



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>

Fri, Feb 7, 2025 at 6:01 PM

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

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