*[Your name]*

*[Your address]*

*[Date]*

*[Garage’s name]*

*[Garage’s address]*

Dear *[Garage]*,

**Re: Complaint about the poor servicing of a vehicle**

I asked you to repair my vehicle, a *[describe the vehicle: year, make and model]*, on *[date the repair was started].*

I picked up the vehicle from you on *[date the vehicle was picked up]*. I was told that you had found the following problems, *[describe the problems found by the garage]*, and completed the following repairs, *[describe the repairs done]*.

The bill for this work was *[amount of repair bill]*.

On *[date the problems appeared], [number of days]* days after the repair work was completed, the vehicle developed serious problems: *[describe the problems that appeared after the repair work]*.

You were under a legal obligation to carry out the repair work on my vehicle with reasonable skill and care, using parts of merchantable quality and fit for their purpose.

The problems I have outlined indicate that you failed to do so.

To resolve the problem, I would appreciate *[state the specific action you would like: for example, for the garage to complete additional repairs or to pay for repairs done by an independent garage]*.

I look forward to your reply and to resolving the problem, and will wait before taking my next step until *[set a time limit; usually 10 working days is sufficient]*. Please contact me at the above address or by telephone at *[your phone number]*.

Yours truly,

*[Your name]*

|  |
| --- |
| **Disclaimer:** At People’s Law School, we believe accurate, plain English information can help people take action to work out their legal problems. This template is a sample. **It is not intended as legal advice.** We recommend that you consult a legal professional in British Columbia if you want professional assurance that this information is appropriate to your particular situation. |