



ATTORNEY GENERAL OF MISSOURI
JEFFERSON CITY
65102

ERIC SCHMITT
ATTORNEY GENERAL

P.O.Box 899
(573) 751-3321

January 4, 2019

Mr Paul E Stallibrass
[REDACTED]
[REDACTED]

RE: Complaint No. CC-2019-01-000947 Speedco

Dear Mr Paul Stallibrass:

Thank you. My office has received your complaint.

Advocates from my Consumer Protection Division will diligently attempt to resolve your complaint. In order for my office to assist, it is important that we receive all the information you have, so we may be contacting you to ask for further information and/or documentation. We will keep you updated as to the status of your complaint and feel free to contact my office at any time.

Again, we thank you for contacting the Attorney General's office and hope we can assist you further.

Respectfully,

A handwritten signature in cursive script that reads "Eric J. Schmitt".

Eric Schmitt
Missouri Attorney General

Consumer Complaint No. CC-2019-01-000947 Details

Consumer Information

Name: Mr Paul Stallibrass E
Address: [REDACTED]
Joplin, MO 64801
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]
Email: [REDACTED]

Business Information

Business Name: Speedco
Address: 5815 E 30th
Joplin, MO 64804
Phone: 4172085818
Fax:
Email:
Website: www.loves.com/speedco
Contact Person:

Complaint Information

Complaint Number: CC-2019-01-000947
Consumer Info: Over Age 60 Yes; Disabled: No; Veteran: No
Category: Automotive - Motor Oil, Miscellaneous
Transaction Date: 12/29/2018
Financial Loss: Yes; Sales Method: In Person; Payment Method: Debit; Amt Paid: 388.84
Contract Signed: No

Brief description of complaint:

This is an oil and lube for an 18 wheeler commercial vehicle.

Speedco did not have the required Oil Filter in stock so I shopped my local Freightliner dealer and supplied it myself. During the service another filter was found to be "not in stock" but noticing that it hadn't been changed, I asked the service technician for an explanation.

Once the work was completed I was given a bill for the entire "package". The package is supposed to include both filters which Speedco did not have in stock but nothing was discounted to reflect the shortages.

Other drivers at the Speedco found themselves in the same position but, until they heard me argue with the cashier, were unaware that they too would be charged the full package price.

I called their Customer Service phone number but was told there is nothing they could do.

I paid \$50.16 + taxes for the parts that were supposed be included in Speedco's Oil & Lube package by shopping elsewhere.

I am not alone in this either. There must be thousands of drivers similarly affected without realizing it.

Consumer has indicated that the following statements apply to this complaint:

- Consumer has taken these action(s): - Contacted a private attorney - Filed a complaint with another agency - Other: I have written to the State Attorney for Tennessee where Speedco is headquartered. Also contacting Oklahoma State Attorney where Love's, the parent company is located.
- Consumer has contacted agencies:
- Consumer would like complaint resolved via: - Investigate business

