

Tracy L. Crawford

December 21, 2011

Elk Grove Subaru
Attn: General Manager
8581 Laguna Grove Drive
Elk Grove, DA 95757

**Re: Unresolved Automotive Repair Issues
Used 2005 Dodge Durango, VIN 1D4HB48D85F556138**

Elk Grove Subaru General Manager:

As your records should reflect, on September 26, 2011, I purchased a used 2005 Dodge Durango, VIN 1D4HB48D85F556138, from your car dealership. Unfortunately, within the first 30 days of purchasing the vehicle, I experienced the following mechanical issues with the vehicle, some of which have not yet been resolved:

1. On September 26, 2011, which is the day I purchased the vehicle, the air conditioner was blowing hot air. Consequently, the air conditioning system had to be re-charged.
2. On September 27, 2011, which is a the day after I purchased the vehicle, I discovered the following: the radio and CD player were not working; the driver side door mechanism which locks and unlocks all of the doors was not working; and the power input in the lower dash was not working. Consequently, on that same date, I contacted your dealership and scheduled an appointment to have the inoperable items serviced. My appointment was scheduled for October 7, 2011.
3. On October 7, 2011, I brought my vehicle in for servicing. Although the radio was repaired, **my CD player was not and still has not been repaired or replaced nor has the door lock button been properly repaired or replaced.** With respect to my door lock button and power input not working, your technician informed us that there was no power going to the door lock button or power input because of blown fuses. Consequently, replacement fuses were supposedly installed to correct these issues. However, during this appointment, your technician informed me that there was a vehicle electrical problem that is caused by the radio/cd player. I asked to have the radio/cd player replaced and I was told that is not your procedure, procedure is that the radio cd/player is sent out for repair twice then replaced as a last alternative. The driver's side door still doesn't lock or unlock the doors. I was also informed that the vehicle had never been inspected or serviced by your dealership before it was sold per your advertisement. I saw your representative bring the vehicle from the back of your lot once I stated that there was nothing on the lot that I wanted to purchase and that I was leaving.

4. On November 3, 2011, I brought the vehicle back to your dealership for the following reasons: The driver's side front window was off track and not working properly. Upon inspection, your service department found the window regulator inoperable and the window glass broken.

Consequently, the left front window regulator and glass were replaced. However, on November 4, 2011 when the vehicle was returned to us, we discovered that the wrong size replacement window was used because now there is air coming through between the window and window seal and the window is loose and once again the cd player was not working; also the driver side door still doesn't lock or unlock the doors.

5. In addition, the vehicle was returned to us, once again without the cd player being replaced nor the electrical resolved and the driver side door still doesn't lock or unlock the doors.
6. As a follow up to the above, on November 7, 2011, I called and spoke with the dealership's General Manager. During that conversation, I made an appointment to meet with him on November 9, 2011. However, upon arriving to the appointment, the General Manager did not meet with me in person and instead a Sales Manager met with me. The Sales Manager had an appointment made for November 10, 2011 to have the radio and cd player replaced and to have the electrical problem resolved.
7. On November 10, 2011 when I arrived at my appointment they changed and said that for the third time they were only going to repair the radio and cd player. As to the electrical problem they stated that they could only fix what we were only having "current problems" with and not do a full electrical inspection as promised.

In response to experiencing the above-mentioned automotive mechanical issues, what is most disturbing is that one of the main reasons that I elected to do business with your dealership is because on your company's website, it states that your dealership sells "**Certified Pre-Owned**" vehicles. Yet, in the case of the vehicle that I purchased, in hindsight I realize the following:

- The vehicle I purchased had never been inspected or serviced by your dealership. That is why the CD player, radio, driver's side door locking and unlocking mechanism, power input for the lower dash and driver side window were all defective at the time of my purchase.
- To further support my position that your dealership had not inspected the vehicle prior to offering it to me for purchase, when I brought the vehicle back in for servicing for the CD player and driver door not locking and unlocking, one of your service persons verbally informed me that the vehicle had not yet been inspected.

In summary, although the air conditioner needed to be re-charged, the CD Player, and driver's side door locking and unlocking mechanism were inoperable when I purchased the vehicle on September 26, 2011. To date they remain inoperable, in addition to me making a final request that my CD player be replaced and the driver's side door locking and unlocking mechanism be repaired once and for all, I formally request Elk Grove Subaru perform a complete inspection of

the vehicle's entire system including the electrical system to ensure that the same problems or newly related problems will not arise, inspect/replace all fluids and top them off.

Please respond to this letter immediately by no later than December 30, 2011, either in writing or by contacting me at _____ to schedule a vehicle service appointment to properly inspect the entire vehicle, including the electrical system, and to **replace** the CD Player and driver's side door locking and unlocking mechanism. In the event that I do not receive a response from you by December 30, 2011, I will be left with no other options but to seek any and all legal remedies that may be available to me in a court of law.

Sincerely,

Tracy Crawford