

Dealerships are required to run the Policy Evaluation Tool (PET) to determine customer eligibility for cost assistance. If a dealership refuses to run the PET, it is critical to escalate the issue to the DVM (Dealer Vehicle Manager). Advisors should not attempt to run the PET themselves or discuss the PET results with customers. If a dealer declines to follow the PET directive for a valid reason, the advisor must ensure that a final invoice for the repair is obtained and attached to the service request (SR). Additionally, advisors must remember that discussing the PET amount with customers can lead to losing access to the tool.

Did you find this answer useful?



Sources

 [Using the Policy Evaluation Tool \(PET\)](#)  [CAC Cost Assistance Request](#)