

[REDACTED]
Greenville, PA
September 10, 2014VIA CERTIFIED MAIL

Mr. Greg Greenwood
Owner - Operator
Greenwood Chevrolet
4695 Mahoning Avenue
Youngstown, OH 44515

SEP 19 2014

Dear Mr. Greenwood:

With all that is happening with General Motors...the recalls and everything else, I am now writing to you in sheer desperation because I am completely disillusioned with Greenwood Chevrolet and its service operation.

Allow me to explain. At the recommendation of a friend who purchased a 2012 Chevy Impala at your dealership, I visited the Greenwood - Hubbard showroom and ultimately purchased a 2014 Chevy Traverse on February 14, 2014. Steve Rotunno was the salesman and I was very pleased with his efforts to find a suitable vehicle for me. He and Vince Palmer were able to make a satisfactory deal for me to buy the Traverse, taking my 2002 Silverado, which had low mileage and a clean exterior, as a trade-in.

However, my trusty "run around town" vehicle is a 1998 Malibu. I have had wonderful luck with the car over the years, having serviced it regularly (oil changes, PA inspections, etc.). I lived in Pittsburgh at the time and prior service was done either there or later by my local mechanic in Greenville. But, the problems I was now encountering were more complicated. I brought the vehicle to Greenwood - Hubbard for several items to be thoroughly checked and/or serviced. Then all my troubles started!!

As mentioned, I live in Greenville, Pennsylvania and called Greenwood to have some things repaired on my Malibu, thinking that it would be better for the dealership to use their diagnostic equipment and that the issues would be addressed.....my brakes were spongy, my ABS light was coming on and my air conditioning was working erratically. I was told to bring in the Malibu on April 21, 2014, indicating that I might have to leave it for about a week since you were "swamped with the recalls."

Debbie in service was leaving for some vacation time in the next day or so, but she wrote up the service order. Unfortunately, she did not write everything that I told her on the work order. In fact, she inserted her own comment regarding the possible "overfill" of the master cylinder. What I said was I wanted the brakes checked thoroughly because of the loss of fluid and to check the ABS light that was coming on.

In addition, absolutely, nothing was followed up by anyone else in the Service Department. The car probably sat there until I phoned Debbie, when she returned from her trip, to inquire. Ultimately, I never got the car back until May 6, 2014. That's more than two weeks for your technicians to check out the problems. During the time she was out, no one called me. No one gave me a progress report. Nothing! Debbie was upset to hear that the ball was dropped while she was away.

Here were the problems. First, the ABS light was coming on intermittently. That was an obvious sign that something was wrong.

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Unfortunately, my biggest problem was when I checked my brake fluid at home, I found the master cylinder to be very low on fluid. I knew that brake fluid had to be leaking out of the lines somewhere. I had to fill the cylinder (to the fill line, of course) in order to get it to your dealership, twenty-four (24) miles away.

My air conditioning system also was working intermittently. Refrigerant had been put into the unit on prior occasions, but it was erratic. It depended on the blower speed and would sometimes quit blowing cold air and would start blowing warm air as I was driving the car in warm weather with the air conditioning switch turned on. I honestly do not believe that your service techs ever checked it out thoroughly. They merely put in the refrigerant and assumed that corrected the problem. I already knew that was not the answer because it had been done previously and did not resolve the issue. Did anyone bother to check the sensors or the switch? I doubt it, because I believe that might have shown something.

According to what I heard prior to picking up my Malibu on May 6, your dealership said the master cylinder was OK and they couldn't find any leaks in the brake lines!! How so? The brake fluid was leaking out somewhere!! It cannot all dissipate that quickly as I do check the fluids regularly.

The ABS light issue, however, was resolved. Technically, that's the only thing that was repaired satisfactorily by your Hubbard Service Department.

Another problem was the console that was loose and had to be fixed. The console was totally loose. Your technicians fixed it (repaired it at the hinge) but didn't bother to re-attach the hinge cover. I had to do that myself when I returned home.

I was told that with the brake diagnosis (ABS system) that the car needed two (2) wires and a hub. That amounted to over \$500.00. The AC charge was \$104.00 and it still doesn't work. The console repair was over \$250.00. My car cost \$915.27 to get it out of your dealership that day.

But, it gets worse.....within two months I was driving from Greenville to Hermitage, PA on Route 18 and my brake pedal went to the floor. No brakes and no fluid!! It had all leaked out again!!

I could have been in an accident, but fortunately, I have enough years of "driver experience" to know how to use the emergency brake and gear down to stop the vehicle. What's even more critical is that I could have been injured or I could have hurt someone else because your Service Department's performance was horrible. Unfortunately, I had to have the car towed by the AAA back to Greenwood - Hubbard, since that's where my car was brought for brake service initially.

Now, here comes the deal with Jim Lamtman, the Service Manager at Hubbard. He must think I'm some sort of idiot to believe all that he was trying to push down my throat....like "We don't replace brake lines for every car brought in by customers with brake problems. There's always corrosion, especially in this area." So what do they do? Overlook the problem and not find the leaks in the lines? Do they intentionally allow accidents to happen and brake lines to rupture because corrosion is indigenous to this area?"

