

Complaint summary

I went to the dealership on Jan 18, 2025 to buy a Chevrolet Silverado advertised for around \$12,000. They informed me that the vehicle was actually \$2500 more. But it was still a reasonable price, so I agreed. I also bought a 2-year/24,000-mile warranty (DOWC) for \$2495 (see attached PG1) and paid another \$1500 for “other fees”. There were some issues I noticed on the vehicle, but the dealer promised to take care of those issues before I take it home (see attached PG2). I paid a down-payment that day. A few days later, the dealer called me and said the repairs we discussed were done and I can pick-up the vehicle. I paid the rest of the money (\$18,500 in cash and check combo – as per the dealer's request). I was about to leave with the vehicle, when I realized that none of the repairs we had discussed had been done. In addition, now neither rear light was working and a new error message had appeared on the dashboard (see attached Pic1). I notified the dealer and he promised to rectify the issues ASAP.

Since I had already paid, I had no choice, but to put my trust in him. After 2 weeks, he finally called again that the truck was now actually roadworthy. The only issue they had fixed, was the rear lights – they were now working. However, I needed the vehicle (which was why I had bought it in the first place) and so I had to take it for the weekend to work. The dealer promised that I could bring it back the next week and they would fix it as they had been promising. However, I was not able to take it anywhere, because on the way home, the check-engine light came on (see Pic2). Since they were already closed for the day, I took it back the next day.

They were “fixing” it for two more weeks before they finally called me again and said that it was really repaired this time. I went to go pick it up. They gave me a \$500 check as compensation for the time lost. The steering error message was still there, but they told me that that was normal and nothing to worry about. I used it lightly for a couple of days (2 to 4, I don't remember), during which I took it to the MVC and it failed the emissions test. Since the dealer said that they had fixed the EVAP system, the man doing the test said it might have been because of that. He gave a month to get it retested.

Right after that, the check-engine light came on again. I called DOWC to get an in-network appointment. The DOWC repair-shop did an OBD (On-Board Diagnostics) read and told me to take it back to the dealership to get it fixed there. They also told me the steering error message is not a regular message. I took it back to G-motors. It has been at the dealership ever since (Feb. 22. 2025).

Through-out this process, I have been in regular contact with the dealership and they keep giving me newer and newer pick-up dates. When those dates arrive, they avoid me and sometimes days after the date, they give me a new one. I read through their recent reviews and I have found more and more customers with the same experience cropping up as time goes on.