

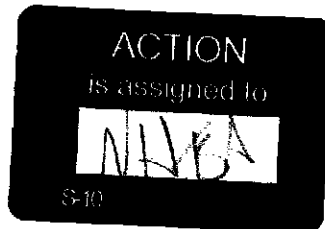
MR. NORMAN Y. MINETA
SECRETARY OF TRANSPORTATION
NATIONAL HIGHWAY TRANSPORTATION
SAFETY ADMINISTRATION HEADQUARTERS
CONSUMER COMPLAINTS
400 SEVENTH STREET, S.W.
WASHINGTON, D.C. 20590

OUT
[REDACTED]
CHARLOTTE, N.C.

IN REFERENCE TO;
BBB COMPLAINT #
340874

JANUARY 19, 2006

10/99/19
SIR,



I RECEIVED YOUR ADDRESS FROM A FRIEND, WHOM IS WITH THE G.A.O..

AT PRESENT MOMENT, I AM CHAINING MYSELF TO A DOGWOOD, COMFORTABLY SITTING IN A ROCKING CHAIR AND PREPARING TO GET TOTALLY INTOXICATED. NOTEING THE FACT, THAT I, TRULY HAVE DESERVED THIS BEER, I'M GOING TO ENJOY IT.

THE FOLLOWING DOCUMENTS ARE PRESENT:

- (A) BETTER BUSINESS BUREAU (CLT., N.C.)
- (B) PEP BOYS' RESPONSE AND REQUEST OF ETC...
- (C) BBB RESOLUTION (CHECK OUT MY DATE AT BOTTOM...
I ONLY MISSED IT BY A MONTH)
- (D) DETAILS/RECEIPTS, AS PER REQUEST
- (E) OVERKILL/QUESTIONS ASKED OF PEP BOYS/UNANSWERED
ANSWERED BY A.S.E. CERTIFICATION OFFICIALS
- (F) FAXED MESSAGE TO VIRGINA LOPEZ, MRG.,
CUSTOMER RELATIONS/PEP BOYS
- (G) DIAGRAM/SCHEMATIC OF RELATED PARTS,
AVAILABLE FROM YOUR LOCAL NISSAN DEALERSHIP
(DON'T WANT TO INFRINGE ON THOSE COPYRIGHTS)
- (H) SEARS RECEIPT OF NEW BATTERY,
NOTE: I HAVE LEARNED FROM THIS EXPERINCE.
I WILL GO TO SEARS FOR FUTURE WORK, INSTEAD OF
GOING TO PEP BOYS. SEARS, HAS MY RESPECT.

SIR, IN THE INTEREST OF SAFETY, PLEASE CRACK THE WHIP AND REIN IN THIS OUT OF CONTROL CORPORATION/STORE. MIGHT I SUGGEST; WITHIN THEIR "MISCELLANEOUS SHOP SUPPLIES" A TAPED VIDEO OF THEIR PERFORMANCE/REPAIR WORK WITH AN ACTIVE CLOCK ON THE VIDEO.

ALSO, A SAMPLING OF CUSTOMERS/VEHICLES THAT HAVE BEEN REPAIRED AS OF 09/14/2005 TO PRESENT DATE OF JANUARY 19, 2006.

I WOULD LIKE TO THANK VARIOUS STATE AND FEDERAL PERSONNEL WHO OFFERED ADVICE, ASSISTANCE AND INFORMATION, IN A TIMELY MANNER, UNLIKE OTHER INDIVIDUALS, WHOM WERE CHARGED WITH THE SAME RESPONSIBILITES, BUT PERFORMED THEIR DUTIES DIFFERENTLY.

IF A RESOLUTION IS REACHED, THAT BENEFITS SAFETY, PLEASE INFORM ME.

