

# Fax Cover Sheet

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<b>Send to:</b> <b>Better Business Bureau</b>	<b>From:</b> <b>TAMPA BAY SEWING CENTER</b> <b>CITRUS PARK</b>
Cse #67243461	Date: 02/06/2013
Office location: Clearwater	Office location: 12635 CITRUS PARK DR. TAMPA FL. 33625
Fax number: 727 539 6301	Phone number: 813 792-1855

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Total pages, including cover:

8 pages

To: Better Business Bureau  
727-539-6301

Fr: Tampa Bay Sewing Center  
Case #67243461

Date: February 6, 2013

We have attached several documents in response to the above complaint.

As you will see, on February 2<sup>nd</sup>, 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 print out 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 2<sup>nd</sup>, 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."



Deborah Freshwater

Store Manager

Tampa Bay Sewing Center, Inc.

813 792 1855

## Tampa Bay Sewing Center

### Service Completion Report

02/02/13

The part is still on backorder so we opened up a new machine, removed the part from it and had our service technician install it on Katie's machine.

Linda and I test sewed with 2 of the spools of thread that Katie left with us. One spool of thread was a problem but all stitches looked fine with the Gutermann rayon. Katie tested when she came in – agreed that one of her spools was a cheap thread and she recognized the importance of using a good quality thread. I then set machine up for embroidery – she stitched a portion of a design that Judy had tested before sending the machine to Dave. She quickly agreed her machine embroiders beautifully now.

She uses Aurifil brand thread – found it to be perfectly normal to have to tighten the tension a bit to get as perfect a straight stitch as she wanted with that brand.



Deborah Freshwater  
Tampa Bay Sewing Center  
Citrus Park

## **Tampa Bay Sewing Center**

### **Purchase and Service Summary**

**2/26/2011:** Katie Ringo purchases Sapphire 855 S/N 162200742 from Brandon Store \$1,299.00

**9/11/2011:** E [ ] purchases Topaz 20 S/N 75000573 from Brandon Store, \$2,599.00

**9/10/2012:** Katie brought Topaz 20 in requesting free 1 year service and cleaning, machine update and installation of retrofit thread take up lever clip. Work completed: Take up lever upgraded, adjusted timing, tensions, feet, pivot, full clean and service. N/C

**11/25/2012:** Katie brought machine in stating that there was no upper tension. Do not know if e unit was with machine. Dave serviced and wrote on ticket that he adjusted shuttle height, needle clearance and timing. I do not believe he could duplicate problem. **She did not pay for this service**

**12/1/2012:** (I think this date is correct) Katie brought the machine in and appeared to be upset and not receptive. I sat down with her and sewed. It sewed quite well, but not perfectly. I asked her to bring the machine back with her embroidery unit so we could adjust everything and test it properly.

**12/8/2012:** Katie brought in machine, embroidery unit, her thread and bobbin thread. After embroidering several designs, I did manage to get it to stitch poorly. I bundled everything up and sent it to Dave and wrote as much as detail as I could on the ticket. The last thing Katie said to me before she left was that she did not care how long it took, she wanted it fixed and fixed right.

**12/10/2012:** Dave picked up the machine

**12/11-13/2012:** Dave worked on machine unable to determine the problem.

**12/14/2012:** I called Katie. I don't believe I talked to her, but left a message stating that we were still working on her machine.

**12/21 or 12/22/2012:** (not sure of date) Katie called. I checked with Dave and he said that he ordered a tension assembly and I forwarded info to Katie.

**12/27/2012:** I informed Katie that part was back ordered and would call with more info as soon as I got it.

**1/3 or 1/4/2013:** I called Katie informed her part was still back ordered and we could do whatever she wanted. We could take a part off of another T20 and put it on her machine to repair it now OR we could wait for the part to come in and give her a loaner embroidery machine NOW to reduce the inconvenience to her. She chose to wait even though I told her it would be February on the part.

