

Scion = Bad Customer Service

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I bought my Scion TC after visiting two other dealerships that didn't feel it was necessary to ask "can I help you?" I decided to give it one more shot at a Scion dealership in Santa Monica, California. I gave them two minutes to at least speak to me. They did, so I bought a car that day. That was my mistake. When you can only get help at a third of the dealerships when you're trying to buy a car, what type of service can you expect after the purchase?

My TC has a few problems. One tire has a slow leak since the day I bought the car. There's a squeak in the TRD suspension and the window tinting job is amateur at best. If you're going to leave air bubbles in the tint, don't put it by the driver side mirror where I'll see it all the time. The car drifts to the left ever so slightly; probably the result of a poor wheel alignment after the car was lowered. To me, these are minor issues that don't take away from the overall driving experience.

Eight months and 4500 miles later, I decided it was time to get these things fixed. That was in July. My issues were more complicated, so Scion handed it over to a service specialist or something. He never called me back. A month later, I requested an appointment through the LAcARguy.com and that went unanswered. Yesterday, I called again and left a message. I haven't heard a thing yet. I did manage to get an appointment for an oil change, but that's it so far.

With my current experience, I wouldn't recommend Scion nor would I consider buying one again. I'm a stickler for good customer service and my Scion experience doesn't make the cut.