SINCERLY,
[REDACTED]

2006 JAN 25 PM 9:27
Anamari
1/29/06

VIRGINA LOPEZ, MANAGER
CUSTOMER RELATIONS
PEP BOYS
3111 WEST ALLEGHENY AVENUE
PHILADELPHIA, PA. 19132

CHARLOTTE, N.C.
THURSDAY-JANUARY 19, 2006

REFER TO:

BBB COMPLAINT # 340874

TO WHOM IT MAY CONCERN,

YOUR PARTICIPATION AS A CUSTOMER RELATIONS MANAGER/REPRESENTATIVE OF PEP BOYS, HAS BEEN REQUESTED, REPEATEDLY AS OF, 12/10/2005. YOUR INPUT, INFORMATIONAL SKILLS AND DEDICATION TO YOUR CUSTOMERS, HAS BEEN DUELY NOTED BY YOUR LACK OF RESPONSE. IF, IN THE FUTURE, YOUR CORPORATION, DECIDES TO RESPOND...PLEASE, DO SO IN WRITING.

MR. DON HOLDER, YOUR SOUTHEAST REPRESENTATIVE, HAD BEEN PHONED ON VARIOUS ATTEMPTS TO ACHIEVE COMMUNICATION. HE NOR HIS ASSISTANT, MELLISSA BROWN, NEVER RETURNED ANY CALLS. MY PHONE NUMBER, WAS LEFT ON YOUR CORPORATE LINE MORE THAN SEVEN TIMES.

HOPEFULLY, YOU/YOUR CORPORATION, ^{WSE} IS IN RECEIPT OF TIME DATED MATERIAL SHIPPED THROUGH THE, U.S.P.S., PARCEL #70050390000580224715. IF NOT, I HAVE BEEN INFORMED, IT CAN BE ACCESSED THROUGH YOUR LOCAL BBB OF METRO WASHINGTON D.C. AND EASTERN PENNSYLVANIA, 1608 WALNUT STREET, STE. 402, PHILADELPHIA, PA. 19103, PHONE #215-985-9313, FAX #215-893-9312.

MY OIL LIGHT IS COMING ON, PLEASE HAVE A NICE DAY.

VERY SINCERLY,
[REDACTED]

CC. MR. NORMAN Y. MINETA,
SECRETARY OF TRANSPORTATION
NATIONAL HIGHWAY TRANSPORTATION
SAFETY ADMINISTRATION HEADQUARTERS
CONSUMER COMPLAINTS
400 SEVENTH STREET, S.W.
WASHINGTON, D.C. 20590

FAX # REQUESTED THROUGH BBB C.C.T., NC,
FOR VIRGINA LOPEZ/PEP BOYS
" #215-430-9849



BETTER BUSINESS BUREAU®

13860 Ballantyne Corp. Pl. • Suite 225 • Charlotte, North Carolina • 28277
704.927.8611 • toll-free outside Mecklenburg County, 877.317.7236 • Fax 704.927.8615 • www.charlotte.bbb.org

January 4, 2006

[REDACTED]
[REDACTED]
Charlotte, NC [REDACTED]

RE: Pep Boys

Enclosed is the response the Better Business Bureau (BBB) received after contacting this company concerning your complaint. The BBB seeks correction to marketplace problems through voluntary efforts and does not take sides in a dispute. If you do not consider the complaint as resolved at this point, your options for further recourse may include the BBB's Alternative Dispute Resolution (ADR) program, Small Claims Court, legal representation, or appropriate government regulatory agencies.

The keys to satisfactory business transactions typically involve: (1) effective communication and (2) fulfillment of responsibilities by all parties involved in the transaction. You are encouraged to always obtain a company's report prior to utilizing its services and/or products.

Sincerely,

Detra Foster
Dispute Resolution Specialist
704-927-8633 (phone)
704-927-8634 (fax)

COMPLETE AND RETURN THIS FORM TO THE BBB within ten (10) days.
If this form is not returned, we will assume the complaint is resolved.

