

6/30/98

PLEASE NOTE - THIS IS A CURRENT INFORMATIVE COVER LETTER ----

To: DOCKET CLERK,

Subject: Docket #FHWA - 97 - 2979, -7

Re: Enclosed.

DEPT. OF TRANSPORTATION  
DOCKET SECTION  
98 JUL -8 4 PM 12:4

Dear Sirs:

Please be informed that my signature - ROBERT D. ROWE - representative of all involved.

ITEM #1 - Page #1 & 2 - Request from Attorney-General, Missouri, with your address.

ITEM #2 - Page #1 & 2 - Oriyinal claim - 9/30/91.

ITEM #3 - Page #1 & 2 - United Van Lines response - 10/9/91.

ITEM #4 - Page #1 & 2 - Correspondence from Attorney General, Missouri.

ITEM #5 - Response to Item #4.

As indicated, this claim was officially terminated in January - 1992. We hope that this repetitive information will be sufficient to aid in your new regulations.

Any other requirements, please notify us.

Thank you for your time and consideration.

*Robert D. Rowe*

ROBERT D. AND ROSALEEN ROWE,  
P.O. BOX #5625,  
CORNING, CALIFORNIA,  
96021-5625.

PLEASE NOTE -

ALL ITEMS ARE ORIGINAL  
EXCEPT ITEM #5 ⊗



DEPT. OF TRANSPORTATION  
DOCKET SECTION

98 JUL -8 PM 12:44

ATTORNEY GENERAL OF MISSOURI

ITEM #1  
PG. #1

JEREMIAH W. (JAY) NIXON  
ATTORNEY GENERAL

JEFFERSON CITY  
65102

REPLY TO:  
Wainwright State Office Bldg.  
111 N. 7th St.  
Suite 204  
St. Louis, Mo 63101  
(3 14) 340-68 16  
Fax: (3 14) 340-7957

June 26, 1998

Robert D. Rowe  
15940 N. Mendocino Drive, Lot 273-2  
Coming, CA 9602 1-5625

Dear Mr. Rowe:

Records in our office indicate that you have previously filed a consumer complaint regarding your experience with household goods moving. Please be advised that our office continues to pursue a number of allegations concerning alleged deceptive practices in this industry.

Meanwhile, you should be aware that the Federal Highway Administration (FHWA), the successor to the ICC for motor carrier regulation, is developing new rules and regulations governing the household goods moving industry. The FHWA has solicited public comments on those rules. There exists a window of opportunity for you as a member of the public to comment regarding this matter, if you wish to do so. Your comments must be received NOT LATER THAN July 14, 1998.

We are of the opinion that your relating your own experience with a moving company could be of considerable value in the formulation of new regulations. A narrative description, similar to that which you provided to us, will suffice in this regard. However, this communication must come directly from you.

If you choose to submit comments, they must be signed and must refer to DOCKET NO. FHWA-97-2979. A response by mail should be sent to:

Docket Clerk  
U.S. DOT Dockets, Room PL-401  
400 Seventh Street, SW  
Washington, D.C. 20590-0001

If you desire, you may download an electronic copy of the pertinent portions of the Federal Register using a personal computer, modem, and suitable communications software, from the Federal Register Electronic Bulletin Board Service. Internet users may reach the Federal Register's home page at URL: <http://www.access.gpo.gov/su-docs>. Telephone inquiries should be made to (202) 5 12-1 66 1.

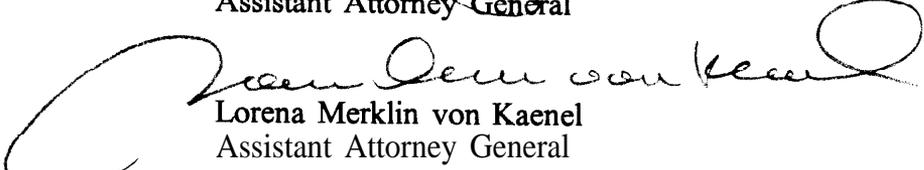
ITEM #1  
PG. #2

We believe this is a significant opportunity for your voice as a consumer to be heard, and we encourage your participation. Please feel free to contact Mr. Ron Bockenkamp, Investigator, at (3 14) 340-6816, of our staff, if you have any questions or concerns. We would also appreciate it if you would forward to Mr. Bockenkamp a copy of any comments that you submit to the FHWA.