**1/30/2013:** Letter arrived from Better Business Bureau



## Husqvarna Viking Topaz 20 - dealer and sewing machine review

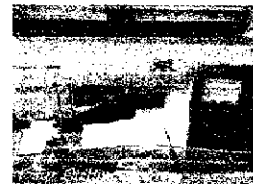
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was nothing preventing the thread from popping off of it or slipping out when sewing at high speeds. Even at low speeds this began occurring. Using a thread net didn't prevent this from happening either.

I called my dealer to find out if anyone had heard of this problem before I brought the machine in for it's first annual service in September 2012. The floor rep working that day *had never heard of it the problem*. So I did some more research. Yahoo Groups has a Viking Topaz group and I read through several posts there. I found that there are two modifications covered under warranty that I was not notified about. One was an uptake lever modification to fix the exact problem I was having with the thread popping off. I didn't understand why Viking wouldn't notify owners of the machine of the available modification.

**September 10, 2012 - Viking Topaz Brought in for 1st Annual Service, cleaning and Uptake Lever Modification**

- I had to bring a printout that I got from the Yahoo Groups page explaining the modification I was requesting since the floor rep had never heard of it and didn't know if the repair person would know about it. This was a major red flag for me and foreshadowed problems to come.



The modification was done on my machine and it was supposedly cleaned and serviced. I say supposedly for a reason which I'll get to in a minute.

**At the end of October 2012 I began having tension issues.** They were sporadic and were typically fixed by turning the machine on and off or leaving the machine off for a while before trying to sew again. I was having tension issues while sewing and while doing embroidery.

**November 24, 2012 - I take the machine back to the dealer for thread tension problems.** I reached my breaking point in trying to get the machine to cooperate. It was happening more and more. I visited my dealer and dropped the machine off for service.

**November 28, 2012 - Machine comes back. Dealer reports nothing is wrong with it.** Dealer said repair person tested it and said nothing was wrong. The note on the ticket said the repair person cleaned the tension discs. I beg to differ (see post "Losing Trust in my Dealer" with photographic proof of a thread nest near the tension discs that wasn't cleaned out after service).

**December 2, 2012 - I take my machine back to the dealer to sew with the manager.** We manage to replicate the problem once while doing embroidery and a few times while sewing with regular thread and Aurifil thread. The manager made some adjustments to the bobbin case and then completely replaced the bobbin case thinking that would fix it. It worked at the store. I sewed normally and we tested the embroidery unit. I decided to take the machine home to see if that fixed the problem.

**December 3, 2012 - Tension problems get worse.** After I got home they got even worse than before. I called the manager and told her I'd be bringing the machine in on Saturday, December the 8th.

**December 8, 2012 - Dropped off machine with the dealer for service.** I spoke with the store manager about the machine and told her I didn't want it back until the problem was fixed.

**December 18, 2012 - Called dealer for update.** - I called the dealer to find out what was going on since I hadn't heard anything. The floor rep told me they'd replaced the motherboard but that didn't fix it so now they wanted to replace the tension assembly. They had to wait on the part to come in.

**December 27, 2012 - Left message to find out status of repair.** - I have a strange conversation with the floor rep who calls the manager at home about my problem. The manager informs her that I apparently had a conversation with her when she informed me about the part needed to fix it. They claim they offered me a used version or a new version and I picked the new version because I wanted it done right. *This conversation never occurred. I had to call to find out what was going on, they never called me.* She then informs the floor rep the part is on indefinite backorder and she has no idea when it will be available.

I called Viking Corporate. Left a message for the regional manager. Asked for him to call me. He has never called.  
He finally called me on January 31, 2013 after this was posted.

**January 4, 2013 - Call to find out status of part and complain about length of time it is taking.** Manager informs me she is going to call Viking the following week to try and find out when the part will be available. Last time she tried to call she said she was on hold too long and didn't want to wait.

**January 8, 2013 - Manager informs me part will not be available until Mid-February.** She finally offers a loaner machine. I ask why I haven't been offered a loaner machine or a replacement since it is taking this long. She told me they normally didn't do loaners since they don't really have any machines to loan other than floor models. I told her a loaner wouldn't do me any good at this point, I really needed a replacement since it was going to be another month. She didn't acknowledge the request.