How is it that not long after it comes out of your Hubbard Service Department that two (not one) brake lines rupture simultaneously, causing my brake pedal to hit the floor? It's

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obvious to me that were leaks all along (that was the reason I initially brought it there for service) and your technicians didn't carefully check out the situation. They just wanted to get my vehicle out of the shop because it's an older car!!! I'm dubious that anyone even checked it out completely until there was a crisis situation.

Now, with the vehicle having to come back to Greenwood, Mr. Lamtman proceeds to try and circumvent the problem, attempting to get the dealership off the hook. He called me and said he was going to "personally handle the problem." He also inferred that I had "overfilled the master cylinder" when I initially brought the vehicle to your dealership. There's no such thing with an obvious fill line on the cylinder.

However, Mr. Lamtman was absolutely wrong to assume that I was some elderly person with no mechanical experience. I was a licensed aircraft mechanic for over 40 years, serving as a manager of ground maintenance for a major U.S. airline in a Midwestern city. If my mechanics fixed planes like your Hubbard Service Department repairs cars, we would have had a ton of plane crashes. I'm proud to say that there was an excellent service record with the more than 350 mechanics under my supervision. We checked and double checked everything and it always paid off for the safety of our airline passengers.

Right now, I am wishing I was physically able to work on my car because I would troubleshoot to see what might be wrong and do the repairs myself.

Your dealership needs to learn about thoroughness and safety for your customers as well. **My guess is that you are running "lean and mean" and just keep pushing the cars out of the Service Department so you can look at the bottom dollar and profits. You could care less about customer service, safety, and getting a job done efficiently, carefully and in a timely manner.**

It cost me another \$681.97 (allowing me to use a discount coupon) to get my car out of your dealership after the brakes failed completely and two new lines were installed at Greenwood - Hubbard. Also the invoice shows a "road test" and the mileage in and out are identical. How could it be road tested when there is no variance in the mileage? And, what is a 27 point inspection? I would like to see a list of exactly what that entails! It is apparent that those words are just some verbiage you use to make people think you are checking things on the vehicle.

Your Service Department costs are disgusting for work that was totally inadequate and unacceptable. **I truthfully believe that you need to reimburse me for the \$681.97 since the entire brake job had to be re-done!! I didn't need this grief or expense.**

After all the problems with your dealership, I took my 1998 Malibu to the local mechanic who has verified that the fittings on the new brake lines, installed at Greenwood after the brakes went to the floor, were leaking at the new fittings installed by Greenwood...were not repaired correctly (although a better grade of brake lining material was visibly used, according to the local mechanic) and that the work was shoddy and inexcusable, not to mention the overcharging for work inadequately done. That has cost this retiree an additional large sum of money (\$859.61 to be exact) to fix what Greenwood botched. Not only that, in addition to the leaking new brake lines, I also had a broken sway bar, a leaking fuel line

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and a left rear strut that was blown (all discovered by the local mechanic) that should have been noticed at Greenwood when checking out the brake problem and was obviously (perhaps intentionally) overlooked by the technicians (and your Service Manager) at your Hubbard Service Department.

Now, I have spent \$1,597.24 at Greenwood for unacceptable service work at your dealership and some of the issues for which I initially brought in the Malibu have not been addressed or repaired at all by your Hubbard Service Department. For a retiree to be out such a huge amount of money for unacceptable service is unthinkable. You can be sure that I will tell everyone I know (including a large number of friends who are GM retirees) to "stay away from Greenwood" for any reason because their Service Department in Hubbard is completely unreliable.


Copies of my invoices are enclosed. As you will note, I am also sending a copy of this correspondence to those whom I feel need to know about this very costly mistake on my part....choosing Greenwood Chevrolet for auto repairs for a Chevrolet product. I am also doing this to avoid having someone else, less knowledgeable about mechanics, experience the ineptness at Greenwood's Hubbard Chevrolet. I hope this letter will precipitate an investigation of your Hubbard service operation by GM's corporate officials.

In all honesty, I am sorry that I ever went to Greenwood Chevrolet and bought my new Traverse at your Hubbard location. I should have gone elsewhere (like Meadville, PA) to a competitor where I could rely on good service.

I am angry that the service promised at Greenwood was not delivered. I am upset that I am out over \$2,000.00 (and that really hurts the pocket of someone on a fixed income). Further, I am appalled that your Hubbard Service Department would have the audacity to charge such unreasonable rates and not fix the problems. Doesn't anyone have a conscience?

Shame on you for running such an incompetent service operation....for gouging customers, especially retirees on a fixed income....and for repair work that either was not satisfactorily completed or may never have been done at all.

I expect to hear from you, personally, or someone at the General Motors executive level regarding this matter. This is a very serious problem, not to be fluffed off, that must be resolved by you or someone on a higher level.



Enc. - Invoices

C: See attached list - page 5



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C: Denny Denoi – General Manager (VIA CERTIFIED MAIL)
Greenwood's Hubbard Chevrolet
2635 North Main Street
Hubbard, OH 44425

Jim Lamtman – Service Manager
Greenwood's Hubbard Chevrolet
2635 North Main Street
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Mary T. Barra (VIA CERTIFIED MAIL)
CEO
General Motors Company
300 Renaissance Center
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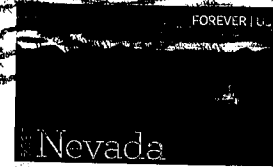
Better Business Bureau – Youngstown
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