

Good Afternoon my name is Michael Grady Sr. We live in Goldsboro NC. My son Zack is a 17 year old hard working teenager. He just graduated from Rosewood High School this year. He has an older Dodge truck a 2000 model. He took it to Strickland Transmissions in Goldsboro NC to have the Torque Converter replaced. While it was there the owner Dustin Strickland called him to tell him the whole transmission needed to be rebuilt and it was going to cost \$2,200.00. My son told him if that's what it needed. He used the money he received from graduation presents and saved from his job to pay the entire amount by himself. We got the truck back after being told "it would be ready tomorrow" for 2 weeks. It was not running right. Took it back up there and the same run around again. Was told the valve body was bad (which I would think when you "TOTALLY REBUILD" a transmission that would have been done as well. Finally got the truck back and it was doing the exact same thing. Took it back up there again. This time was told the solenoid was bad. Got it back and it was doing the same thing. I was getting highly upset now. Took it back up there to give them one more shot at getting it right. I went in about a week later and I said what exactly did you find wrong with it now bud? He said he had no idea because he just thought it would be easier to just REPLACE the transmission then trying to figure out what was wrong with it because they were so busy. Picked the truck back up and go figure it was doing the same thing. He didn't know but we had marked the transmission so when we got it back we confirmed it HAD NOT been replaced but that he lied to us again. I went back up there and needless to say I was HIGHLY upset by now. Asked him why he lied about replacing the transmission and of course he denied it for a few minutes but I kept pressing him on the issue. He finally admitted he LIED and that I should give him a break because he was just learning the business. I said you might be learning the business but you just didn't learn to lie. He said give me one more chance to make it right and I PROMISE you I will replace it this time. My hands are sort of tied due to the fact of already paying him \$2,200.00. He said if it's not right this time I will just give you your money back. I said OK. Well the truck was up there again for an additional 2 weeks and we go up there because we can not get a return call. We see the truck and noticed it had NOT been touched in the entire 2 weeks. I put up a long Facebook post about everything that had happened and finally got a call saying he had been out with Covid. Well his secretary quit during this time. She messaged my wife and I and said she had to let us know what was really going on because she felt so bad for Zack. She said he did NOT have Covid that she was the ONLY one to have gotten it. Said all he does is lie to people and snort drugs all day. After my FB post there were numerous people who commented saying he had ripped them off as well. Well I have him RECORDED on my phone admitting to lying to me about replacing the transmission and EVERYTHING. I told him I was recording him to make him aware of it and he STILL admitted it. So I have ALL the proof you will need to corroborate everything I am saying. I have the paid bill as well as the recording. He has still NOT refunded my sons money a month after he promised to. He sure didn't mind taking his money. This man/business is stealing from teenage kids who work hard. He is taking advantage of kids for his own gains. I need any help you might can offer. Thank You