UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA

# FEDERAL TRADE COMMISSION, Plaintiff, v. Case no 2:16-cv-07329-CAS(AJWx) Honorable Christina A. Snyder UNIVERSAL CITY NISSAN, INC., et al. Defendants. Defendants. PRELIMINARY INJUNCTION ORDER

THIS MATTER comes before the Court upon the stipulation of Plaintiff, the Federal Trade Commission ("Commission" or "FTC") and Defendants Covina MJL, LLC, also d/b/a Sage Covina Chevrolet; Glendale Nissan/Infiniti, Inc., also d/b/a Glendale Infiniti and d/b/a Glendale Nissan; Sage Downtown, Inc., also d/b/a Kia Of Downtown Los Angeles; Sage Holding Company, Inc.; Sage Management Co., Inc.; Sage North Hollywood, LLC, also d/b/a Sage Pre-Owned; Sage Vermont, LLC, also d/b/a Sage Hyundai; Universal City Nissan, Inc., also d/b/a Universal Nissan; Valencia Holding Co., LLC, also d/b/a Mercedes-Benz Of Valencia; West Covina Auto Group, LLC, also d/b/a West Covina Toyota and d/b/a West Covina Toyota/Scion; West Covina Nissan, Inc.; Joseph Schrage, a/k/a Joseph Sage; Leonard Schrage, a/k/a Leonard Sage, and Michael Schrage, a/k/a

Michael Sage (collectively, "Defendants") for the entry of a stipulated preliminary injunction order ("Order") to resolve the Commission's Motion for a Preliminary Injunction ("Motion") seeking preliminary relief in connection with the acts and practices alleged in the Complaint relating to Counts I-II and IV-XI.

Having considered the stipulation of the parties, and being otherwise advised, the Court makes the following findings of fact and conclusions of law:

### **FINDINGS**

- 1. The FTC and Defendants have stipulated and agreed to the entry of this preliminary injunction order without any admission of wrongdoing or violation of law, and without a finding by the Court of law or fact other than stated below.
- 2. Defendants waive all rights to seek judicial review or otherwise challenge or contest the validity of their Stipulation hereto or this Order.
- 3. This Court has jurisdiction over the subject matter of this case and all parties hereto, and venue in this district is proper.
- 4. The FTC asserts that there is good cause to believe Defendants have engaged in and are likely to engage in acts and practices that violate Section 5(a) of the FTC Act, 15 U.S.C. §45(a); Section 144 of TILA, 15 U.S.C. § 1664, and Section 226.24(d) of Regulation Z, 12 C.F.R. §226.24(d), as amended; and Section 184 of the CLA, 15 U.S.C. § 1667c, and Section 213.7 of Regulation M, 12 C.F.R. §213.7. The FTC therefore asserts that it is likely to prevail on the merits of this action. Defendants deny these assertions.
- 5. The FTC asserts that there is good cause to believe that immediate and continuing harm will result unless Defendants are restrained and enjoined by order of this Court. Defendants deny this assertion.
- 6. The entry of this Order is in the public interest. Defendants deny this assertion.

7. As an agency of the United States, no security is required of the Commission for issuance of a preliminary injunction. Fed. R. Civ. P. 65(c).

### **ORDER DEFINITIONS**

For the purpose of this Order, the following definitions apply:

- A. "Advertisement" means a commercial message in any medium that directly or indirectly promotes a consumer transaction.
- B. "Clearly and conspicuously" means that a required disclosure is difficult to miss (i.e., easily noticeable) and easily understandable by ordinary consumers, including in all of the following ways:
  - 1. In any communication that is solely visual or solely audible, the disclosure must be made through the same means through which the communication is presented. In any communication made through both visual and audible means, such as a television advertisement, the disclosure must be made visually or audibly, except that for purposes of Section II, any such disclosure must be presented simultaneously in both the visual and audible portions of the communication even if the representation requiring the disclosure is made in only one means.
  - 2. A visual disclosure, by its size, contrast, location, the length of time it appears, and other characteristics, must stand out from any accompanying text or other visual elements so that it is easily noticed, read, and understood.
  - 3. An audible disclosure, including by telephone or streaming video, must be delivered in a volume, speed, and cadence sufficient for ordinary consumers to easily hear and understand it.