At this point I've given up. They are holding my \$2,800 machine hostage.

**January 20, 2013 - I speak to manager of other branch of Tampa Bay Sewing Center.** She offers to help find out what is going on with the part and see what she can do about a possible replacement. I explain the situation to her and express my disappointment with the brand and customer service that I've had so far. She apologizes and says she will call me back.

**January 21, 2013 - Other manager notifies me that the part is still on backorder but that it might be available sooner than they thought.** She said she will let me know what she finds out soon. No mention of a replacement.

If you're horrified about this leave a comment. If you've had a similar experience with the same brand or a different one leave a comment. If you are going to share this story with a friend that is currently shopping for a new sewing machine please leave a comment. Let's show Husqvarna Viking and other sewing machine brands that treatment like this is not acceptable.

I cling to my last bit of hope that I might get my machine back after three or four months of it collecting dust in a repair shop.

## Updates:

**January 29, 2013 - Called dealer manager again to get update.** She was surprised no one had called me yet to let me know Corporate has been alerted to my problem and has been working on resolving it quickly. She said I should expect a call soon. She told me they estimate a part for my machine to come in by February 8, 2013.

**January 31, 2013 - Regional Manager calls me personally.** Informs me they had part issues and my replacement part was in a shipment that was rejected by Viking due to quality assurance issues. They had to wait on a new batch of parts to be manufactured. They estimate my machine might be returned to me on February 2, 2013. I requested they please test it and ensure the tension is working properly before I make the trip out to the store which is 40 minutes from my home one way. He ensures it will be tested in the shop and again at the dealer.

**February 2, 2013 - Pick 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.

## My machine was in the repair shop for 56 days.

A portion of that was time before and during Christmas - probably the most critical time of the year for most people including myself. My dealer didn't offer me a loaner machine until January 8, 2013 - a month after it had been sitting in the shop and well after Christmas.

See my "Final Thoughts on Husqvarna Viking" post with examples of how this could have been handled better.

You might also like:



## Some Final Thoughts on Husqvarna Viking

Revised on February 6, 2013 by Katie



Last night I picked up my Viking Topaz 20. They found a tension assembly and replaced it. It seems to be working.

**56 days is how long it took for this repair to be completed.**

I've updated my original blog post on the subject but I have some final thoughts for anyone that might be considering purchasing from HV and also for any dealers out there that might be reading my blog. When I picked up my machine I was asked if I'd consider taking my original blog post down. In all honesty, I was quite surprised at the request. Just because my machine had been fixed didn't take away the horrible experience I'd had over the last two months.

**My experience could have been better if the dealer had done the following:**

Called me on a regular basis, preferably weekly, with updates on the status of the repair and what they are doing to try and speed it along.

Offered me a loaner machine a week after it had been in the shop, especially since it was right before the Christmas holidays when I needed to make gifts.

Been honest with me as to why the part was taking so long to come in and why they couldn't just find one from another dealer.

Offered me something in compensation for my time waiting on the repair and driving back and forth to the dealer multiple times to get the problem fixed.

I still do not feel comfortable recommending the brand or this model of sewing machine to anyone, especially those that plan on using it on a regular basis. I typically sew and quilt upwards of 20 hours per week. I do not have another embroidery machine as a backup. I also used the Viking Topaz 20 as my main quilting machine since I purchased a cabinet that it dropped down into so I was unable to quilt anytime the machine was in the shop.

Ultimately this comes down to bad customer service. Maybe your local Husqvarna Viking dealer would have handled this repair problem differently. Mine dropped the ball on this one.

I sincerely hope the machine is fixed and the thread tension problem doesn't happen again. Because of the experience I had with my dealer I will be selling the machine since I do not trust them. I can't afford to be without a machine for that amount of time in the future.

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"Nostalgia" is  
coming along

Labels: Viking

