From: Brenda Bouldin
To: Brenda Bouldin
Subject: Fw: [BridgestoneSupport] Re: Requesting Refund.
Date: Sunday, January 28, 2024 12:30:57 PM

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----- Forwarded Message -----
From: Brenda Bouldin <bl_bouldin@yahoo.com>
To: Bridgestone Social <bfsocial+id3769037@bridgestonesupport.zendesk.com>
Sent: Friday, January 12, 2024 at 02:25:29 PM EST
Subject: Re: [BridgestoneSupport] Re: Requesting Refund.

Hi Madison,

I have not receive an response nor an phone call. If you could check on this, I would greatly appreciate.

Sincerly,

Brenda
6017204660

On Monday, January 8, 2024 at 08:10:25 PM EST, Brenda Bouldin <bl_bouldin@yahoo.com> wrote:

Hi Madison,

My contact information is 601.720.4660.

On Sunday, January 7, 2024 at 06:34:12 PM EST, Bridgestone Social <bfsocial@bridgestonesupport.zendesk.com> wrote:

##- Please type your reply above this line -##

Your request (3769037) has been updated. To add additional comments, reply to this email.

Madison B (BridgestoneSupport)
Jan 7, 2024, 18:34 EST

Hello Brenda,

Thank you for reaching out and allowing us the opportunity to address your concerns in regard to your brake service. We understand your frustration and we definitely want to ensure this is addressed. We will go ahead and submit request, but first can you please provide a good contact number for our area manager to reach you? We appreciate your business with Firestone

Sincerely,

Madison B.

Social Care

Brenda Bouldin
Jan 7, 2024, 17:48 EST

IMPORTANT! - This email was generated by an external source. Before opening any attachments or clicking on links in this email, please verify the identity of the sender.

I am requesting a full refund for the work that was completed on my car on January 6,2023 (see attached invoice 255388). Due to store #788339, failure to fix the brakes on my car after 2 failed attempts.

I brought my car in November 17, 2023, after making an online appointment. After arriving at store #788339 (600 Pavilion Dr. Chesapeake, VA), I informed the representative of the problems that I was having with my car. The first problem that I informed the representative of was that I had a screw stuff in the wall of the front left tire. The second problem was when using the brakes, I heard a sound coming from the brakes and black residue was on my hub caps. I dropped my car off. I received a phone call informing me that I needed tires (4), so I told the rep that I would purchase 2 and choose the best 2 that's on my car and place them on the back. I then later received a call and was told my car was ready.

When I arrived, I was briefed on everything that was done except the brakes (see attached invoice 115108). I asked about the brakes and was told there was not a problem with my brakes. I asked about the sound; I was then told they did not hear a sound. I further asked, why was there black residue on the hub caps?" I was told it was from medal rubbing together causing the residue, but it was not the

brakes and that happens sometimes. I went on to say, that I was not a mechanic but from past vehicles that I have owned anytime black residue is on the hub caps, it must be the brakes. The rep spoke to me as if she had gotten aggravated because I was asking questions about my car. The last words spoken to me was, "I can assure you that your brakes are fine." I explained that I was trying to prevent anything happening to the rotors." My keys were handed to me, I paid for the services that were rendered and left.

November 26, 2023, I took my car back to store #788339 early. Again, I informed the rep of the noise that I could hear when using my brakes and the sound had gotten worse. I explained the sound as screeching and the black residue on the hub cap. I was asked to leave my car because they could not get to it right away, so I left my car and called for a ride. I received a call about 2:00pm that my car was ready, and they could not find anything wrong with my brakes. I went to pick up my car and was told that the mechanic had driven my car and did not hear anything. This time, the rep told me, "I am sorry, but your brakes are fine, and your car is safe to drive". I said, so I am to drive my car around making a sound that someone can hear before I get where I am going. I then said, something is wrong with my brakes. I was given my keys, but I was not charged a fee.(see attached invoice 115306)

On Thursday, January 4, 2024, I could not stand to hear the sound anymore that my brakes were making, at this point the sound had gotten louder. I made an online appointment with store #001910, (453 Battlefield Bld N, Chesapeake, VA) for Saturday, January 6. On Friday, January 5th, I received a call from Steve from the store about changing my time. While on the phone, he asked me what problems I was having. I explained to him what was going on (screeching sound, black residue), he asked other questions, then immediately he told me, it sounds like your brakes, but he would look at it Saturday. I never mentioned the situation with store #788339.

After arriving, Steve checked my car in, he saw that I had work done on my vehicle in January 2023 to the brakes by the above-mentioned location (see attached invoice 107787). I dropped my car off, I was then contacted after my car had been accessed. I was informed it was the brakes and the front rotors overheated due to calipers dragging (see attached invoice 255388). The total for the service rendered was over $500 dollars. I was not charged for the brakes that were put on due to work completed on my care in January 2023. Steve asked me if I wanted to open a credit card account; it would take off $60 from the amount owed. I did not want or need a credit card. I applied for the credit card because I did not want to spend that much money on something that could have been prevented.

I am very angry because I was trying to be proactive, so I would not be spending unnecessary money. I do not know the reason for being turned away twice. I feel as though I was totally ignored. I never came off as being disrespectful or confrontational.

Please answer me this, for what reason would they not want to fix my brakes? Did something go wrong January 15, 2023, when I spent $1061.94, because the brakes were put on by store #78839. I feel as if I need to get a second opinion on the service that was rendered that day.

My contact information is on the invoices.

Best regards,

Brenda

Attachment(s)

INVOICE 107787.pdf

INVOICE 255388.pdf

IINVOICE 115108.pdf

INVOICE 115306.pdf

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