



Sarah Peak <sarah.peak@gmail.com>

Complaint Regarding Incorrect Service – Request for Resolution

jjohnson@scenicmotors.com <jjohnson@scenicmotors.com>
To: Sarah Peak <sarah.peak@gmail.com>

Mon, Feb 10, 2025 at 2:50 PM

Hello Mrs. Peak,

Hope you had a great weekend. I would like for you to bring your vehicle back in and we will specifically flush the heater core as an individual item at no cost to you. I would like to know if you are having a specific issue with the vehicle. If you are, I can offer a free diagnosis of the issue as well while the vehicle is here.

Thanks,
Jeremy Johnson
Scenic Automotive Group

From: Sarah Peak <sarah.peak@gmail.com>
Sent: Saturday, February 8, 2025 5:51 AM
To: jjohnson@scenicmotors.com <jjohnson@scenicmotors.com>
Subject: Re: Complaint Regarding Incorrect Service – Request for Resolution

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
Sarah.peak@gmail.com

On Fri, Feb 7, 2025, 6:01 PM jjohnson@scenicmotors.com <jjohnson@scenicmotors.com> wrote:

Dear Sarah,

Sorry for the delay in response. We did write the vehicle up as a coolant flush due to that being the code that is set up in our data base. A coolant flush covers the entire cooling system, heater core is in that

system. The advisor did stress to the tech to concentrate on the heater core and be sure it was as clean as possible. The tech told me that the system did have a lot of debris in it. I do have a question, what is your reason for needing the heater core flushed? Are you having a problem with the heat? I am willing to try and help you with this matter in any way possible. If you are having a heat issue, There may be more needed than just a heater core flush. Please respond to this email and I will help in any way possible. You can also contact me here at work to discuss and then we can send an email to recap the conversation so you have it in writing.

Thank You,
Jeremy Johnson
Scenic Automotive

From: Sarah Peak <sarah.peak@gmail.com>
Sent: Friday, February 7, 2025 7:36 AM
To: jjohnson@scenicmotors.com <jjohnson@scenicmotors.com>
Subject: Re: Complaint Regarding Incorrect Service – Request for Resolution

Dear Jeremy,

Thank you for reaching out regarding my complaint. I received your voicemail and appreciate your willingness to discuss a resolution. However, I would prefer to handle this matter in writing via email to ensure clarity and documentation for both parties.

Please provide details on the resolution you are offering so that we can move forward with resolving this issue appropriately. I look forward to your response.

Sarah Peak
336-663-2588
sarah.peak@gmail.com

On Fri, Feb 7, 2025 at 9:25 AM <bjohnson@scenicmotors.com> wrote:

Thanks for reaching out. I will look into your concern and get back with you.

Thanks,

Brooke Johnson

From: Sarah Peak <sarah.peak@gmail.com>
Sent: Friday, February 7, 2025 9:07 AM
To: service@scenicmotors.com
Cc: bjohnson@scenicmotors.com; jjohnson@scenicmotors.com; blawson@scenicmotors.com
Subject: Complaint Regarding Incorrect Service – Request for Resolution

I am writing to formally express my concern regarding the service I received at Scenic Chevrolet GMC of Mt. Airy on 2/6/25, appointment time 2:30pm. Prior to bringing my 2015 Chevrolet Spark in, I specifically called to confirm whether your service center performs heater core flushes, not a general coolant flush. I was assured multiple times that you do provide heater core flushes.

During that phone call, I also clearly stated that I had already had a coolant flush done, and that I was specifically seeking a heater core flush. I reiterated this again at check-in. When Kendal asked if my appointment was for a coolant flush. I immediately said no, and before I could finish my sentence, he said "heater core flush," to which I confirmed. At this time I also stated that I had already had a coolant flush and some parts replaced, my thermostat and water pump and a few other items.

However, after the work was completed, I was billed for a coolant flush, not a heater core flush. At check-out, I again questioned Kendel whether it was a heater core flush or a coolant flush, and I was told by Kendel *"A coolant flush", followed by "but it's all connected."* I am not sure if it was Eddie or Floyd who finished Kendels sentence with the statement about it being connected.

I am fully aware that a coolant flush and a heater core flush are not the same service. I had already had my coolant flushed, so I would not have requested or paid for the same service again. I knew exactly what I was asking for, and if your service center does not perform heater core flushes, I should have been informed of that instead of being misled and charged for an unnecessary service.

This misrepresentation has resulted in me being out \$200 for a service I did not need and did not authorize in good faith. I am requesting a resolution, whether in the form of a refund or a credit toward the actual service I originally requested. I would appreciate a prompt response to rectify this situation.

Please let me know how we can resolve this matter at your earliest convenience.

Sarah Peak

sarah.peak@gmail.com