Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CLB 6 Writing: Business Letter**

**Task Competency:** Interacting With Others  Reproducing Information

Getting Things Done  Sharing Information

**Task:** Write a business letter about the following situation:

**What:** Toyota Echo (purchased because it was voted one of the five most fuel efficient cars in 2015)

**When:** Purchased on (*date is two weeks before today*) 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 T4 2L8).

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

**What:**

* Two weeks after purchase, car kept stalling
* took it back to dealership.
* had to put in new fuel pump // took two weeks
* received car back last week // already new problem: car will only go into reverse after several attempts.
* Desperate, you took car to A1 Motors -- mechanic told you transmission needs to be replaced. (cost of repair approx. $2900.)

**Why:**

* After quote from garage, tried to contact Pat -- never able to reach him by phone // never returned calls.
* GM currently on vacation, (*set to return in two weeks from today*)
* Her secretary has given you her email address [Dorothy.hallows@bedford.com](mailto:Dorothy.hallows@bedford.com).

**Assignment**:

* Email Dorothy Hallows, GM of Bedford Motors and tell her of your troubles and your request. (Your email is to be written in business format, complete with summary and conclusion. It is also good practice to send a hardcopy, so pls. write a business letter and print.) *Please request your money back, or another Echo at reduced price.*