
From: sandra vollgraff
Sent: Tuesday, December 6, 2022 6:08 PM
To: rpford@itscomp.com
Subject: FW: not happy with sale This just came shows car was in for brakes

Sent from [Mail](#) for Windows

From: jbrazil@raypricecars.com
Sent: Tuesday, December 6, 2022 4:37 PM
To: [sandra vollgraff](mailto:sandra.vollgraff)
Cc: 'George Jackson'
Subject: RE: not happy with sale

I did review the previous history on your car. Ford had a recall on the brakes that was performed the second brake incident was for a squeaking noise. We opted to replace the brakes at 24k to help the customer. Outside of that there were no other issues with the brakes.

Recalls unfortunately come at the directive of the manufacture and we just do as they are told. I believe you opened a case with Ford, that is your best option if you are looking for more assistance then what we can do.

Thank You

-----Original Message-----
From: "sandra vollgraff" <sandravollgraff@live.com>
Sent: Tuesday, December 6, 2022 2:14pm
To: "jbrazil@raypricecars.com" <jbrazil@raypricecars.com>
Subject: RE: not happy with sale

Well safety was not done . This car was in shop for brakes before I bought it.
I should not have lose any money the company can write it off.

Sent from [Mail](#) for Windows

From: jbrazil@raypricecars.com
Sent: Tuesday, December 6, 2022 1:34 PM
To: [sandra vollgraff](mailto:sandra.vollgraff)
Subject: RE: not happy with sale

Hello Sandra

I spoke to George and Bill this morning and asked them to give you \$26000.00 for a trade in value for your car. Which is approx \$2900.00 less then you paid for it back in November. The recall Ford issued was sent out 11 days after your purchase. We have no control over that item. When we sell a car to a customer we wont sell it knowing that there is any type of safety recall before you leave here and in this day and age they come out very frequently.

I attached the recall that came out on your car along with the recall paperwork when you bought the car showing that there wasn't any at the time of delivery

You paid

	\$28999.00
Gap Ins	\$1100.00
Sales Tax	\$1739.94
Reg	\$528.47

Total \$32367.41
Down \$11000.00

Total Amt Financed is \$21367,41

As you can see from above a portion of the down payment covered tax, gap and registration fees of \$3367.00 you are losing \$2900.00 what we deemed to be depreciation so that may explain where some of it has gone. You get back \$1560.00 of it in tax savings so your net loss is \$4707,00 we can cancel the gap insurance and thats another \$1100.00 back to get you down to approx only losing \$3600.00

You can call me with any questions @ [570-839-1111](tel:570-839-1111)

-----Original Message-----

From: "sandra vollgraff" <sandravollgraff@live.com>
Sent: Tuesday, December 6, 2022 1:02pm
To: "Jbrazil@raypricecars.com" <Jbrazil@raypricecars.com>
Subject: not happy with sale

Ford 2021 bronco was bought on nov/07/2022. Im not happy with what was done to me . I feal that im being taken for a ride. I have the car in your shop waiting be fix for brake booster. It also has a recall for fuel injector. Don't know if its going be fix for that because when I ask about it with service they told me it was not which it is when you look up vin.This car was suppose be gold certified. I do not think it was look at with 175 point inspection which I never saw a cop of or got. I never got a copy of warranty or what gold certified had look it . The appointment was made on the phone for noise in back when Appling brake gave me appoint had wait two weeks'.

This made me think car was not look at and im going have problems .

Went in ask speak to manger they gave me older guy I believe it was g jackson. I told him what was going on and I did not feal safe and I wanted credit towards another vehicle since I believe it was over looked.

He sent me to sales person William capo. I was willing to take any new car or wait as long as it was 4wheeel drive or allwheel drive.I had put 11000 dollars down on bronco. I had 5.9 finance I have credit score over 800 .Fi rst off I know there is 3.9 going on . They come back with 8.9 for 84 months with only 1200 and me putting 2000 down. I ask what happen to 11000 They said I lost it taking the car. I said what about doing the right thing . Nothing. I left called ford case is cas-4007779. I am not happy at all. I am public worker of ny city transit. I also have 22 old that has disability's who was with me .