

COMPLAINT ACTIVITY REPORT Case # 67243461**Better Business Bureau Serving West Florida****Consumer Info:** Ringo, Katherine**Business Info:** Tampa Bay Sewing Center, Inc.
11215 Causeway Blvd
Brandon, FL 33511-2903
813 792-1855**Location Involved:** (Same as above)**Consumer's Original Complaint :**

September 2011 I purchased a brand new Husqvarna Viking Topaz 20. It began having thread tension problems in 2012. One of the issues was shredding and thread breakage which was fixed by a modification I requested from the dealer after finding out Corporate acknowledged a design flaw and offered a modification to fix this problem. Then, in October 2012, one month after having it's one year cleaning and tune up the machine began having thread tension problems. They were sporadic but became so frequent I had to take the machine back to the dealer in November 2012. The dealer called me a few days later and said the repairman found nothing wrong with the machine that it must be the way I'm threading the machine. I brought the machine home and found the problem was still happening. A few days later I called to complain and the manager asked me to come in and sew with her so she could see what I was doing wrong. We sewed together for an hour. The machine replicated the issue a few times. She swapped out a bobbin case and that sort of fixed it. I tried it at home and the thread tension issue came back much worse than before. I brought it back in for service on December 8, 2012. My machine has been at the repair shop since December 8, 2012. They switched out the motherboard. That didn't fix the problem. They want to next try a new thread tension assembly but the part is unavailable and is on backorder indefinitely. Viking corporate tells them it might be available by the end of February. We still don't know if that will fix my problem. Viking corporate refuses to work with me since this is an independent dealer. The dealer has not offered a replacement and has told me I just have to wait. I don't understand why a machine under warranty (paid over \$2,500 for this machine) cannot be replaced if a repair cannot be done in less than 60 days.

Product_Or_Service: Husqvarna Viking sewing/embroidery machine

Consumer's Desired Resolution:

DesiredSettlementID: ReplacementI've been patient waiting on the part that will supposedly fix the problems on this obvious lemon of a sewing/embroidery machine. At this point there is no guarantee of when the part will come in. I've heard of some people having to wait upwards of 10 months to have their machine fixed. I find that unacceptable. I think my dealer should work with Viking corporate and replace my machine since it cannot be repaired and it is still under warranty.

BBB Processing

01/25/2013	web	BBB	Case Received by BBB
01/25/2013	BJB	BBB	Case Reviewed by BBB
01/25/2013	Otto	MAIL	Notify Business of Dispute
02/07/2013	MEH	BBB	RECEIVE BUSINESS RESPONSE : We have attached several documents in response to the above complaint.

As you will see, on February 2nd, we replaced the part that was giving her a problem with one from one of our new machines.

Something we had offered to do for her previously.

It is important to note that the customer did not purchase the Topaz 20 Serial# 75000573 from Tampa Bay Sewing. Another customer purchased it on September 11th, 2011; consequently, Tampa Bay Sewing Center was not obligated to do warranty work for this customer at no charge. As a courtesy to this customer we agreed to do so.

We have attached our service records for your review along with a printout of this customer's blog. In the last few days she has made some adjustments to her posts including removing our name and changing the information about purchasing her Topaz 20 from us to trading machines with a friend. However, there are still several inaccuracies in the information she is posting. This is just one of many disparaging posts that she has made. There are several linked posts as well.

You will see on her post dated February 2nd, 2013 that she states "Picked up fixed machine from dealer. Machine was tested by employees in the store throughout the day and I also sewed on it for about 45 minutes before taking it home. Hopefully it's now fixed."

02/07/2013	BJB	EMAIL	Forward Business Response to Consumer
02/08/2013	WEB	BBB	DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
02/08/2013	BJB	MAIL	Inform Business - Case Closed RESOLVED
02/08/2013	Otto	BBB	Case Closed RESOLVED