



INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Wednesday 2:39 PM

Good afternoon. Thank you for fixing that for me. Do you have a PET ran for this customer?



Wednesday 2:41 PM

No did not know I need a pet for a repair that was already done

Wednesday 2:43 PM

The PET will show us how much the customer is eligible for reimbursement. [REDACTED] states "The PET must indicate the vehicle is eligible for cost assistance consideration"



Wednesday 3:22 PM

Confirmed with dealer the customer is still under Voltec Component Limited Warranty but the dealer did not know how to submit.



Wednesday 3:33 PM @

Today

12:38 PM

Ok. So this would need to be escalated to the DVM. Please refer to [REDACTED] and read the top part of this doc. Since the dealership made the mistake with the warranty decision, the DVM will need to be involved. And once the DVM is involved we are no longer responsible for this. So, I will be returning this case to you. I hope this helps. Thank you for your time and patience with me. I appreciate you and hope you have a great weekend.

Type a new message