A. ☐ This COMPLAINT has been RESOLVED. The company's response or action has been accepted.

☒ This COMPLAINT has NOT been RESOLVED.

IF NOT, why? MY COMPLAINT OF SHODDY WORKMANSHIP WAS NOT ADDRESSED IN A
TIMELY MANNER, THE BUSINESS AT 5020 SOUTH BLVD., CHARLOTTE, N.C. AND/OR
THEIR MANAGER VIEW PARTS FALLING OFF A VEHICLE THEY HAD JUST REPAIRED
AS A TOWING, WHEN IN FACT, IT WAS NEVER TOWED TO THAT LOCATION, ON THAT
DAY - 12/10/2005.

B. DO YOU PLAN to take additional action? ☒ YES ☐ NO If so, in what manner? YOU WILL KNOW,
TRUST ME.

IF YOU PROCEED with legal/governmental intervention, the BBB will be unable to continue any involvement.

SIGNED COMPLAINT # 340874 [REDACTED] Date 02/05/06 {340874}

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Rutherford • Scotland • S. Iredell • S. Rowan • Stanly • Union

South Carolina Counties: Chester • Chesterfield • Lancaster • Marlboro • York

virg ina lopez, mr g.
customer relations
pep boys
3111 west allegheny ave.
philadelphia, pa. 19132

CHARLOTTE, N.C.

JANUARY 08, 2006

RE: BBB COMPLAINT
#340874

TO WHOM IT MAY CONCERN;

THE FOLLOWING DOCUMENTS: PEP BOYS RECEIPTS # 0132 1124680
0132 1127135
0132 1127174

are being forwarded to you as per your request.
DETAILS OF STORE#132/SHODDY WORKMANSHIP, WILL BE ON AN ADJACENT PAGE.

HOLDING IN RESERVE, FOR LATER USEAGE, IF NECESSARY ARE OTHER PERTINENT
INFORMATIONAL MATERIAL(S).

I DEEM MY COMPLAINT VERY ACTIVE, AND YOUR EFFORTS TO CONTACT ME IN A
TIMELY MANNER VIA TELEPHONE SINCE 12/10/2005, unexcuseable.

cc. VIRGINA LOPEZ, MRG.
CUSTOMER RELATIONS
PEP BOYS

DETRA FOSTER, SPECIALIST
DISPUTE RESOLUTION
BBB

SINCERLY,
CUSTOMER

VIRGINA LOPEZ, MRG.
CUSTOMER RELATIONS
PEP BOYS
3111 WEST ALLEGHENY AVE.
PHILADELPHIA, PA. 19132

CHARLOTTE, N.C.

JANUARY 08, 2006
RE: BBB COMPLAINT
#340874

MS/MRS LOPEZ,

THE FOLLOWING ARE DETAILED ACCOUNTS OF SHODDY WORKMANSHIP PERFORMED UPON MY VEHICLE BY YOUR COMPANYS PEOPLE AT STORE#132, 5020 SOUTH BLVD., CLT., N.C..

ON 09/13/2005, I PURCHASED A BATTERY FROM SEARS, IT WAS NEW.

ON 09/14/2005, I TOLD YOUR MECHANICS, I NEEDED AN ALTERNATOR FOR MY VEHICLE. I INFORMED THEM I HAD PURCHASED A NEW BATTERY AND EVEN SHOWED THEM MY RECEIPT FROM SEARS, I ALSO TOLD THEM I WANTED ALL OLD PARTS THAT WERE REPLACED BY THEIR REPAIR WORK. I WAS INFORMED, THAT I WOULD GET A TRADE IN COST ON MY OLD CORE ALTERNATOR, IF THEY KEEP IT. I WAS IN AGGREETMENT. TWO (2) MONTHS WENT BY AND A SQUELING NOISE COULD BE HEARD COMING FROM MY FANBELT. CLOSER EXAMINATION REVEALED, THE LOWER BOLT THAT HOLDS THE ALTERNATOR TO A BRACKET, WHICH ALSO HOLDS THE FANBELT IN PLACE, WAS EXTENDED OUTWARDS APPROX. 1½ INCHES. NOTEING THE FACT THAT PEP BOYS STORE#132 HAD DONE THE ALTERNATOR WORK ORGINALLY AND NO-ONE HAD DONE ANY WORK ON IT SINCE, THEIR WARRANTY ON THEIR WORK SHOULD HAVE STILL BEEN GOOD. I ALSO NOTED, THAT THE GROUND WIRE FROM THE ALTERNATOR, HAD NOT BEEN HOOKED INTO THE FRAME OF THE VEHICLE.

