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Consumer Affairs Department
UsedCars Inc.
123 Station St.
Toronto, ON M1L 4R9

Attention: Mr. John Smith, Manager of UsedCars Inc.
Subject: Poor Customer Service Experience at North York Dealership

Your company has an established reputation of excellence in the automotive industry, offering exceptional products and customer service. However, a recent experience at one of your dealerships has left me disappointed.

On April 9th, 2018, I put down a deposit and signed the paperwork for a used 2010 Honda Fit and a set of winter tires from the North York location. I picked up the Honda Fit that following Wednesday, April 11th, and was told by Moe (the salesperson who sold me the car and tires) that the winter tires would be available for pick-up in another two days on April 13th.

I drove through an ice storm after work to the dealership on April 13th, but upon arrival Moe informed me that the tires were not yet ordered from storage and that I should return in two days.

On April 16th I called the dealership to ask if the tires have arrived and the customer service agent indicated that they believed that the tires have been ordered and that they should be shipped before the 23rd. Moe was unable to confirm this as he was on vacation at this time.

Before driving to the dealership on April 23rd, I texted Moe to ask if the tires had come in, and if I could pick up the tires at 6pm that day. He followed-up the response saying that the tires were in, and that I could come at 6pm to get the tires. I arrived at the dealership at 6pm; however, this time Moe informed me that the storage was closed early for the day and he was unable to help me due to an all day annual store wide sale. Moe then insisted that he sent a text to me stating to come into the shop at 4pm which was incorrect. Moe ushered me away and told me to come into the store the next day to pick up the tires. I was finally able to pick up the winter tires the next day on April 24th at 6pm.

The journey to acquire my winter tires took a total of five trips to the dealership over a three-week period, and one of said trips was through a severe ice storm that caused flights at Pearson airport to be cancelled. No apology was issued for the stress and inconvenience this has caused me.

Overall, I was greatly disappointed by the customer service I received. Therefore, I am requesting \$250 that can be credited towards my car for future servicing, as compensation for lost time and gas mileage.

I appreciate your time to resolve this matter as soon as possible.

Sincerely,



Nancy Wu