



Follow Up 2021 Silverado

1 message

Tue, Mar 22, 2022 at 2:09 PM

To: "carla.butterfield" <carla.butterfield@centralchevyauto.com>

Good Afternoon [REDACTED]

I wanted to get this out to you, as I said I would create a list of the issues I had while my truck was being serviced. I have attached the list and photos which are ordered to coincide with one another.

My truck originally failed on 2/20/2022, and I would like to resolve all of these issues in the best manner possible for all of us. However, since day one, the effort to find a resolution has been a bit challenging. Each person I speak to has a different take and explanation. At the end of the day, I paid in full for a brand new truck and it suffered from a manufacturing defect, and diminished value from both that, and the service repair at no fault of mine. I am also spending significant time attempting to resolve this and working on these documents. After you review the photos, I would like to understand what your thoughts are and what actions will be taken to resolve them.

I feel like a discussion with you and your team would be beneficial to us all. I can ask if Customer Care would like to join as well. I want to move on from this and I am sure you do as well.

Respectfully,



2 attachments

 2022.03.22.ListOpenIssues.[REDACTED]
62K

 2022.03.21 Post Service Photos [REDACTED]
3254K