

February 2013

Dear Consumer Advocates for Metro Atlanta,

I need an advocate, and consumers need to be informed of the bad business practices of Volvtech of Georgia (1740 Cobb Parkway S., Marietta, GA 30060).



Metro-Atlanta, beware. I was not car shopping; the sellers sought out me.

Eugenio Alfonso Araya of Volvtech of Georgia contacted me through my “friend,” Edgar Tapia, to offer me a good deal on a Volvo convertible.

I said no.

They cut the price.

I saw the car, and said no.

They said they would fix the car. They needed to sell it for a widow: the owner of Volvtech, Antonio Rendic, had died, they said. His widow in Chili desperately needed money.

I drove the car. They pointed out that the roof needed repair – the rim around the convertible rear window needed to be resealed. That would take about three days. They said that other than the back window, the top was solid – in good working order with no cracks, broken latches, etc.

When I drove the car up Cobb Parkway, I noticed the pick up was slow and ran a high-pitched noise. They said they would check the brakes and the transmission.

I said I would like the car, if they fixed what they said they would and the car was in excellent working order. We agreed on \$3600.00.

I gave them a check on September 6, 2012. I got the title on September 11, 2012. I received the car on September 13, 2013. The car had not passed emissions.

From purchase date to current (November 25, 2012), the car was in the shop (Volvtech on Chattahoochee) for a total of:

September 11-30	eight or 19 days (11-18, 20 th ,)
October 1-31	13 of 31 days (12-25 th)
Total	21 of 50 days.

I could not get the car to pass emissions, so I could not register the car in my name. Volvtech never repaired the car: it poured oil. I had to put in a quart a week just for it to run a dozen miles a week.

On November 5, the top detached and almost flew off the car. It could have hit another car or caused a worse accident than it did. I got it off the interstate.



I called Tapia and Araya from the side of the road. Tapia did not answer, and never answered / returned my calls again. Araya told me he locked down the roof; it was not his fault.

They have refused to fix the car or return my money for the car. They blocked my call. Araya told me to sue him when I went to his shop in November 2012 to discuss that I did not have a drivable car.

My first letter from the lawyer was returned. My second letter has had no response.

The car is parked. Repairs are estimated, for the engine and top, at more than the purchase price of the car. I have estimates on paper, photographs, witnesses; I need an advocate. And, the public should be aware: if they will sell me a car that puts my life and others in danger, their repair work cannot be trusted.

I plan to take this to court, a slow and expensive process. I have a student whose father has offered to help me with that. Still, I am asking for your help. I am aware of your programming, and have seen the results of your work. Please contact me – please confront them.

I had to get another car, in addition to the traumatic experience of almost wrecking the car over a problem I did not know I had – the roof only needed the back window resealed when I purchased the car. I had it in the shop to get it to pass emissions.

Many thanks,
Leah Hughes

Eugenio Alfonso Araya
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(home address:

Owner Message

VOLVTECH of GA is a Full Service Volvo repair center located in Marietta on Cobb Pkwy S., just South of Dobbins Air Force Base. With 35 years of experience we are proud to service all Volvo makes and models. All technicians are factory trained and we look forward to serving you and servicing your vehicle. **Our goal is to make sure that you leave with reliable transportation.** We give competitive prices along with exceptional service and customer service. **"We fix it right the first time!" All work comes with a warranty of 12 months/limited mileage.** We have loaner cars for customers with appointments. Call us today to schedule an appointment! We look forward to Servicing your Volvo!
<http://www.judysbook.com/Volvtech-Of-GA-BtoB~Management-Consultants-and-Services-marietta-ga-r30608387.htm>
<http://tupalo.com/en/marietta-georgia/volvtech-of-ga>