

[REDACTED]
[REDACTED]
Harlingen, Texas [REDACTED]

E-MAIL [REDACTED]

CELL : [REDACTED]

DATE: February 24, 2025
TO: Ivan Quinones (iquinones@sames.net)
SUBJECT: "NO SERVICE" – SAME'S McALLEN FORD (LINCOLN)
VIN: [REDACTED]

TO WHOM IT MAY CONCERN;

I am having trouble, trouble getting mechanical issues corrected on my newly purchased Lincoln-Nautilus. I have been working on this since October/November.

There is absolutely "no" answer when you call the service department. NO ANSWER EVER & NO RETURN CALL....EVER.

Finally, I called and text my salesman who responded via text and also email (attached).

Again, I tried calling the service department to no avail.

On another try to make contact with the service department, I told the receptionist, "I have emailed and called several times and get no response. I will just hold until they answer or come to the phone."

After about 7 minutes in which time the receptionist kept coming back and said they are still on the line, the receptionist said, I text Amanda and she responded she would call you back.

She did not call back but "finally" responded to my email I sent to her. SEE THE STRING OF EMAILS WHILE TRYING TO GET COMMUNICATION. I AM TIRED OF THIS AND I DO EXPECT SAME'S TO REPLACE THE WINDSHIED AS I TRULY BELIEVE IT IS DUE TO THE SIDE MIRRORS NOT WORK.....GOING BACK & FORTH, READ DETAILS ON THE EMAIL.

This issue started shortly after my purchase and there has been no response since.

Does Same's think if you ignore the problem, it will go away. (SEE CHAIN OF EMAILS ATTACHED)

I want to get this resolved a.s.a.p.

Sincerely
[REDACTED]

cc: Ivan Quinones
McAllen Ford - Lincoln
1400 E. Hwy 83
McAllen, TX 78501

cc: Evelyn Sames
Same's Auto Group
6100 San Dario Ave
Laredo, TX 78041

cc: Nat. Hwy. Traffic Safety Admin.
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

cc: Better Business Bureau – Weslaco, TX

cc: Better Business Bureau – Austin, TX

Lincoln Service

7 messages

Amanda Maldonado <amaldonado@sames.net>

To

Sat, Nov 2, 2024 at 10:19 AM

Good Morning,

Boris gave me your info. What seems to be the issue with your Lincoln?

Regards,

Amanda Maldonado

Service Advisor

Sames McAllen Lincoln

amaldonado@sames.net O: (956) 618.9300 F:(210)-523-9149

1301 E Expressway 83, McAllen, TX 78501 www.samesmcallenlincoln.com

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LINCOLN

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To: Amanda Maldonado <amaldonado@sames.net>

Wed, Nov 6, 2024 at 1:24 PM

Amanda

The following have occurred since my purchase of the 2024 Lincoln Nautilus.

- | | |
|--|---|
| 20
9/30/2024 | Purchased vehicle . |
| 10/7/2024
aware of | FLAT tire. The tire had two screws in it and was irreparable. New tire cost \$321.25. Drove no where that I am to pick up two screws except possibly the expressway and construction areas around your dealership. Is there any warranty on tire coverage being this new? |
| 10/8/2024
hatch back door? | BROKEN tail light that goes across the back of the car, not the tail lights, the red light across the back of the entire hatch back door?
An oval chunk is missing. |
| 10/11/2024
was not like that
driver's side and got
use while driving. | Driving from Harlingen to McAllen, and all of a sudden my passenger rear view mirror is shut, tight against the car. It leaving Harlingen. I pulled over in Mercedes, got out of the car, and pulled it back open. When I went back to the in the car, I saw that my driver's side rear view mirror had shut tight against the car. I had to get out and open it to use while driving.
Am I right that when I shut off the car, the rear view mirrors shut and pull against the car? If so, this is not working on my car now. |

10/19/2024 Windshield crack on passenger side. No crack in a.m. but in p.m., there is a crack that starts from under the windshield wiper area and goes up and turns left. This is not from a chip or rock.....this appears to come from under the hood area and wiper area and run upwards. I do not want to pay for this new windshield when it is no fault of mine.

Please respond at your earliest opportunity. I appreciate your help and look forward to hearing from you on each matter.

[Quoted text hidden]

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Texas law requires all license holders to provide the Texas Real Estate Commission Information About Brokerage Services form to prospective clients

Harlingen, TX

Tel

Fax

e-mail:

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Mon, Nov 11, 2024 at 9:32 AM

To: Amanda Maldonado <amaldonado@sames.net>

Amanda please reply

[Quoted text hidden]

Wed, Nov 13, 2024 at 7:56 AM

To: Amanda Maldonado <amaldonado@sames.net>

Amanda, where are you are you going to reply to my email?

[Quoted text hidden]

Thu, Nov 14, 2024 at 4:10 PM

Amanda Maldonado <amaldonado@sames.net>

To

Hi [REDACTED]

Unfortunately all of those concerns are non warrantable except for possibly your mirror issue. Maybe the settings are off or I may have to look at the mirrors. I can schedule a pick up appointment for you next week.

[Quoted text hidden]

[REDACTED] Thu, Nov 14, 2024 at 5:45 PM

To: Amanda Maldonado <amaldonado@sames.net>

What is a pickup appointment they come pick up my car? Also that windshield needs to be covered I'm going to argue that point with however high up I need to go. You will see there is nothing wrong with that windshield and that break came from low low down in the dash area somehow. Please explain pick up appointment

[Quoted text hidden]

[REDACTED] Mon, Nov 18, 2024 at 7:09 PM

To: Amanda Maldonado <amaldonado@sames.net>

AMANDA

WHAT IS GOING ON???

[Quoted text hidden]



03 MAR 2025
MCALLEN TX
03 MAR 2025



National Hwy. Traffic Safety Admin.
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

NEF

