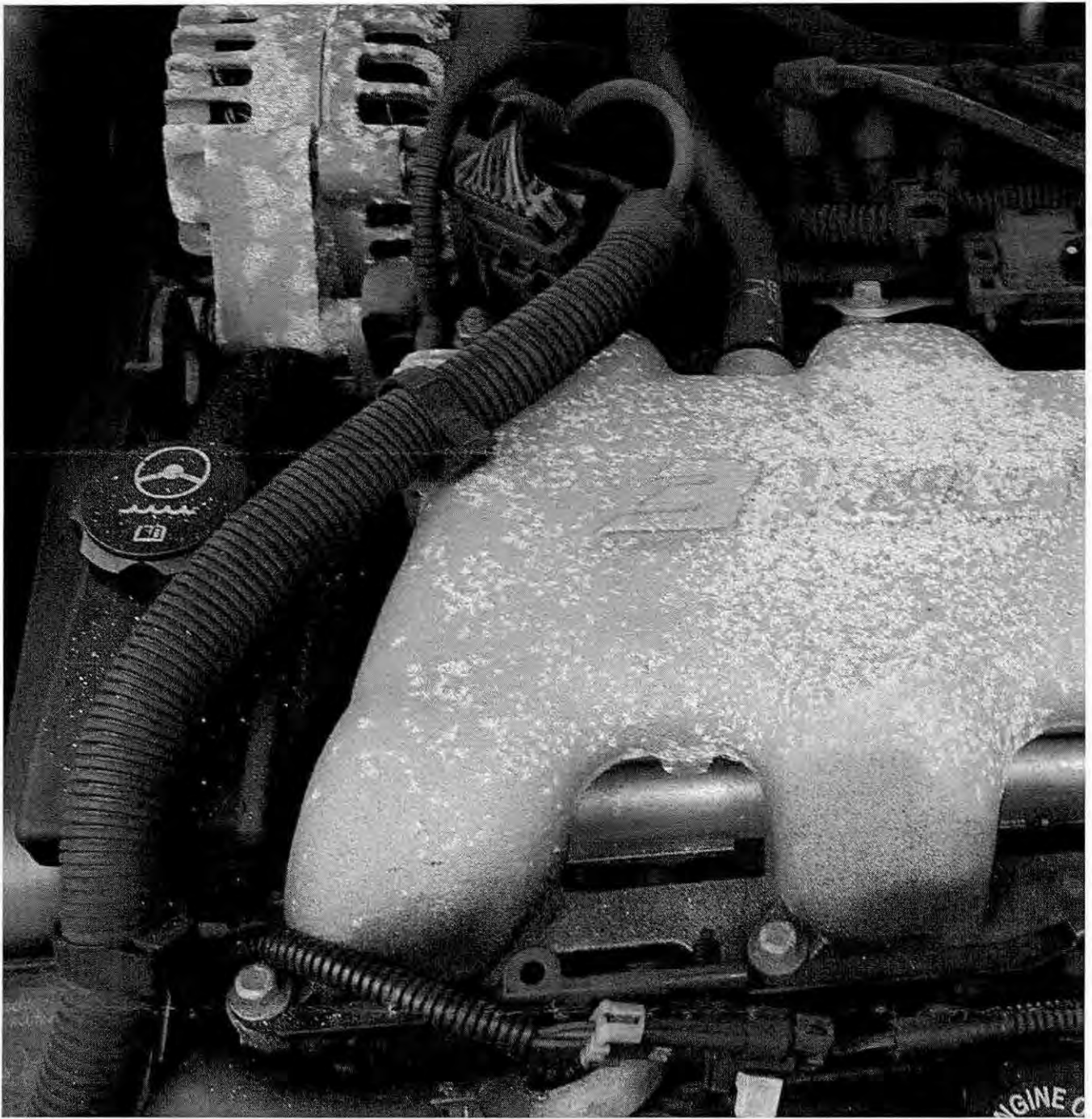
City and State where signed Ocean Shores, WA







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