

**STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
DEPARTMENT OF LEGAL AFFAIRS**

**IN THE MATTER OF:  
DJ Property Investments, Inc.,  
DBA Jenkins Hyundai of Ocala  
and DRJ Property Holdings, LLC,  
DBA Jenkins Hyundai of Leesburg**

**Attorney General Case Nos.  
L13-3-1137 and L13-3-1138**

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**ASSURANCE OF VOLUNTARY COMPLIANCE**

Pursuant to the Florida Deceptive and Unfair Trade Practices Act, Chapter 501, Part II, Florida Statutes (2013), the STATE OF FLORIDA, OFFICE OF THE ATTORNEY GENERAL, ("the Attorney General") investigated certain business practices by DJ Property Investments, Inc. DBA Jenkins Hyundai of Ocala and DRJ Property Holdings, LLC, DBA Jenkins Hyundai of Leesburg, (collectively, "Jenkins Hyundai") corporations doing business at 2025 S.W. College Road, Ocala FL 34471.

Without admitting that it violated Florida law and for the purpose of resolving this matter only, Jenkins Hyundai is now prepared to enter into this Assurance of Voluntary Compliance ("AVC"), and the Attorney General accepts this AVC in termination of its investigation pursuant to Section 501.207(6), Florida Statutes (2013).

**MATTERS INVESTIGATED**

1. After reviewing complaints by consumers, the Attorney General investigated allegations that Jenkins Hyundai:

(a) When informing consumers about alternative ways of financing, falsely represented that certain choices cost less than others.

(b) Failed to clearly and conspicuously disclose that certain services, such as GAP insurance and extended warranties, were optional and added them to purchase contracts without first discussing them with consumers.

(c) Failed to inform consumers of the cost of optional services.

(d) Added extra charges for certain items, such as floor mats, that were already included in the price of vehicles.

(e) Notified Hyundai owners after their purchases that specific routine services were due when in fact the services were not due.

(f) Offered trade-in amounts in marketing materials without knowing vehicles' mileage, condition or features.

(g) Taped consumer transactions without clearly and conspicuously informing the consumers.

### **COMPLIANCE**

#### **IT IS HEREBY AGREED BY THE PARTIES:**

2. Jenkins Hyundai shall comply with the Florida Deceptive and Unfair Trade Practices Act, Chapter 501, Part II, Florida Statutes (2013).

3. Jenkins Hyundai shall:

(a) Accurately inform prospective buyers about the cost of alternative financing plans.

(b) Clearly and conspicuously disclose to consumers in advance of purchase (i) which services are optional and (ii) the cost of optional services, including but not limited to GAP insurance and extended warranties. These services shall not be added to purchase contracts unless they have been discussed with and specifically approved by buyers.

(c) Clearly and conspicuously inform all consumers whose transactions with Jenkins Hyundai are taped that they are being recorded both visually and orally, if such is the case.

4. Jenkins Hyundai shall not:

(a) Add charges for items that are already included in the price of vehicles.

(b) Make false representations to Hyundai owners after their purchases that specific services are due.

(c) Offer exact trade-in amounts in marketing materials without knowing vehicles' mileage, condition or features, unless the offers are honored by you.

#### **MISCELLANEOUS PROVISIONS**

5. Nothing in this AVC limits the Attorney General's ability to investigate and take action regarding any business practices by Jenkins Hyundai apart from the Matters Investigated.

6. Jenkins Hyundai shall not represent directly or indirectly that the Attorney General has approved any of its business practices.

#### **APPLICABILITY**

7. This AVC shall bind Jenkins Hyundai and its officers, directors, employees and agents, and shall be binding upon any other business entity run, managed, operated or owned wholly or in part by Jenkins Hyundai.

8. Jenkins Hyundai shall not effect any change in its way of doing business or organizational identity so as to avoid compliance with the terms and conditions set forth in this AVC.

9. Jenkins Hyundai shall be responsible for making the substantive terms and conditions of this AVC known to its officers, directors, employees, agents, representatives, successors and assigns, if any.

**FUTURE VIOLATIONS**

10. Violation of this AVC shall subject Jenkins Hyundai to civil penalties and sanctions provided by law. Pursuant to Section 501.207, Florida Statutes, a material violation of this AVC is *prima facie* evidence of a violation of the Florida Deceptive and Unfair Trade Practices Act, Section 501, Part II, Florida Statutes (2013).

**ACCEPTANCE**

11. This AVC shall become effective upon its execution by Jenkins Hyundai and the Director of the Consumer Protection Division.

**CONSUMER RESTITUTION**

12. Jenkins Hyundai has refunded \$75,139.97 to consumers during the Attorney General's investigation.

**COSTS AND FEES**

13. Jenkins Hyundai shall pay Twenty-Five Thousand Dollars (\$25,000) for attorney's fees and investigative costs by cashier's check to the Attorney General's Revolving Trust Account, sent to Allison Finn, Assistant Attorney General, Consumer Protection Division, Department of Legal Affairs, Office of the Attorney General, PL-01, The Capitol, Tallahassee FL Florida 32399-

1050, upon execution by Jenkins Hyundai of this AVC.

**FOR DJ Property Investments, Inc., and DRJ Property Holdings, LLC**

STATE OF FLORIDA

COUNTY OF Marion

BEFORE ME, an officer duty authorized to take acknowledgments in the State of Florida, personally appeared Ronald Jenkins as Owner and duly authorized representative of **DJ Property Investments, Inc., and DRJ Property Holdings, LLC**, and acknowledged before me that he executed the foregoing instrument for the purposes therein stated, on this 10<sup>th</sup> day of June 2014.

[Signature]  
(signature)

[Signature]  
Notary Public (signature)

Personally Known  or  
Produced Identification

Type of Identification Produced:

\_\_\_\_\_

(Print, type or stamp commissioned name of Notary)

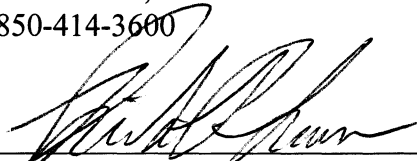


**FOR THE OFFICE OF THE ATTORNEY GENERAL**

ACCEPTED this 24<sup>th</sup> day of June 2014.

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ALLISON FINN  
ASSISTANT ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION  
DEPARTMENT OF LEGAL AFFAIRS  
OFFICE OF THE ATTORNEY GENERAL  
The Capitol, PL-01

Tallahassee, Florida 32399-1050  
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