- 4. In any communication using an interactive electronic medium, such as the Internet or software, the disclosure must be unavoidable.
- 5. The disclosure must use diction and syntax understandable to ordinary consumers and must appear in each language in which the representation that requires the disclosure appears.
- 6. The disclosure must comply with these requirements in each medium through which it is received, including all electronic devices.
- 7. The disclosure must not be contradicted or mitigated by, or inconsistent with, anything else in the communication.
- C. "Consumer credit" means credit offered or extended to a consumer primarily for personal, family, or household purposes, as set forth in Section 226.2(a)(12) of Regulation Z, 12 C.F.R. § 226.2(a)(12), as amended.
- D. "Consumer lease" means a contract in the form of a bailment or lease for the use of personal property by a natural person primarily for personal, family, or household purposes, for a period exceeding four months and for a total contractual obligation not exceeding the applicable threshold amount, whether or not the lessee has the option to purchase or otherwise become the owner of the property at the expiration of the lease, as set forth in Section 213.2 of Regulation M, 12 C.F.R. § 213.2, as amended.
- E. "**Defendants**" means all of the Individual and Corporate Defendants, individually, collectively, or in any combination.
  - 1. "Corporate Defendants" means Covina MJL, LLC, also d/b/a Sage Covina Chevrolet; Glendale Nissan/Infiniti, Inc., also d/b/a Glendale Infiniti and d/b/a Glendale Nissan; Sage Downtown, Inc., also d/b/a Kia Of Downtown Los Angeles; Sage Holding Company, Inc.; Sage

Management Co., Inc.; Sage North Hollywood, LLC, also d/b/a Sage Pre-Owned; Sage Vermont, LLC, also d/b/a Sage Hyundai; Universal City Nissan, Inc., also d/b/a Universal Nissan; Valencia Holding Co., LLC, also d/b/a Mercedes-Benz Of Valencia; West Covina Auto Group, LLC, also d/b/a West Covina Toyota and d/b/a West Covina Toyota/Scion; West Covina Nissan, Inc.; and their successors and assigns.

- 2. "Individual Defendants" means Joseph Schrage, a/k/a Joseph Sage; Leonard Schrage, a/k/a Leonard Sage, and Michael Schrage, a/k/a Michael Sage.
- F. "Document" and "Electronically Stored Information" are synonymous in meaning and equal in scope to the usage of the terms in Rule 34(a) of the Federal Rules of Civil Procedure and include but are not limited to:
  - 1. The original or a true copy of any written, typed, printed, electronically stored, transcribed, taped, recorded, filmed, punched, or graphic matter or other data compilations of any kind, including, but not limited to, letters, email or other correspondence, messages, memoranda, interoffice communications, notes, reports, summaries, manuals, magnetic tapes or discs, tabulations, books, records, checks invoices, work papers, journals, ledgers, statements, returns, reports, schedules, or files; and
  - 2. Any electronically stored information stored on any server Blackberrys or any type of mobile device, flash drives, personal digital assistants ("PDAs"), desktop personal computers and workstations, laptops, notebooks, and other portable computers, or other electronic storage media, whether assigned to individuals or in pools of computers available for shared use, or personally owned but

used for work-related purposes; backup disks and tapes, archive disks 1 2 and tapes, and other forms of offline storage, whether stored onsite 3 with the computer used to generate them, stored offsite in another 4 company facility, or stored, hosted, or otherwise maintained offsite by 5 a third-party; and computers and related offline storage used by Defendants or Defendants' participating associates, which may 6 7 include persons who are not employees of the company or who do not 8 work on company premises. 9

- G. "**Lease inception**" means prior to or at consummation of the lease or by delivery, if delivery occurs after consummation.
  - H. "Motor Vehicle" means as follows:
    - 1. Any self-propelled vehicle designed for transporting persons or property on a street, highway, or other road;
    - 2. Recreational boats and marine equipment;
    - 3. Motorcycles;

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- 4. Motor homes, recreational vehicle trailers, and slide-in campers; and
- 5. Other vehicles that are titled and sold through dealers.

### **ORDER**

# I. REPRESENTATIONS RELATING TO THE SALE, FINANCING, OR LEASING OF VEHICLES

IT IS ORDERED that Defendants, Defendants' officers, agents, employees, and those persons or entities in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with the advertising, marketing, offering for sale or lease, sale or lease, or servicing of motor vehicles, are preliminarily restrained and enjoined from misrepresenting, expressly or by implication:

A. The cost of:

1. Purchasing a vehicle with financing, including but not limited to: the amount or percentage of the down payment; the number of payments or period of repayment; the amount of any payment, and the repayment obligations over the full term of the loan, including any balloon payment; or

2. Leasing a vehicle, including but not limited to: the total amount due a lease inception, the down payment, amount down, acquisition fee,

- 2. Leasing a vehicle, including but not limited to: the total amount due at lease inception, the down payment, amount down, acquisition fee, capitalized cost reduction, any other amount required to be paid at lease inception, and the amounts of all monthly or other periodic payments.
- B. The existence, amount, or availability of any discount, rebate, bonus, incentive, or price;
- C. That Defendants will pay all or any portion of any loan or lease balance remaining on a trade-in vehicle, or whether the consumer will be responsible for paying all or any portion of any remaining loan or lease balance;
- D. Any restriction, limitation, or condition applicable to the finance or purchase of vehicles for the advertised terms, including whether such terms are lease or credit offers; or
- E. Any aspect of any opinion, belief, finding, or experience of any person, including, but not limited to, that any such opinions, beliefs, findings, or experiences are independent or objective.

