

PATRICK MORRISEY
ATTORNEY GENERAL

PHYSICAL ADDRESS:
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State Capitol Complex
Building 6, Suite 401
Charleston, WV 25305

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P.O. Box 1789
Charleston, WV 25326-1789

E-Mail: consumer@wvago.gov
<http://www.wvago.gov>



**STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL**

Consumer Protection
and Antitrust Division
(304) 558-8986
Consumer Hotline
1-800-368-8808
Preneed Funeral Services
(304) 558-8986
Senior Protection Hotline
(304) 558-1155
Facsimile (304) 558-0184

August 21, 2024

NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

Re: [REDACTED]
Mount Clare, WV [REDACTED]

Dear Sir or Madam:

Enclosed please find a copy of a consumer complaint sent to our office. We would appreciate you investigating this complaint to determine whether there has been a violation of the laws that you administer or enforce. Please feel free to contact me if you have any questions regarding this matter.

Very truly yours,

[REDACTED]

Amanda C. Deobler
Mediator
Consumer Protection and Antitrust Division

Enclosure

A small, handwritten mark or signature in the bottom left corner of the page.



STATE OF WEST VIRGINIA
 OFFICE OF THE ATTORNEY GENERAL
 CONSUMER PROTECTION DIVISION
 1-800-368-8808 or 304-558-8986

THIS IS AN
 ELECTRONIC COPY

www.wvago.gov

E-Mail: consumer@wvago.gov

CONSUMER COMPLAINT

1. PARTY COMPLAINING

2. COMPLAINT AGAINST

Mr. Mrs. Ms.

Name: [REDACTED]

Business Name: Amazon

Mailing Address:

Address: Corporate HQ 525 14th St S

City: Mt Clare State: WV

City: Arlington State: VA

County: Harrison Zip Code: [REDACTED]

County: NA Zip Code: 22202

Home Telephone: NA

Telephone: NA

Work Telephone: NA

Name of person you dealt with: NA

Cell Telephone: [REDACTED]

Title: NA

Email: [REDACTED]

Best time to contact me: Between 7:00 am and 9:00 pm daily

3. Date of purchase or transaction: February 13, 2024

4. Product or service involved: Purchase of replacement radiator for F-150 Ford pickup truck

5. Price and terms of payment: Purchased from Amazon.com; \$114.86 charged to Debit Card

6. Type of payment: Cash Loan Credit Card Wire Transfer
Please check Check Installment Debit Card Western Union
all that apply Other _____ PayPal

7. A. If your purchase was **financed**, please provide the name, address, and telephone number of the **finance company**:
 NA

B. If your complaint concerns **product defects or repairs**, please provide the name, address, and telephone number of the **manufacturer**:

Product was purchased online from Amazon.com from auto part manufacturer SCITOO. Radiator was shipped from 6050 Gateway Court, Groveport, Ohio 43125-9016. No telephone number listed. Closest Amazon corporate office headquarters is located at 525 14th St. S., Arlington, Virginia. No telephone number is listed. SCITOO Auto Parts North American Address is 4091 East Francis St Ontario, California 91761. I sent certified mail detailing complaint to both an Ohio and what I believed was an Ontario, Canada address, whereas both addresses were determined to be invalid could not be delivered. A non-certified letter voicing my complaint was sent to SCITOO's Ohio address and California address on 7/25/24. Ohio letter was returned indicating an invalid address. California letter has not been returned as of 8/16/24.

C. If your complaint is against a **debt collector**, please provide the name, address, and telephone number of the **original creditor**:

NA

8. First contact between you and individual/business:

- Person came to my home
- Went to place of business
- Received information in the mail
- Responded to a radio – TV – printed advertisement
- Telephoned the business/individual
- Received telephone call from business/individual
- Email
- Internet

Name and address of publication – TV – radio station where offer was advertised:

Product was located via internet search for radiator replacement.

Have you contacted the publication, TV or radio station? Yes No

9. Where did the purchase/transaction take place?

- At my home
- Over the telephone
- There was no transaction
- Wire Transfer
- At the place of business
- By mail
- Internet
- Other _____

10. Have you contacted the business about your complaint? Yes No

11. Have you filed this complaint with any other agency or organization? ... Yes No

If Yes - Identify organization:

What action was taken?

12. Describe any legal action you have taken:

I am currently contacting WV attorneys who will pursue legal action against the marketer or manufacturer. SCITOO's US email address "support@scitoo.com" is not legitimate. Ohio physical address is invalid. Notified Consumer Protection Agency of the issue and California Better Business Bureau.

- 13. Did you sign a contract? Yes No
- 14. Did you receive a copy of the contract? Yes No
- 15. Did you receive a 3-Day Right to Cancel? Yes No
- 16. Is there a warranty involved? Yes No

Attach copies of all documents – front and back – related to the transaction.
If statements or promises were not in writing, describe them in Question 17.
If you need additional space to tell what happened,
please continue on a separate page and attach it to your complaint.

17. Please describe your complaint in detail:

Concerning question #16, Amazon.com provided refund in the amount of \$114.89 to cover the purchase cost of the radiator, but this will not be sufficient due to vehicle damages incurred from the product itself. I could not locate SCITOO company warranty for this product on its website. The complaint below is the letter verbatim that was sent to Amazons Groveport Ohio Address and SCITOO's Ontario Canada Address. Since the Canadian address was not valid, a revised letter was mailed to the correct California address on 7/26 in addition to a duplicate letter send to the Ohio address since it has been over a month that the USPS has not delivered this letter. Letter to Ohio address returned, with note indicated address was invalid.

