

Ronald A. Charest
5484 Rector Drive
Woodbridge, VA 22193

August 14, 2021

Cowles Nissan
Attn: Dealer Principle
14777 Jefferson Davis Highway
Woodbridge, VA 22192

Subject: letter of Complaint to Virginia Commonwealth Attorney General's Office

Cowles Nissan.

Please see the copy of the included letter I have posted to the Virginia Commonwealth Attorney General's Office. This letter details my complaint against how your Woodbridge service center handled my wife's scheduled servicing appointment on August 11. During this appointment my wife requested an oil change and state annual safety inspection. Your service advisor attempted to use the safety inspection to force my wife into having the steering control rods repaired, for an estimated cost of \$1,111.32 plus tax.

My wife contacted me, and your service advisor provided me with the same report. He told me the work needed to be done "immediately" as her car was not safe to drive.

My wife refused to have the repair work performed, and after attempting to deny her the right to leave, your service advisor issued her a 15-day "Fixit Sticker." My wife subsequently took her vehicle to two reputable service centers, both of whom told her there was nothing wrong with her steering control rods. She was also issued a state safety sticker from one of the other service centers.

My wife and I have been doing business with your dealership and service center since 2008. We have purchased two new cars from your dealership, including the 2013 Nissan Versa my wife brought in on August 11. I have always trusted your service center to be honest with us on needed repair work and trusted your service center to perform quality work.

I am deeply offended that both my wife and I were lied to by your service advisor, and by the mechanic who performed the actual work. I can assure you; we will never do business with either your dealership or service center again.

Signed,

Ronald A. Charest
ETCS (SS), USN (Ret.)

Attachment: Copy of Letter Sent to Virginia Commonwealth Attorney General's Office.