Very truly yours,

JEREMIAH W. (JAY) NIXON  
Attorney General

  
Michael J. Delaney  
Assistant Attorney General

  
Lorena Merklin von Kaenel  
Assistant Attorney General

ITEM #2  
PG. #1

CLAIM FORM

This is as accurate a version of a sensible, comprehensive claim form as we can present ----

** Trailer rent ---	\$10.00
Trailer hitch ---	13.93
Tail-lite adaptor ---	6.44

(None of the above would have occurred if the "trash" had not been among the boxes.)

Toilet bowl cleaner spilled on linens,  
to clean - 3 hours labor @ \$10.00 per hour. 30.00

Syrup spilled on packaged foods, macaroni,  
spaghetti, etc. --- Estimate. 10.00

Small mirror, sent to United in Missouri 8.00

Two pictures, cracked glass - \$10.00 each 20.00

Wall plaque - 20 inch long solid mold (ship)  
Unrepairable and junked -- 50.00

Ceramic lamp - repaired as best we could  
and donated to the Salvation Army, labor - 10.00

Wall clock, cost to repair destroyed  
works and labor - estimate. --- 25.00

Wrought iron "fish", requires welding - 25.00

A **number** of items of dishware, glasses, too numerous to mention  
(or keep a record of.) --- \$\$\$\$--?????



ITEM #3  
Pa. #1

# Sorenson

Moving & Storage  
600 Orange Street  
Chico, CA 95928  
(916) 343-4253  
(800) 343-4253



October 9, 1991

Robert D. and Rosaleen Rowe  
15940 N. Mendocino Drive  
Lot 273-2 - RTR Box 5625  
Corning, CA 96021

Leo C. and Kathleen Featherstone  
10755 Cody Drive  
Red Bluff, CA 96080

Reference is made to your return of the form for Presentation of Claim for Loss and Damage, and the communication from you that accompanied the returned form.

Regarding the contents of the packed cartons: The packing was done at the direction of Mr. Michael Murrish. His instructions were that, due to "time constraints" to "pack everything". Upon receipt of your initial letter, Mr. Murrish was contacted and he confirmed that we had acted according to his instructions. We are not legally allowed, nor responsible for, deciding what is to be kept or discarded when we are engaged to pack someone's belongings. Please contact Mr. Murrish regarding the fact that all personal items were packed, including ones that you did not wish to receive.

Also, the wardrobe you mentioned, containing only wrapping paper and a 7-Up can; This was not a carton which was included in your storage vaults. It was a separate carton sitting in the warehouse when you retrieved your belongings, and you took it with you in error.

After review of your typed claim, we now offer the following:

Trailer rent, trailer hitch, tail-light adaptor - - Denied

Soiled linens - - - - - Denied

Foods - - - - - Denied

ITEM #3  
PG. #2

Page Two

Small Mirror - - - - -	\$3.00
Cracked Picture Glass - - - - -	\$12.00
Wall Plaque - - - - -	\$15.00
Ceramic Lamp - - - - -	-\$10.00
Wall Clock - - - - -	-\$18.00
Wrought Iron Fish - - - - -	\$25.00
Glassware Items Not Documented - - - - -	-Denied
	<hr/>
TOTAL:	\$83.00

Trailer rent, trailer hitch, tail-light adaptor are denied for the reason that these expenses were incurred due to the instructions for packing that were given by Mr. Michael Murrish.

