

NEF-010

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East Chicago, IN. [REDACTED]

10/5/2018

Curtis Hill, Atty.

**Office of the Indiana Attorney General**

Indiana Government Center South  
302 W. Washington Street, 5<sup>th</sup> Floor  
Indianapolis, IN. 46204

**Consumer Protection Division**

302 W. Washington Street, 5th Floor  
Indianapolis, IN 46204

**Crossroads Regional Chamber of Commerce-Merrillville**

440 W 84<sup>th</sup> Drive  
Merrillville, IN. 46410

**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE.  
West Building  
Washington, DC 20590

**Better Business Bureau (BBB) Office**

4011 Parnell Avenue  
Fort Wayne, IN. 46805

Bill Nash, CEO

**CarMax Home Office**

12800 Tuckahoe Creek Parkway  
Richmond, VA. 23238

Nick Dumbold, Service Manager

Riley, Asst. Sales Manager

**CarMax, Merrillville**

1370 East 79th Place  
Merrillville, IN 46410

**Mercedes-Benz**

1 Mercedes-Benz Dr  
Sandy Springs, GA. 30328  
Central Region  
9399 West Higgins Avenue  
Suite 210  
Rosemont, IL, 60018

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Dear Attorney, General Curtis Hill,

Since purchasing a 2015 Mercedes-Benz GLK 350 with a white exterior, on September 15, 2018, I have been given the most unpleasant customer service experience from CarMax in Merrillville Indiana. Address provided above along with the name of the Service Manager, Nick Dumbold.

After the purchase of the Mercedes-Benz, I noticed when braking, the brakes pads squealed with the rotors. I had a mechanic inspect the vehicle and was informed that in the warranty, brakes are covered in the Buyers Guide. (Exhibit 1), as this vehicle did not have Brake pedal reserve and brake rotors were too thin in accordance to DOT specifications. This was a safety concern.

On September 26, I took the vehicle to CarMax as instructed by Jen, Service department and the repairs to the bakes and rotors will be free of charge. Since September 26, my vehicle has not left the CarMax parking lot.

The CarMax service department called to inform us that the vehicle is ready for pick up. On or about 9/27/18. At the time of picking up the vehicle, I informed and physically showed Chanel from CarMax service department, that left front quarter was not secured to frame of vehicle. Chanel, stated, "I see the hood is out of alignment." Chanel went on further, and stated, "oh yes, we gotta take this to the dealer so that they can align the hood." Chanel continued, "we send the car to the Mercedes dealer, to align the hood."

On Monday 10/1/2018, I stopped in at CarMax service department and spoke to Jen, to inquire if the vehicle by chance is ready? While standing at the service counter, Jen, indicated to me, to wait while an incoming call was coming into her cell phone. That incoming call was brief for approximately less than 1 minute. After concluding her call, Jen stated, "that was the dealer and they are working on your car. I asked Jen, "as in dealer, you mean Mercedes?" Jen replied "Yes."

On 10/2/18, CarMax notified me that the vehicle was ready for pick up. Upon arriving at CarMax, as customary, CarMax leaves repaired vehicles in the visitor parking lot, which enabled me to inspect the work that was performed on the left front quarter panel. However, my eyes were drawn to the left side of the bumper below the headlight. A scratch measuring 1 inch wide by 3 inches in length that appears to resemble as an asteroid with a trailing tail at one end and at the other end, ends with a pea size round puncture.

What drew my attention to the damage was that the paint was scraped to the gray base and what appears that someone attempted to hide the damage with a bright neon white paste bondo putty. I asked to speak to someone in the CarMax service department and was informed that everyone was gone since it was 5:30 pm. I was informed to walk to the business counter for further assistance. A Sales Assistant Manager named Riley met me. I walked with Riley outside to show Riley the damage to what was otherwise a scratch free dent vehicle.

After showing Riley the damage to the vehicle's front bumper, all Riley could say is, "We apologize, and we'll get our guy in here tomorrow to repair the damage especially knowing how upset you are with the fact we did the damage." I asked Riley "sooo, you don't take the var to a Mercedes dealer for repairs?" Riley stated "No, we do the repairs here and I'll tell Nick (Dumbold) about this."

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I asked Riley, "Is this how CarMax conducts it's business, by damaging cars and attempts to cover up the damage? A shoddy job at that."

Riley responded, CarMax believes in being transparent and honesty with it's customers."

