



DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION

October 17, 2024

Re: [REDACTED]

CENTRAL OREGON MOTORS LLC

Thank you for sharing your concerns about the above-named business. I am the Consumer Complaint Specialist assigned to your matter. I am not an attorney, and I cannot give you legal advice. I do not decide who is right or wrong. I cannot order the business to pay you money or take action. Instead, I will work with you and the business to try to reach a mutually agreeable solution.

We sent a copy of your complaint to the business, and I will send you a copy of any response we receive. If the business does not answer within a reasonable time, I will send a second request. If the business has closed or filed bankruptcy, we may not be able to help.

After the business responds, I may ask you for more information. Before sending me documents, please black out personal information that you want to keep private—like a social security number or credit card number. Complaint files are public records.

Every year we help consumers recover millions of dollars through this voluntary program. Even if your concerns cannot be resolved, the information you share helps us identify patterns of unlawful business practices that harm consumers. We regularly investigate and prosecute violations of consumer protection laws on behalf of the State of Oregon. We also share information with other agencies and use what we learn to educate the public and help pass laws that better protect consumers.

If you have questions, please have your file number ready and call me at (503) 934-4400 or send an email with your file number in the subject line to karen.a.taylor@doj.oregon.gov.

/s/ Karen Taylor
Consumer Complaint Specialist

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