ON 12/09/2005, I ATTEMPTED TO GET THE MANAGER "BILL" AKA BELA HALMI, TO HONOR PEP BOYS PREVIOUS WORK/UNCOMPLETED WORK (WARRANTY) AND HE DENIED THAT PEP BOYS HAD ANYTHING TO DO WITH MY VEHICLES PROBLEM...UNTIL HE VIEWED IT ON HIS COMPUTER. I WASN'T TOO HAPPY THE LAST TIME WHEN THEY ATTEMPTED TO FRY MY NEW BATTERY BY CHARGING IT, AND NOW I KNEW THAT THEY HAD DAMAGED OTHER PARTS OF MY VEHICLE. OF COURSE BILL DID'NT CARE, HIS SCHEME WAS TO BILL/CHARGE ME ANYWAY, REGARDLESS OF MY WARRANTY. I FIRMLY TOLD THOSE WRITING UP MY TICKET/WORK ORDER, THAT I WANTED ALL OLD PARTS THAT WERE REPLACED BY THEIR REPAIR WORK PUT INTO THE REAR OF MY TRUCKBED. MY WITNESS EVEN HEARD ME TELL THEM TO CIRCLE MY STATEMENT, PUT AN X OR CHECKMARK BESIDE IT, SO THEY WILL REMEMBER, HE AGREEDED "QUINCY", THREE MECHANICS WERE STANDING TO HIS IMMEDIATE RIGHT AND I WAS THE FIRST CUSTOMER THROUGH THE DOOR. I WAS QUOTED A TIME MY VEHICLE WOULD BE FINISHED, VARIOUS TELEPHONE CALLS TO MY HOME SAID I NEEDED MORE PARTS THAN ORGINALLY WERE AGREEDED UPON. I RETURNED TO THE PEP BOY FACILITY, (STORE#132) 3 THREE HOURS LATER I ASKED HOW MANY PARTS WERE IN THE BACKOF MY PICKUP TRUCKBED. A GUY SHUFFLING PAPERS IGNORED ME, I ASKED LOUDER, THREE TIMES TO BE EXACT. THEN I ASKED FOR THIS PERSONS NAME AND POSITION, IN A RUDE WAY HE SPAT ..."DAVID"...I DON'T HAVE TO GIVE YOU MY LAST NAME! AND THIS STORE#132 HONORS THE PEP BOYS CODE OF ETHICS? I DON'T THINK SO. "BILL AKA BELA HALMI", THE MANAGER, ASKED ME OUTSIDE IN AN ATTEMPT TO SHIELD THE TRUTH FROM OTHER CUSTOMERS, WHO WERE BEGINING TO WONDER ABOUT THE FATE OF THEIR OWN VEHICLES. AFTER A BRIEF BUT TERSE EXPLANATION, I WAS ESCORTED INTO THE BAY AREA AND OBSERVED A MECHANIC APPROACHING MY VEHICLE WITH A TOOL IN HIS HAND, HE EITHER FORGOT TO STOP OR PURPOSELY RAMMED HIS TOOL INTO MY BATTERY TERMINAL, WHICH ARCED A PRETTY BLUE ELECTRICAL CHARGE ACROSS MY ENGINE AND DAMAGED THE TERMINAL HOOKUP. BOTH HE AND BILL, SIMPLY LAUGHED AT WHAT HAD JUST HAPPENED, I ON THE OTHER HAND SAW NOTHING FUNNY ABOUT IT. WHEN WORKING ON A VEHICLE AREN'T YOU SUPPOSE TO DISCONNECT THE POSITIVE TERMINAL, IT WASN'T.