## II. REQUIRED DISCLOSURES

**IT IS FURTHER ORDERED** that Defendants, Defendants' officers, agents, employees, and those persons or entities in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with the advertising, marketing, offering for sale or

lease, sale or lease, or servicing of motor vehicles, are preliminarily restrained and enjoined from making any representation, expressly or by implication, about:

- A. A discount, rebate, bonus, incentive, or price unless the representation is not otherwise misleading and the representation clearly and conspicuously discloses any material qualifications or restrictions, including but not limited to qualifications or restrictions on: (i) a consumer's ability to obtain the discount, rebate, bonus, incentive, or price and (ii) the vehicles available at the discount, rebate, bonus incentive, or price;
- B. A refund, cancellation, exchange, or repurchase policy unless the representation is not otherwise misleading and the representation clearly and conspicuously discloses any material qualifications or restrictions on the consumer's ability to request or obtain a refund, cancellation, exchange, or repurchase and the manner and timing of a refund, cancellation, exchange, or repurchase; or
- C. An opinion, belief, finding, or experience of any person unless the opinion, belief, finding, or experience is not misleading and the representation clearly and conspicuously discloses any material connection between such person and Defendants. For purposes of this provision, material connection shall mean any relationship that materially affects the weight and credibility of any endorsement and that would not be reasonably expected by consumers.

## III. TRUTH IN LENDING ACT

**IT IS FURTHER ORDERED** that Defendants, Defendants' officers, agents, employees, and those persons or entities in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with any advertisement for any extension of consumer credit, are preliminarily restrained and enjoined from:

A. Stating, expressly or by implication:

- 1. The amount or percentage of any down payment, the number of payments or period of repayment, the amount of any payment, or the amount of any finance charge, without disclosing clearly and conspicuously all of the following terms:
  - a. The amount or percentage of the down payment;
  - b. The terms of repayment; and
  - c. The annual percentage rate, using the term "annual percentage rate" or the abbreviation "APR." If the annual percentage rate may be increased after consummation of the credit transaction, that fact must also be disclosed; or
- 2. A rate of finance charge without stating the rate as an "annual percentage rate" or the abbreviation "APR," using that term; or
- B. Failing to comply in any respect with Regulation Z, 12 C.F.R. Part 226, as amended, and the Truth in Lending Act, as amended, 15 U.S.C. §§ 1601-1667.

### IV. CONSUMER LEASING ACT

**IT IS FURTHER ORDERED** that Defendants, Defendants' officers, agents, employees, and those persons or entities in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with any advertisement for any consumer lease, are preliminarily restrained and enjoined from:

- A. Stating, expressly or by implication, the amount of any payment or that any or no initial payment is required at lease inception without disclosing clearly and conspicuously the following terms:
  - 1. That the transaction advertised is a lease;
  - 2. The total amount due at lease signing or delivery;
  - 3. Whether or not a security deposit is required;

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- 4. The number, amounts, and timing of scheduled payments; and
- 5. That an extra charge may be imposed at the end of the lease term in a lease in which the liability of the consumer at the end of the lease term is based on the anticipated residual value of the vehicle; or
- B. Failing to comply in any respect with Regulation M, 12 C.F.R. Part 213, as amended, and the Consumer Leasing Act, 15 U.S.C. §§ 1667-1667f, as amended.

### V. <u>TEMPORARY REMOVAL OF DECEPTIVE REVIEWS</u>

- IT IS FURTHER ORDERED that Defendants, Defendants' officers, agents, employees, and those persons or entities in active concert or participation with any of them, who receive actual notice of this Order, including any person hosting or otherwise controlling any Internet content, server, or website that contains any existing reviews or testimonials that do not comply with Sections I.E and II.C (hereinafter "Deceptive Reviews"), immediately upon service of the Order upon them, shall:
  - A. Immediately take any necessary steps to ensure that any Deceptive Reviews on any website, blog, or social media service are no longer viewable or accessible to the public using the Internet;
  - B. Preserve any: (1) Internet content, servers, or websites that contain Deceptive Reviews, by preserving such content, servers, or websites in the format in which they were maintained as of the date of entry of this Order, and (2) electronically stored information related to Deceptive Reviews; and
  - C. Within ten (10) days following this Order, notify in writing counsel for the FTC of any Deceptive Reviews subject to Section V.A-B.

