

Case Details



Contact Details

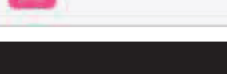


Case Participant (1)



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2h ago



Jonathan Powell

To: caseupdate

We only supplied rental car during the time vehicle was down + the time it took for the re-unite, no other goodwill provided.



Hello,

The following customer reached out to us regarding their experience. At this point, we are considering offering the customer some form of goodwill and would like your feedback or input before we do so. Please review the request below.



The customer is requesting tow and hotel reimbursement. We would like to offer the customer tow and hotel reimbursement. Before we offer the customer any goodwill, we want to confirm if anything has already been provided by the dealer. Can you please share details on any goodwill you have provided to the customer?

Thank you for your time!