**Used Car Purchase**

**What:** Toyota Echo (purchased because it was voted one of the five most fuel efficient cars in 2009)

**When:** Purchased on May 30th , 2010 from a dealership. The price that you paid was $5248.

**Where:** The dealership, Bedford Motors, is located at 16724 52St. in Edmonton (Postal Code is T4K

2L8).

**Who:** Sales representative was Pat Fontaine.

**What:** Two weeks after the purchase, the car kept stalling so you took it back to the dealership. They

had to put in a new fuel pump, but it took them two weeks to do it. You received your

car back last week, but already there’s a new problem: the car will only go into reverse after several attempts. Desperate, you took the car to A1 Motors and the mechanic there told you that the transmission needs to be replaced. The cost of the repair will likely be in the neighbourhood of $2900.

**Why:** After the quote from the garage, you tried to contact Pat but you were never able to reach him

by phone and he never returned your calls. Though the GM is currently on vacation, she is set to

return on July 2nd . Her secretary has given you her email address which is as follows: [Dorothy.hallows@bedfordmotors.com](mailto:Dorothy.hallows@bedfordmotors.com). You are, therefore, writing to the General Manager

of Bedford Motors to request your money back, or another Echo (you really love this car).

**Assignment**:

Pls. write a letter to Dorothy Hallows, GM of Bedford Motors and tell her of your troubles and your request. (Your letter is to be written in business format, complete with summary and conclusion.).