



JUL 30 2018

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

July 20, 2018

~~CL-1119048-1017~~

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

CL-1119048-2769

RE: MC EURO LLC

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

NAW
8.7.18
LD

COMPLAINT SUMMARY

888 438 106
Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Everett, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

[REDACTED]

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:

MC EURO LLC

Address:

7233 S Tacoma Wy
Tacoma, WA 98409

Phone:

(253) 474-3009

Toll-Free:

Fax:

E-mail:

mceurosales@gmail.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:

4003.76

Did you sign a contract?

Date of transaction:

2/14/18

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 would like to start off by saying. ... After dealing with pro bono lawyers for 5 months, I have learned about the Attorney General, and filing consumer complaints. I would have done that right away if the Northwest Justice Project would have said that in the first place. I finally had my appointment with another volunteer program out of Tacoma, and this is where I learned about you guys, as well as I have a great case to go to small claims court. As I DO NOT want to go to court, I am taking the advice to go this route first, since I have already tried working with Mc Euro for awhile, and they just refuse, making everything impossible and hopeless. What prompted me to start searching for a safe vehicle, for my specific disabilities, is that I had a Myelogram done Nov 10, 2017, of which, I came out of it not being able to walk. I was in a chair for 3 months, and they have no clue why! I found out Jan. 3rd 2018, that I have an extremely rare disease/ syndrome called, Klippel-Feil Syndrome, which meant many more Dr.s appointments on

top of all the others. I have no one except my boyfriend of almost 18 years to take me to them. Just him taking me once a month equals over \$3,000 alone for just one year. and since its been tons throughout each year. We had to do something, because i couldn't take it anymore, especially after everything I had just went through with not being able to walk and needing someone to walk me around or help me in the tub ect. I finally let my good friend take me to the pool for physical therapy cause I would not leave my house. It was unexplainably sad, frustrating and horrifying. And didn't know if i'd be able to walk again. But i worked so so hard everyday for 3 months. Finally the last Saturday of Jan. 2018, I proudly put the chair away for good! And there started my journey for a safe vehicle. I was scared because I have never bought a car before. So I refused to buy anywhere other than a car dealership. Really I would love to buy new, but it's just not possible with limited income, and plus it is for medical purposes only, unless I need to go to the store. My boyfriend was helping me out with looking and talking to people of course. And the weekend before Feb. 14th 2018 we found an 1999 Lexus RX300. I never thought I would be able to have an SUV, but it is perfect for my disabilities and I have never felt so safe, and I was able to sit all the way back agenst the seat, I thought it was exciting because I've never been able to do that in any car before. As well as my limited range of motion, and me being legally blind (and have a day use license only), the windows and mirrors were so spacious and huge, that I could see and move well! I can put the seat up so high it's perfect! I can't tell you how exiting this is for me and my disabilities! To have something I never thought I could have and then the added benefits that cater to my disabilities are tremendous! So I called the Saturday before Feb. 14 2018 just to ask a few questions, I didn't really know what to ask. So I started emailing about 30mins after we got off the phone, because I asked my boyfriend things i should be asking about the engine and stuff like that. So Mc Euro and I emailed back and fourth up untill the morning of Feb. 14, 2018. When they decided to tell me I need to put down a deposit. This is the first time in 5 days they said anything to me about a deposit. It kind of upset me because we already agreed that I would be going down to Tacoma on Feb 16. 2018, to test drive that i was so interested, I even did a carfax report and it was well taken care of it was leased so i figured it was a great deal from a dealership that nothing could go wrong, because it's a dealership. As well as they knew I had a day use license only, and we live in Everett, my boyfriend works in Seattle. So I let my boyfriend call and speak with them and, they said they want a deposit. So my boyfriend left work to come home to get me. We get down there, test drove the vehicle, (which he let me drive with my expired insurance cause I left my new one at home accidently, but he said he didn't care). The car was on empty and he told us not to go far because he forgot to put gas in, so it was only maybe a 10 min test drive, as well as the tire was low. So we get back and went in to do paperwork which took less than 10 minutes easy. But it was because I couldn't read the print, so he said I will just brief you, and show you where to sign, that i would give this to my daughters. He was really nice I didn't think he was gonna be so decietful, my problem i,s I always want to see the good in people. After I signed and got the ,it was time to go, Iit was around 4pm already, and I only have a day usre license. So I am on the freeway it was packed doing almost 60mph, (and I am 2 lanes away from the side of the road) when an ear peircing noise got incredibly loud it made my ears ring for awhile then, seconds later an explosion that engulfed me in thick smoke the gas and brake peday went straight to the floor, (thank god the ebrake worked) and luckily the 2 lanes next to me were allowing me access to the side of the road. I was so scared I can't believe this had happened doing almost 60 with very little visabilitly from the smoke pouring in and using the ebrake cause the gas and brakes are useless! I and others could have been seriously injured or died!! I am so lucky! My boyfriend pulled over as well, and he immediately called Mc Euro at 4:24pm telling them what just happend (not even 30 minutes after leaving Mc Euro), that we are calling a tow truck and having it towed back there! I was in tears and shaken from what just happened. They agreed. THEN my boyfriend started calling tow trucks, and finally got someone that was close enough at 4:42pm. we didnt get back to Mc Euro untill 1 1/2 later (as well as the tow truck) due to sever traffic!Mc Euro called at 5:58pm wondering where we were (traffic)/ When we finally got thereGarrett the sales man say I know what went wrong with it (yet he said he knew nothing about it except for what the car fax says) that the iloil pump went out and that the connecting rod went throughthe oil pan! He seen my make up was all over my face from being freaked out and in tears, and said to come in that he has no obligation to do anything at all let alone he will not be

