



James Davidson (C)

From: Dan Garrison
Sent: Wednesday, December 9, 2020 11:58 AM
To: James Davidson (C)
Cc: ANDREW RICHARDSON
Subject: RE: Good Afternoon Sir
Attachments: 4 [REDACTED].Towbill3.pdf; 4 [REDACTED].Towbill2.pdf; 4 [REDACTED].Towbill.pdf

Mr. Davidson,

We should reimburse the customer for \$38/day the GM rental allowance or \$1,292. The balance should not be a GM expense, however, if the customer was not advised the balance would not be covered (\$453.15) this is not the time to “surprise” her/him. In that case, submit the full amount.

Why are there two tow bills? We can reimburse one, but not likely both.

Respectfully,
Daniel Garrison
Regional Warranty Manager

203-790-3720 Office
[REDACTED] Mobile
dan.garrison@gm.com

Northeast Region
44 Old Ridgebury Road
Suite 200
Danbury, CT 06810

The history of failure in war, or in any other human endeavor, can be summed up in two words: “too late.”
– GEN Douglas MacArthur

From: James Davidson (C) <james.1.davidson@gm.com>
Sent: Tuesday, December 8, 2020 5:40 PM
To: Dan Garrison <dan.garrison@gm.com>
Subject: Good Afternoon Sir

Service Request: [REDACTED]
Customer Last Name: [REDACTED]
Involved Dealership: Shaffer GMC Truck, 119370
VIN: [REDACTED]
Vehicle: 2020 GMC Sierra 1500
Mileage: 10000

Good afternoon sir,
I was reaching out because I have a case here where the client paid for his own towing and rental car while his vehicle was down having issues. I finished my CA and submitted to the BRM with the response that the client would like to be reimbursed for these costs he had to pay out of pocket. There was a case prior to mine where the agent made a promise that we would take care of the cost as long as he sent the receipts. The SRs for those are

[REDACTED]



I was told by the BRM to reach out to you to see if we can get this processed or what would be needed to get this completed for the client. He has been waiting for several months and would like to receive this as soon as we can. I am a new agent and whatever information you can give me to set me up for success would greatly be appreciated. I will attach the receipts he sent me to this email for review. I really appreciate you and look forward hearing back from you.

James
GMC Business Resource Center
Phone Number: 1800-231-1841
Extension Number: 5917487