



Travis Tolbert <travis.v.tolbert@gmail.com>

Documentation of Our Phone Conversations – Travis Tolbert

1 message

TV Tolbert <travis.v.tolbert@gmail.com>
To: adam.c@carvilla.com

Sat, Feb 15, 2025 at 7:13 PM

Adam,

I am writing to formally document our phone conversations from today, February 15, 2025, regarding the ongoing issues with the vehicle I purchased from Carvilla on January 14, 2025.

First Call – 9:37 AM (2 minutes, 59 seconds)

- You called me and asked me to remove my Google review.
- You stated that my review was affecting your sales team's livelihood and that they have families to feed.
- You mentioned that my original salesperson, Herb, no longer works at Carvilla.
- You stated that if I did not delete my review, you would not be able to assist me further.
- I initially responded that I would remove it.
- Before ending the call, you asked about my Valentine's Day with my wife and stated that you would follow up with me later once you had a resolution.

Second Call – 1:33 PM (3 minutes, 29 seconds)

- I called you back to inform you that I had reconsidered and decided not to remove the review.
- You reiterated that you would not be able to help me if I did not take the review down.
- You stated that I needed to pick up the vehicle that I had left at Carvilla with your permission.
- I informed you that I would not be taking down the review and would not be picking up the vehicle.
- You mentioned that based on our in-person conversation the previous evening, you thought I would wait until Monday before taking further action.
- I made it clear that the only way I would remove the review is if Carvilla refunded my money.
- You stated that you were not going to help and told me to do what I think I need to do.
- You also mentioned that you would take down the Google review yourself.

Regarding your statement about removing the review yourself, it's important to note that Google's policies do not allow businesses to delete customer reviews directly. Reviews can only be removed if they violate Google's content policies, such as containing inappropriate or explicit content. Businesses can report such reviews, and Google will assess whether they violate their guidelines.

support.google.com

As you are aware, my concerns with this vehicle remain unresolved, and I do not feel safe driving it due to the issues Mercedes-Benz has confirmed. Additionally, my concerns with Carvilla's service department and the handling of this matter have only grown.

Please confirm receipt of this email. I expect a professional and fair resolution, and I will continue to document all communications related to this issue.

Sincerely,

Travis Tolbert

(404) 983-1906

travis.v.tolbert@gmail.com