CONT. PAGE 3

MANAGER "BILL" AKA BELA HALMI, DID NOT HONOR THE EXISTING WARRANTY TIME FOR WORK DONE ON 09/14/2005. I WAS CHARGED FOR WORK, PARTS AND LABOR THAT SHOULD HAVE BEEN DONE CORRECTLY THE FIRST TIME WHEN THE ALTERNATOR WAS INSTALLED.

IT IS MY BELIEF, THAT BY NOT RETURNING ANY OF MY OLD PARTS AS PER MY REQUEST ON PAPER DATED 12/09/2005, MANAGER "BILL" AKA BELA HALMI EXPECTED TO SHED ANY RESPONSIBILITY/LIABILITY OF DAMAGE DONE BY A STRIPPED/UNTIGHTEN BOLT/NUT ON THE BOTTOM OF THE ALTERNATOR, WHICH PASSED THROUGH A METAL BRACKET THAT HELD THE FAN BELT(S). ALL OF THE ABOVE PARTS AND LABOR SHOULD HAVE BEEN HONORED UNDER THE EXISTING ALTERNATOR WARRANTY. HELL, THE GROUND WIRE WASN'T EVEN HOOKED PROPERLY THE FIRST TIME, IT SHOULD HAVE BEEN HOOKED TO THE VEHICLE FRAME.

UPON RECEIVING MY VEHICLE, I REMARKED THAT SINCE THE MANAGER "BILL" AKA BELA HALMI, HAD PULLED MY MECHANIC OFF MY VEHICLE AND HAD HIM WORKING ON TWO VEHICLES AT THE SAME TIME, I HAD BETTER NOT HAVE ANY PROBLEMS. TWENTY (20) MINUTES AFTER LEAVING STORE#132 PARTS BEGAN FALLING OFF MY TRUCK. A QUICK EXAMINATION REVEALED BOLTS MISSING FROM MY FAN SHROUD, AND THREE (3) LOOSE NUTS AND ONE (1) MISSING FROM MY NEWLY INSTALLED FAN CLUTCH.

* "QUINCY AND BRIAN", FIXED THE FAN CLUTCH, MY FATHER HAD TO RETRIVE F.S. BOLTS. NUMEROUS TELEPHONE CALLS TO YOUR COMPANY, WENT UNANSWERED THEY ARE LOGGED NOT ONLY ON OUR PHONE BILL BUT ALSO WITH THE FCC. YOUR INTIMIDATING TAPED MESSAGE, MENUS AND RUDE OPERATORS WERE NOT ONLY TAPED BY YOUR COMPANY BUT ALSO THE FCC, I'M ON THE DO NOT CALL LIST. BUT, JUST FOR YOU, I'D MAKE AN EXCEPTION.

* ITS' OBVIOUS TO ME AS A CUSTOMER, THEIR ARE THOSE WITHIN YOUR COMPANY THAT AT A CORPORATE LEVEL, DO NOT CARE FOR YOUR CUSTOMERS. IT WILL BE THESE PEOPLE THAT YOUR STOCK HOLDERS WILL BE TOLD ABOUT.

* HAVE A FINE DAY, GOD BLESS YOU ONE AND ALL.
THE SHIFT HAS CHANGED, NO LONGER IS IT BUSINESS AS USUAL.

* JUST OUT OF CURIOSITY/BENEFIT OF A DOUBT, DOES THE WORDS:
DECEPTIVE BUSINESS PRACTICES, RING ANY BELLS?