Section V shall not be construed to require any action beyond any person or entity's present ability, provided that each person or entity has taken all reasonable steps within its power to insure compliance with this Section.

VI. PRESERVATION OF RECORDS

IT IS FURTHER ORDERED that Defendants, Defendants' officers, agents, employees, attorneys, and those persons or entities in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, are hereby preliminarily restrained and enjoined from destroying, erasing, mutilating, concealing, altering, transferring, or otherwise disposing of, in any manner, directly or indirectly, any documents, including, but not limited to electronically stored information, voicemail, or text messages on personal devices or e-mail accounts, that relate to the business practices, advertising or marketing, or business or finances, of Defendants, or an entity directly or indirectly under the control of Defendants.

# VII. NOTICE OF FINANCIAL TRANSACTIONS, NEW ENTITIES, AND LITIGATION

**IT IS FURTHER ORDERED** that Defendants shall provide counsel for the Commission with notice of the following while this Order is in effect:

- A. Any transfer by any Corporate Defendants of any money or tangible or intangible assets or any expenditure with a value of over \$100,000 from the date of entry of this Order at least five (5) business days prior to such transfer or expenditure. Such notice shall include: (1) the name of the recipient; (2) the recipient's address and telephone number; and (3) a detailed description of the purpose of such transfer or expenditure. This provision shall not apply to (i) any bona-fide, arms-length motor vehicle transaction of the Defendants or (ii) any expenditure incurred in the normal course of business by Corporate Defendants, such as payroll or tax obligations;
- B. Any new business entity, whether newly formed or previously inactive, including any partnership, limited partnership, joint venture, sole proprietorship, or corporation, directly or indirectly, created, operated, or controlled by any Defendant at least five (5) business days prior to any such action.

Such notice shall include: (1) the name of the business entity; (2) the address and telephone number of the business entity; (3) the names of the business entity's officers, directors, principals, and managers; and (4) a detailed description of the business entity's intended activities; and

C. The commencement, prosecution, stay, continuation, cessation, conclusion, or enforcement of any suit, legal proceeding, or judgment for, against, on behalf of, in, or in the name of, any Defendant that is related to the subject matter of this action, material to the business or financial condition of any Defendant, or otherwise involves any potential claim, judgment, monetary award, penalty, or sanction greater than \$100,000 at least five (5) business days after the occurrence of any such action.

### VIII. <u>DISTRIBUTION OF ORDER BY DEFENDANTS</u>

IT IS FURTHER ORDERED that immediately after service of this Order, Defendants shall provide a copy of this Order to each of their agents, employees, officers, subsidiaries, affiliates, attorneys, independent contractors, representatives, franchisees, and all persons in active concert or participation with Defendants, who participate in or have any responsibilities relating to the subject matter of this action. Within ten (10) days following this Order, Defendants shall provide the Commission with an affidavit identifying the names, titles, addresses, and telephone numbers of the persons that Defendants have served with a copy of this Order in compliance with this provision.

### IX. SERVICE OF THIS ORDER

**IT IS FURTHER ORDERED** that copies of this Order may be served by facsimile, email, personal or overnight delivery, or by U.S. Mail, by agents and employees of the FTC or by private process server upon any person or entity that may be subject to any provision of this Order.

X. <u>CORRESPONDENCE</u> 1 2 IT IS FURTHER ORDERED that, for purposes of this Order, because 3 mail addressed to the FTC is subject to delay due to heightened security 4 screenings, all affidavits, correspondence, notice, and service on the Commission 5 shall be sent via email or overnight courier such as FedEx or UPS addressed to: 6 Thomas J. Widor 7 Federal Trade Commission 8 600 Pennsylvania Ave., NW 9 Mail Stop: CC-10232 10 Washington, DC 20580 11 XI. RETENTION OF JURISDICTION 12 IT IS FURTHER ORDERED that this Court retains jurisdiction of this 13 matter for purposes of construction, modification, and enforcement of this Order. 14 XII. PENDING PRELIMINARY INJUNCTION MOTION AND HEARING 15 IT IS FURTHER ORDERED that the Commission's Motion is withdrawn 16 without prejudice and the Preliminary Injunction hearing set for November 14, 17 2016 at 10:00 am is hereby **VACATED**. 18 19 SO ORDERED THIS 25<sup>TH</sup> day of October, 2016. 20 21 22 23 24 THE HON. CHRISTINA SNYDER 25 UNITED STATES DISTRICT COURT 26 27 28