



Sarah Peak <sarah.peak@gmail.com>

Complaint Regarding Incorrect Service – Request for Resolution

Sarah Peak <sarah.peak@gmail.com>

Fri, Feb 7, 2025 at 9:07 AM

To: service@scenicmotors.com

Cc: bjohnson@scenicmotors.com, jjohnson@scenicmotors.com, blawson@scenicmotors.com

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