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12-month / 12,000-mile Warranty
 We stand behind the quality of the car repair services our mechanics provide. All of our repairs and parts come with a 12-month / 12,000-mile (whichever comes first) warranty. Subject to certain conditions, if any defects in workmanship arise within this period, we will work with you to resolve the issue at no additional cost.

CC:
 Department of Justice
 Federal Bureau of Investigation
 Capital One bank
 Federal Trade Commission
 Consumer Affairs
 Attorney General Office

05/08/2020 Send Business' Rebuttal Response to Consumer

05/07/2020 Received Business' Rebuttal Response

04/20/2020 No Response from Business re: Consumer Rebuttal

04/16/2020 [More info received from the consumer](#)

Document Attached
 On 4/15/2020, I sent another inquiry to your mechanic regarding the failed brakes pad installation by Hugo, the mechanic on 2/25/2020. Your mechanic received my complaint with a confirmation number #242538 by email, however didn't communicate to my concerns. I tried to communicate with your mechanic customer service and question why charge me \$89.00 for diagnostic when it is the mechanic fault.

You can hear me coming down the streets due to loud noises from the brakes as they squeak and scraping.

The email I sent again about the warranty and to customer service (See Attached) I sent the Quote that your mechanic want to charge me for something that is liable from their mechanic. They are fabricating that I am not communicating with them which I have several emails I sent and your mechanic customer service don't communicate to resolve any issues. I called I was hung up on. I left a message customer service have been uncooperative. I have been ill but home and i have ID caller and your mechanic haven't called me to resolve anything with me.

Type here to search 1:42 PM 7/13/2020

I contacted Your Mechanic and they refuse to answer my call to schedule diagnostic on 5/8/2020 so I sent an email (see attached).

Below, they told BBB on 7/4/2020 that they are working with the bank and they cannot do any transactions with me or a refund. Please read as they are fabricating with Capital One Bank decisions against me on 7/13/2020 that I refused diagnostic.

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had to get my back brakes, rotors, and capillaries repaired too as I have my report from Pep boys. I 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 race, gender, and disability. I am searching for legal options for pain and suffering. I am providing Capital one bank copies of these reports so they would get my money 158.77 return to me.

Sincerely,
 Mercedes Gooding, MPA

CC: Capital one Bank
 Pep Boys
 Department of Justice
 Social Media/Media Outlets

07/07/2020 Consumer rejects business' final offer

07/07/2020 Send Business' Rebuttal Response to Consumer

07/04/2020 Received Business' Rebuttal Response

06/29/2020 No Response from Business re: Consumer Rebuttal
 06/17/2020 Forward Consumer Rebuttal to Business

Document Attached
 Dear BBB:
 Your mechanic is telling BBB one thing and telling my bank another story. I am copying everything to the Bank of this egregious and nefarious behavior. (See attached) Your mechanic picture evidence there is no date on these pictures, no trees or landmarks or presence of the mechanic or I, no signature from the customer. Your Mechanic sent this sort of evidence to Capital One bank card services with the case number 101273338301 Attachment #3 Your mechanic took pictures of one set of brake pads on page 10. It supposed to be two sets of brake pads purchased for two front wheels I purchased (see attached). Why Your Mechanic did not show a picture of the set of new brake pads and the date of purchased. Where is your signature with the date? These other pictures I had my call

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