

Joan Wolberg

July 30, 2004

Better Business Bureau of Southern Nevada

Re: [REDACTED] Tire and Auto

On May 27th I had new struts installed on my 1992 Lexus ES 300 at one repair shop and then on July 16th I went to my usual shop, Sunset Auto Imports, to have the wheels aligned. I told Sunset that I was experiencing some pulling to the left and they suggested that I take the car to [REDACTED] to have the tires rotated and aligned, since that is where I purchased the tires, to see if that solves the problem.


On July 23rd, I went to [REDACTED] to have the tires rotated. I told them there was pulling to the left and that I just noticed in the past couple of days, considerable oil on the garage floor under the front right tire. They took the car into the back and within 30 minutes, I was told that I needed about \$2,000 worth of repairs. They indicated it was a priority to 1) replace the battery, 2) replace the power steering pump, 3) replace the oil pan gasket, 4) Install new right outer CV Boots, replace the rear rotors, and then not so much as a priority to 1) do a power steering flush, resurface the front rotors, replace some hoses, flush out the cooling system, and steam clean the valve gasket. They told me the wheel alignment was done improperly by Sunset Auto. I was flabbergasted! I told them to only rotate the tires.

On July 24th, I returned to [REDACTED] to tell them the pulling was now more severe, the steering was very difficult, and the oil dripping under the front tire was excessive. Their first solution was to rotate the tires back to the original position and then said perhaps the tires were rubbing against the wheel wells. I thought that explanation was ridiculous. They focused on my needing a new power steering pump (\$412) and a new oil pan gasket (\$320). I didn't have them do anything. The service rider is [REDACTED].

On July 27th, I took the car to Sunset Auto Imports, and asked them to go through my car and find out what was wrong with the power steering and the oil leak. They checked out the car thoroughly and determined my problem to be two leaking hoses. They ordered the proper hoses from the Lexus dealer and replaced them. The cost for parts and labor came to \$280. The pulling is gone, the power steering is working normally and the oil leak has stopped. The two hoses they replaced were the hydraulic hose and the high pressure power steering hose from the pump to the fan. Problem resolved. And, by the way, on Saturday, July 24th, I took the car to Sears, where I bought the battery last year, and had it checked out. It was fine. It's a 12 volt battery, and it registered 11.3.

What a rip off [REDACTED] turned out to be!! This is a formal complaint against them. Thank goodness for honest shops like Sunset Auto Imports. I've been going to them for years and have always trusted them. Apparently [REDACTED] does not have trained technicians and I don't think they should be allowed to diagnose cars. They should stick to selling and rotating tires.

Sincerely,


Joan Wolberg

C: [REDACTED]
Sunset Auto Import Service, 1300 N. Boulder Hwy, Henderson, NV 89015