

10145389

Durango, CO

2005 DEC -6 PM 2: 44

Nat. Highway Traffic Safety Admin.
Department of Transportation
400 7th St. SW Room 5232
Washington, DC 20590

Dear Sir or Madam:

This past year I have had a very bad experience with a local Automobile Dealer here.

I purchased my used 2000 GMC pickup from New Country Auto in August 2004. Immediately after purchasing it I had inkling that there were problems with the electrical and brakes. I had a light out and there was a lot of squeaking coming from the breaks. I took it in for repair indicating to the mechanic what was going on, see enclosed bill. He said it was all fixed and that I wouldn't have any problems.

It has been a weekend driver for me as I work on the Reservation and only use the vehicle when needed to haul or go into the mountains. I wrote the enclosed letter to Mr. Szura on August 2nd, 2005 with what occurred when I needed to use the vehicle for some mountainous travel. He did not answer the letter, so I wrote a follow-up letter to Ms. Nancy Sellers, owner of New Country and had a copy sent to the Sales Manager. The Sales Manager called me (only after I made a suggestion I would take other action) and indicated they were not responsible for the repair and that he was not going to help me.

Their mechanic did not fix the problem when I took it in, so I had another mechanic inspect it, he found the problems and I told him to repair it since I needed the vehicle immediately and their mechanic didn't. He showed me the worn parts and he indicated that did not happen in 8,000 miles and he indicated he would talk to New Country if they called him. **THEY DIDN'T CALL HIM.** I feel that they are not inspecting their used vehicles closely enough and that I could have had a serious accident with no emergency breaks or back-up lights. Please review the enclosed material and take the necessary action as there could be other drivers in the same position. Looking to hear from you as to what action you have taken.

Sincerely,

[Redacted Signature]

Could you please reply?

*Heathen
12/7/05*

[REDACTED]
Durango, CO [REDACTED]

Ms. Nancy Sellers
Owner
New Country Auto Center
1200 Carbon Junction
Durango, CO 81301

Dear Ms. Sellers:

Three weeks ago I wrote Mr. Kevin Szura, who I believed to be in a position to help me, and enclosed a lot of information about a GMC pickup I purchased from your organization approximately a year ago. I DID NOT RECEIVE AN ANSWER.

I don't know who handled the complaint but it was received on the 4th of Aug and signed for. I mailed the information Certified Mail. I was requesting reimbursement for an expense I had because your mechanics did not repair the parking breaks or the back-up lights on this vehicle when I had it in your shop right after I purchased it.

I don't want to take this matter any further, (BBB, Dist. Attorney, Attorney General, Herald, or Talk Radio) and am hoping we can get it taken care of immediately. I have enclosed a copy of the letter I sent, if you need additional documentation I can send it, but someone in your organization got the letter with documentation.

I'll be looking forward to hearing from you as soon as possible.

Sincerely,
[REDACTED]

cc: Gene Trujillio, Sales Manager

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COPIES
S
TAXI

[REDACTED]
Durango, CO
August 2, 2005

1000

Mr. Kevin Szura
New Country Auto Center
1200 Carbon Junction
Durango, CO 81301

COPY

Dear Mr. Szura:

Enclosed are documents related to the purchase of my GMC pick-up which I purchased last year. I purchased the vehicle on the 21st of July and had several problems with it as you can see on the work order. At the time I was having break problems and light problems. I took it in and was told everything was OK after paying \$35.15 for parts and labor.

I have not owned a vehicle with so many extras and I was unfamiliar with this vehicles additions and am still somewhat unfamiliar. To make a long story short I never did get the breaks and lighting completely corrected. When they work on the vehicle (a week after the purchase) they did some minor fixing they did not check or correct the parking breaks or the back-up lights.

I recently took this vehicle in to T & T Auto on College to have it checked out because I was going to be traveling to Silverton several times and I was concerned with its safety features. Well \$548.27 later I now have parking breaks and back-up lights. The mechanic told me these items were bad when I purchased the vehicle and should not been sold in the condition it was in. He said if you have any questions you can call him the number is on his bill. He showed me the parts they were completely worn out. He said this would be impossible to do in the 8,000 miles I had driven it.

I don't know how or why this vehicle was sold to me in this condition but I want to be reimbursed for my expense. I do have the extended warranty if that could be a source for my reimbursement, paperwork enclosed. Looking forward to hearing from you soon.

Sincerely,

[REDACTED]

Sent: Copy of this letter, Tom's bill, this bill, extended warranty

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**