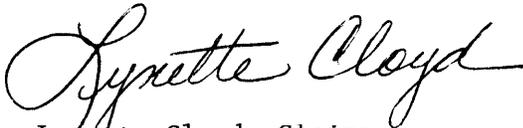
Glassware Items were denied for the reason that there is no documentation or claim presented for these **items**.

Settlement amounts were based on the valuation of 60¢ per pound per article that was chosen by you as coverage at the time our services were ordered.

Storage was charged on the goods that were actually stored. In your first letter, you indicated that some of the cartons had been consigned to your church. All cartons brought in were stored and all stored cartons were returned to you.

Accordingly, enclosed please find our check in the amount of \$83.00 in settlement of your claim. We are sorry for any inconvenience you experienced during your move.

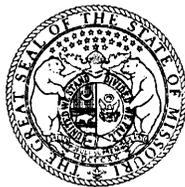
Sincerely,



Lynette Cloyd, Claims

cc: California Public Utilities Commission  
California Department of Consumer Affairs  
Mr. Greg Klinkhardt, United Van Lines

ITEM # 4  
PG. # 1



ANS.  
1/8/92

**WILLIAM L. WEBSTER**  
ATTORNEY GENERAL

ATTORNEY **GENERAL OF MISSOURI**  
**JEFFERSON CITY**  
January 8, 1992

Reply To:  
SUPREME COURT BLDG.  
P. O. BOX 899  
JEFFERSON CITY, MO 65102

Robert D. Rowe  
15940 N. Mendocino Drive, Lot 273-2  
Corning, CA 96021-5625

Re: Complaint No. CF-93-24724  
United Van Lines

Dear Mr. Rowe:

Attorney General William L. Webster has requested that I respond to your correspondence regarding the above-referenced company.

Attorney General Webster has the authority to investigate business or trade practices and can take legal action on behalf of the State of Missouri to stop fraudulent or deceptive practices. The Attorney General does not have the authority to **assert** your individual private legal rights and is prohibited by law from acting as private counsel to individual private citizens. Your rights **may** be asserted by you with the assistance of a private attorney and, in appropriate circumstances, in the **small claims** court.

At this **time**, however, the Attorney General will attempt to assist you in resolving this matter informally. This office will contact the company and request an explanation of this matter. We will advise you of the results of this inquiry.

If you have any further information which **may** be pertinent to this inquiry, you **may** forward it to the Consumer Complaint Unit, Office of the Attorney General, P.O. Box 899, Jefferson City, Missouri 65102-0899. Or, should your complaint be resolved, please notify us in writing at this address.

ITEM #4  
PG. #2

When corresponding with this office, please indicate the above-referenced complaint number.

Very truly yours,

WILLIAM L. WEBSTER  
Attorney General

Margaret K. Landwehr  
Assistant Attorney General

  
George W. Burruss  
Investigator  
Consumer Protection Division

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THIS IS A RE-TYPE -----



JANUARY - 1992  
I - -      - - -

To: Attorney General, Consumer Protection Division,  
Subject: Complaint #CF-91-24724,  
**Att'n:** Mr. George Burruss.

ITEM #5

Dear Sir:

Your correspondence pertaining to above complaint received 1/14/92. Your office was notified of this problem by the California Division Of Consumer Service in a letter dated 9/30/91.

A settlement was received on 10/17/91 in the form of a check from Sorensen% in Chico, California whose organization is franchised **by** United Van Lines - the recipient of above complaint.

This settlement was accepted by the undersigned as satisfactory. It is, indeed, unfortunate that **communications** to your office was not sufficiently efficient to notify all involved in this situation.

Upon your acceptance of this letter, the undersigned hereby verifies the fact that this complaint #CF-91-24724 is terminated.

Thank you for your time and consideration.

ROBERT D. AND ROSALEEN ROWE,  
P.O. BOX #5625,  
CORNING, CALIFORNIA,  
96021-5625.

LEO C. & KATHLEEN FEATHERSTONE,  
10755 CODY DRIVE,  
RED BLUFF, CALIFORNIA,  
96080.