"WANTED: DRAGON SLAYER
4 CORPORATE TAKEDOWN
MUST OWN NO STOCK IN
BUSINESS."

SINCERLY,
340874

Subj: NEED ANSWER TO QUESTION (TIME DATED - 12 - 09 - 2005 *5:20pm)
Date: 12/9/2005 5:39:57 PM Eastern Standard Time
From: Farnish
To:
CC: ~~XXXXXXXXXX~~

What is the standard operating procedure for an ASE CERTIFIED MECHANIC when he/she is servicing a vehicle? Can a ASE CERTIFIED MECHANIC service (2) two vehicles at the same time efficiently and correctly? IS ASE CERTIFICATION regulated by the Federal Government, if so, which branch? Note: I have asked three questions, a ethical response to each, will be gratefully appreciated, sincerely, [REDACTED]

PEP BOYS STORE PROUDLY DISPLAYS
"ASE CERTIFIED MECHANICS" IN
THEIR WINDOW DISPLAY
QUESTIONS ASKED OF PEP BOYS #132
REFUSED TO ANSWER...
CORPORATE STORE REFUSED TO GET
INVOLVED / REFUSED TO TAKE COMPLAINT
WAS PASSED OFF TO OPERATORS, MENUS,
ETC.,

from: [REDACTED]

Subj: **Your Question to ASE**
Date: 12/13/2005 3:07:40 PM Eastern Standard Time
From: T.Molla@ASE-Cert.com
To:

Thanks for the question to ASE. In answer to your questions:

1. ASE does not establish standard operating procedures for any service or repair. That is done by the vehicle manufacturer. ASE only tests technician technical knowledge and does not establish or recommend repair procedures of any kind.
2. Some shops do have enough service bays to allow one technician to work on two vehicles at a time. Again, this is the policy set by the shop itself and not ASE. Since this practice is not uncommon, it is possible for a technician to do this efficiently and correctly.
3. ASE Certification is a voluntary program established by the automotive industry in 1972. Except for the normal tax requirements that must be met by any 501(c)6 not-for-profit company, we are not regulated by the Federal government in any way.

I hope this answers your questions.
Best regards,

Tony Molla
VP Communications
ASE
101 Blue Seal Drive, SE
Suite 101
Leesburg, VA 20175
703-669-6614
703-669-6127 - FAX
www.ase.com



Virginia Lopez
Customer Relations Manager

December 28, 2005

Detra Foster
Better Business Bureau
13860 Ballantyne Corp. Pl., Suite 225
Charlotte, NC 28277

RE: Mr. [REDACTED]

Dear Ms. Foster:

We reviewed the consumer complaint sent to your office by [REDACTED] dated December 14, 2005. At this time, we are requesting that [REDACTED] provide me with details regarding the shoddy workmanship along with receipts he may have concerning our South Blvd. facility.

Upon receipt of we will begin the resolution process.

Thank you,

A handwritten signature in black ink, appearing to be "VL" or "V Lopez", written in a cursive style.

Virginia Lopez
Customer Relations Manager



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December 14, 2005

[REDACTED]
[REDACTED]
Charlotte, NC [REDACTED]

RE: Pep Boys - Complaint #: 340874

Thank you for submitting your complaint to the Better Business Bureau. Your complaint has been received and is being processed by the BBB Dispute Resolution staff. Your complaint will be forwarded to the company for their response. Once the company's response has been received, it will be forwarded to you to review and comment. If the company contacts you directly and is able to resolve the complaint to your satisfaction, please notify us of this so we may close your case. Please note the BBB Dispute Resolution process can take upwards of 6 to 8 weeks.

Your BBB Case Specialist is: Detra Foster, Dispute Resolution Specialist
704-927-8633 (phone) / 704-927-8634 (fax)

month period 36
Complaints: 1 yr. 19 resolved
Pep Boys
~~Statewide~~
Statewide

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**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).**