"Dear Sir or Madam,

My attempts to contact SCITOO via USPS certified mail during the month of June 2024 have not been successful to date, therefore I am resending my original cover letter to your company per this correspondence. On February 13, 2024, I purchased a SCITOO radiator from Amazon.com per the attached invoice [redacted] to replace a broken part on my 2008 Ford F-150 pickup truck. I inspected the part upon arrival and there were no signs of exterior damage to this part prior to its installation, and it was installed without complications. The radiator was installed by Chipps Auto Repair service on February 28, 2024, per the attached invoice [redacted]. I have documented a series of events that took place afterwards, including a breakdown of this radiator less than 2 months after it was installed which resulted in a mixing of antifreeze coolant and automatic transmission fluid and the consequential failure of my transmission. The failure of the transmission occurred while I was driving home on a 4-lane highway, which could have drastically impacted the safety of other motorists and my own. I have paid several thousand dollars to another local mechanic for repairs to rebuild the transmission, which are now complete at the time of this letter.

I contacted Amazon.com via the customer service link on its website, and I was provided a refund for the cost of the radiator in the amount of \$114.89 per the attached email. I have not written a public review of this transaction with Amazon, but I have contacted consumer protection assistance in resolving this issue and will be garnering legal assistance if necessary. I am making your company aware of the situation and offer you an opportunity to contact me to discuss what I feel should be reimbursement for damages, the total of which will exceed \$5700.00, not including the cost of a rental car. I have evidence to support my claim of a faulty product, including retaining the removed SCITOO radiator, photographs of the transmission during its repair and the mixed fluids, and conversations that I have recorded with my mechanic. Copies of this letter will be mailed to both addresses above. Your customer support email is not valid. Your immediate attention to this matter is requested.

Regards,

[redacted signature]

18. How do you want your complaint resolved?

I have received response letter from WV Attorney Generals office dated July 12, 2024 and have revised this complaint form accordingly. I previously submitted evidence indicating a failure of this new automobile part that could have drastically impacted the safety of motorists on a major highway, including my own. These products are sold to West Virginia and other states. Please advise on actions that may be taken by the WVAG or outside agencies to examine or even prohibit the marketing of these automobile parts that have the potential to be unsafe.

The information you provide will be used in efforts to resolve your problem and may be shared with the party complained against or other state agencies which may also regulate the party complained against. It may also be used to enforce applicable state laws.

I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Attorney General's Office.

I certify that all information on this form is true and accurate to the best of my knowledge and belief, and that I have the legal authority to submit this claim.

SIGNATURE (Required)

[redacted signature]

DATE 8/16/24

Return this form and copies of your papers to:

Office of the Attorney General
Consumer Protection Division
PO Box 1789
Charleston, WV 25326-1789

SAVE

PRINT

PATRICK MORRISEY
ATTORNEY GENERAL

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1900 Kanawha Blvd., East
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July 12, 2024

[REDACTED]
Mount Clare, WV [REDACTED]

Re: Amazon.com, Inc.

Dear Mr. Cork:

The Attorney General's Consumer Protection Division has received and reviewed your complaint against the above-named business.

Your complaint indicates that you are seeking compensation for damages or expenses incurred because of your dealings with the aforementioned business. Unfortunately, state law prohibits the Attorney General from acting in the capacity of a private attorney for a consumer or other citizens.

If you wish to pursue this matter, you may consult with a private attorney for advice. The West Virginia State Bar offers an online Lawyer Referral Service that can be found at www.wvlawyerreferral.org. Another alternative, if your claim involves damages of \$10,000 or less, is to sue in Magistrate Court. An attorney may represent you, but such cases may sometimes be successfully prosecuted without the aid of an attorney.

I regret that this office is unable to provide you with the relief you seek and wish you well in your pursuit of a remedy in this matter.

Very truly yours,

[REDACTED]
Amanda C. Deobler
Mediator
Consumer Protection and Antitrust Division

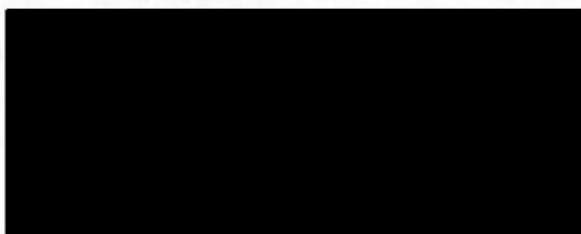
8/19/24

State of West Virginia
Office of the Attorney General
Amanda C. Deobler
P.O. Box 1789
Charleston, WV 25326-1789

Ms. Deobler,

Thank you for your response letter dated July 12, 2024. I recognize that your office cannot assist with a lawsuit against the SCITOO company, however I wish to emphasize a consumer safety issue associated with this automobile product that SCITOO and Amazon are marketing online. In my letter and form dated to you on July 08, 2024, I noted that the radiator that I purchased failed on the interstate while I was driving my vehicle and ruined my transmission. Fortunately, I avoided an accident. This product is manufactured in China, with an invalid physical company address in Ohio and fraudulent customer support email address. The California headquarters address listed for this company may also prove to be invalid. Perhaps actions cannot be taken by your office against this company given that its headquarters are not located in West Virginia, but these products are being sold in West Virginia among other states, and at least two complaints have been made against this company to the California Better Business Bureau. There is a possibility that another consumer could be injured by the nature of the failure of this product, and I wish to avoid that through the relaying of my own experience with it. If scrutiny of this company and legal action require reaching out to the California Attorney General or a US Attorney, please advise.

Thank you,



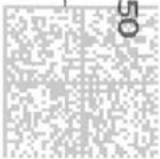


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 Patrick Morrissey
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NHT
8/21/24

NHTSA Headquarters
 1200 New Jersey Ave., SE
 West Building
 Washington, DC 20590

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