

Good afternoon

I am not sure if this is where I can air a complaint that I have but here is where I will start.

On 11/30/2020 I purchased my 2021 Subaru Ascent from Antelope Valley Subaru. My sales associate was Jeff. This is my second Subaru I purchased from that location. I am a loyal Subaru owner and was loyal to my dealership.

My complaint is as follows: during the purchase transaction my sales associate showed me the windshield protection plan and explained that it was necessary as "no insurance company will calibrate the windshield should it get broken". This warranty costs a little more than \$1500 and was purchased for outside of my loan for the vehicle. We discussed this and I believed what he said at the time as I was unable to reach my insurance company to verify. I was also told this had to be purchased the same day as the vehicle which didn't leave me much options at the time. I did inquire about purchasing after I contact my insurance since most warranties that I have dealt with allow the buyer up to 30 days to purchase them but apparently Subaru does not??

The following week (only a few days after my purchase) when my insurance person returned I was advised that windshields are part of my insurance and I did not need a warranty. So I promptly called my sales associate back (a few times as now he is not returning my calls or texts after the sale was complete-not good customer service). When I finally reached Jeff, he said he would talk to the manager and get back to me. I called again after not hearing back and again was told I would get a call back. When I finally got a response they said not refundable because it was in my loan. I advised it was not, I bought it separately. I advised him that I felt it was sold to me under false pretenses and in good faith it should be returned but again I was denied. I asked to speak with the finance manager and to this day have never heard back from anyone at AV Subaru. This is very concerning. Customers should be able to rely on your sales associates to provide accurate information and if it is not correct, to be willing to correct it appropriately.

First, why can't it be refunded if I just bought it outside of my loan?

Second, if this is how they do business I personally will not return nor will I refer anyone there. Customers should be able to believe their sales person AND should not be put on the spot to purchase things without being allowed a day or two to do their own research (because apparently what they are being told is not true) AND should be called back when they are told they will be.

Third, customer satisfaction should be a priority, especially for returning customers. There has been no effort to resolve my concern. That is why I am reaching out to you.

Look forward to hearing from you.

Sincerely

Danielle Lovelady Ryan

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