giving me my money back. But he will give me an option to look at another of the same vehicle since this was the perfect one for my disabilities and wrote down a vin # for that car to go home and sleep on it, that we can use my payment for what I just bought as a credit for another car. And once again kept reminding us he doesn't have to do a thing because I signed his contract period! When we got home I paid for another car fax and that other vehicle was a huge bust a broke down car with a nice body. [REDACTED] kept in touch with him everyday. We went back down there to look at more he was offering on Feb 16 2018. and still nothing, he said it will have to get another car regardless and that I will have to spend much more, cause they probably will not get what I need for my disabilities so I will have to settle! I kept reminding him. I will not settle that I refuse to put myself and other in harms way just to settle for something that I will not drive and will be sitting outside not being used. And he will have nothing in my price range for that vehicle anyways, which he had a 2004 rx300 for \$7800.00 !Which we made an appointment the weekend before Feb 24 2018 to take it to Titus Will for a pre purchase inspection at 11am. it took till almost 3pm! Just before we left Mc Euro to take it for inspection, he knocked on the window to tell me, just so you know it will not pass!! He could've saved us the time and money if he was just honest in the first place. It takes almost 2 hrs to get down there and at that point he was just playing games and being a bully!When we got back from inspection, we told him he was right that they said it did not pass! It had so much wrong with it, that they warned us NOT TO BUY THIS VEHICLE that the asking price of 7800.00 was so steep! And Mc Euro still would not change the price at all. Even still we would not have bought it! This was the point that I knew their car were just not safe! There people are praying on people like me! Disabilities with little income! We have done everything down to finding what I need from another dealership, Of which they were willing to wholesale it to Mc Euro and I would still buy it from Mc Euro since they both are in the exact same business. Or we asked if we found someone to use our credit, so that I could get my money back. And on both of those Mc Euro said absolutely no on both of those are lot only and you buy only! He kept shoving sports cars and everything else under the sun that was so expensive saying he's a wholeseller that they don't need to sell to the public. That they are doing me a favor, that they don't even have to be speaking to me right now, that I'm just gonna have to settle and pay more. I have had my world turned upside down over this they refuse to give me my money back! I just started walking before this and had to go through genetic testing and so many more dr,s appointments its ureal ! It turns out I have all 4 types of Klipple-Feil Syndrome and my life expectancy is between 30 and 45 years old, and I am almost 38. I do not need this craziness of being trapped in this fraudulent situation just so a company switching and baiting innocent people, can get free money from my credit card! Money I have to pay! I had to open a new credit card just so I don't have to pay anymore interest! I can't believe this is what my emergency medical situation turned into! I am devastated and I am lost. I really need your help getting my money that they can give back to me , back. They went and put it in my name after 45 days of it sitting at their lot. Yes it is still at Mc Euro and has been there since day one! Please help me get my money back Please! They are bullies and they are making it completely hopeless I have to much going on and they saw that! They totally got me! Thank you so much for your time. I Can only upload 5 files and I still have alot more. I still have 2 more of the rest of the purchase agreement to upload. I have all my proof and documentation as well as emails too. Please let me know how to get the rest of the info to you.

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** 7/18/18

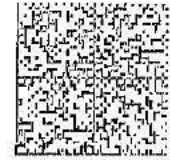
Received via the Internet

City and State where signed Everett, Wa



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