



Sarah Peak <sarah.peak@gmail.com>

Complaint Regarding Incorrect Service – Request for Resolution

Sarah Peak <sarah.peak@gmail.com>

Sat, Feb 8, 2025 at 8:51 AM

To: jjohnson@scenicmotors.com

Thank you for your response. I want to clarify that my issue is not with how the service was coded in your database, but rather that I was explicitly told that Scenic Chevrolet GMC performs heater core flushes—both over the phone and at check-in. If your service center does not perform a dedicated heater core flush and instead only provides a general coolant flush, I should have been informed of that upfront so I could seek service elsewhere.

I was very specific in requesting a heater core flush, not a general coolant flush, because I had already had a coolant flush performed elsewhere, along with a new thermostat and water pump. I stated this at every step—on the phone, at check-in, and again at check-out—yet I was still charged for a service I did not need or request.

I appreciate your offer to help, but at this point, I am seeking a clear resolution for the fact that I was misled about the service your shop could provide. Again, I would like to know what you are offering in terms of a refund or credit toward the actual service I originally requested.

Additionally, I prefer to keep all correspondence via email, as my bank has requested documentation of this dispute; the FTC, BBB, and AG all recommend keeping a written record of communications for cases like this.

Please provide your proposed resolution in writing via email so we can finalize this matter.

Sarah Peak

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