On 10/3/2018 Nick Dumbold spoke to my wife and stated, "I don't think any of my guys did this to your car, but we'll repair it to CarMax standards."

10/4/2018 CarMax called my wife and informed my wife that the cart is ready for pick up. At about 5: 30 pm, my wife and I arrive at CarMax and inspect the area where the damage occurred. And with a slight touch of a finger the paint paste fell off exposing the original damage. Again, shoddy work.

I went to the CarMax service department and informed Chanel to step to the parking lot to show her the poor workmanship on the bumper.

Chanel, Service department employee says, "We'll take your car to the dealer to get it repaired and I'll leave a note for Nick for tomorrow to call you." At this point, I inform Chanel, "You're going to need to repair the bottom door sill on the driver's front door, because it too is now scratched while the car is been under your care." Chanel responds, "I'll tell Nick."

On 10/5/18 Nick Dumbold leaves me a voicemail informing me that a claim has been filed to repair your car with Traveler's Insurance.

Since 9/26/18, CarMax has the possession of my car and with deceptive practices has either failed to repair my car properly and my car has continued to incur damage. CarMax employee Riley Asst. Sales Manager, attempted to convey that the CarMax company is built on the foundation of integrity, honesty and transparency as listed in the CarMax values on the website.

I am writing to you attorney General Mr. Hill to inform you of the deceptive practices being conducted by CarMax in Merrillville as described above. I have included Mercedes-Benz on the mailing list to inform them that CarMax employees claiming that the work on my vehicle is being performed by Mercedes-Benz. The CarMax employees in this situation have continued to lay blame on your brand.

Sincerely,



Exhibit 1

# BUYERS GUIDE

**IMPORTANT:** Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

MERCEDES-BENZ	GLK350	2015	WDCGG8JB6FG
VEHICLE MAKE	MODEL	YEAR	VEHICLE IDENTIFICATION NUMBER (VIN)

**WARRANTIES FOR THIS VEHICLE:** **STOCK #** [REDACTED]

**AS IS - NO DEALER WARRANTY**  
 THE DEALER DOES NOT PROVIDE A WARRANTY FOR ANY REPAIRS AFTER SALE.

**DEALER WARRANTY**

- FULL WARRANTY.
- LIMITED WARRANTY. The dealer will pay 100 % of the labor and 100 % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty, and for any documents that explain warranty coverage, exclusions, and the dealer's repair obligations. *Implied warranties* under your state's laws may give you additional rights.

<b>SYSTEMS COVERED:</b>	<b>DURATION:</b>
<u>Frame &amp; Body; Engine; Transmission &amp; Drive Shaft;</u>	<u>30 Days</u>
<u>Differential; Cooling, Electrical, Fuel, Steering,</u>	<u>5-Day Vehicle Return Policy</u>
<u>Suspension, Restraint, Brake and Exhaust</u>	<u>For a complete copy of our Limited Warranty,</u>
<u>Systems, Gauges, HVAC, Tires, Wheels</u>	<u>contact a store associate.</u>

## NON-DEALER WARRANTIES FOR THIS VEHICLE:

- MANUFACTURER'S WARRANTY STILL APPLIES. The manufacturer's original warranty has not expired on some components of the vehicle.
- MANUFACTURER'S USED VEHICLE WARRANTY APPLIES.
- OTHER USED VEHICLE WARRANTY APPLIES.

Ask the dealer for a copy of the warranty document and an explanation of warranty coverage, exclusions, and repair obligations.

- SERVICE CONTRACT. A service contract on this vehicle is available for an extra charge. Ask for details about coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of your purchase of this vehicle, *implied warranties* under your state's laws may give you additional rights.

**ASK THE DEALER IF YOUR MECHANIC CAN INSPECT THE VEHICLE ON OR OFF THE LOT.**

**OBTAIN A VEHICLE HISTORY REPORT AND CHECK FOR OPEN SAFETY RECALLS.** For information on how to obtain a vehicle history report, visit [ftc.gov/usedcars](http://ftc.gov/usedcars). To check for open safety recalls, visit [safercar.gov](http://safercar.gov). You will need the vehicle identification number (VIN) shown above to make the best use of the resources on these sites.

**SEE OTHER SIDE** for important additional information, including a list of major defects that may occur in used motor vehicles.

Si el concesionario gestiona la venta en español, pídale una copia de la Guía del Comprador en español.

East Chicago, IN

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National Highway Traffic Safety  
Administration  
1200 New Jersey Avenue SE  
West Building  
Washington, DC. 20590

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