

BBB CASE#: 768440

*** This complaint has been closed. If you have more information to provide to BBB regarding this complaint or need to upload a document, please click [here](#). ***

Attached documents, if there are any, can be found in the "Complaint Status" area under the various links. Or they can be found below in the section called "All attachments for this complaint."

Complaint filed by: [Merceda Gooding \(More\)](#)

Complaint filed against: [YourMechanic Services, Inc. \(More\)](#)

Complaint status:

Date	Activity	Description
07/08/2020	Case ADMINISTRATIVELY CLOSED	
07/08/2020	Inform Business - Case ADMINISTRATIVELY CLOSED	
07/08/2020	Inform Consumer Case Closed Answered	
07/08/2020	Bureau Judged Case AJR	

(The consumer indicated he/she DID NOT accept the response from the business.)

I have inspection reports from qualified and professional mechanic from Pepboys who inspect my car discovered Your mechanic discrepancies. Your mechanic Hugo did a terrible job with my car on 2/25/2020 installing brake pads on top of warped rotor. Your mechanic supposes to inspect and check my car however did not do a good job, my back brakes needed repair, too. Your mechanic claim they inspected my car back brakes and stated it was good. However, I had to get my back brakes, rotors, and capillaries repaired too as I have my report from Pep boys. Then Your mechanic installs new brake pads on front warped rotors for 158.77 which I had to get repaired again by Pep boys. Pep boys found that my tire was damaged and when they took my hubcap off to put on the front brake pads and rotors; they discovered that my tire rim was dented which they took pictures. I had to pay \$78.00 for a new tire which I have a receipt. Now I must get my rim repaired. I received the repair services from Pep boys, and this is the inspection report. Pep boys service manager David conducted the inspection report. I have a video but cannot load it. I am terribly upset on how Your mechanic took advantage of me due to my age, gender, and disability. I am