

Beware service department. We had a solid buying experience here years ago buying a 4Runner for my wife (would have given that a 5). Like most we do not use dealership for normal service due to cost. The warning lights (several) came on the way home late from work. Wife made an appointment to get that checked and a \$64.99 74,000 mile inspection (e.g. oil change). When she went in the service rep (e.g. salesman) pushed a preferred 75k package that was \$604. My wife argued about the internet deal and Ryan the salesman said he wished they didn't do that. They spent 5 minutes arguing the differences in which Ryan showed her an item breakdown with no explanation. My wife at this point thought there was some type of communication barrier and signed it thinking they HAD to be talking about the same thing. She had a confirmed appointment for a \$64.99 75,000 mile inspection and to get her warning lights checked out. This was at 1PM.

Late afternoon they called asking her to approve \$1,400 worth of work. She said no. Now she's completely perplexed and asking how they got to this. The girl said she did not know as she was not the technician. By early evening they called and said they were done and the bill was just under \$1,000.

We went up to pick the vehicle up. Long story short Ryan was not there so Karen, the manager said we would have to pay and come back the next day. Her position was my wife approved the estimate. But that is an estimate only and work beyond that has to be approved.

When we went back the next day of course their position was they explained everything to my wife and she approved it. We have been married for 28 years and I know my wife did not have that explained. This was not the case. At one point Karen, the manager even said we assumed no work had been done on the vehicle since there was no record of service. That has strong implications that they pushed this service on my wife and supports my wife's assertions. At no point did anyone ever bring up my wife's appointment or understand that she had concerns. She was very vocal because they all remembered her. When I mentioned this was such a bad situation with very serious "bait and switch" perceptions that I would not buy a car there again Karen the manager actually asked me "if I was really going to buy a car there based on not having ever had our 4Runner serviced there?" Talk about rude and an utter lack of business sense. Why would I go to a dealership for service that just charged me \$1000 for a 75,000 mile service? But I would have come back to buy a truck there (until this).

We asked to have \$500 of the \$1000 refunded. They said they would split that with a credit. I believe in integrity and turned it down for two reasons. First the customer service was horrible and no idea they were a business and second were the lack of integrity. And I am being generous. There would be no reason to trust that anything I did would not turn into much more. But then again, that is a business model also.

Bottom line they did not follow their own internal process and the communication was horrible. This entire episode would have been avoided if they had simply brought up the appointment and executed that or started from there.

STAY AWAY from these people. Plus, who needs a vehicle that requires a \$1000 service check at 75,000 miles? I have a Dodge Magnum and a Jeep Grand Cherokee with over 155,000 miles and haven't spent that much in its life. I ran three Fords (Bronco, F150 and Explorer) over 200,000 miles before anything major ever needed done.