

From: Devlin, Lotte
To: 'BBRYAN@LAC.SC.GOV' <BBRYAN@LAC.SC.GOV>
CC: Yacobi, Kevin <Kevin.Yacobi@scdmv.net>
Adams, Marcia S <Marcia.Adams@SCDMV.net>
Date: 5/3/2007 5:31:40 PM
Subject: FW: Information for LAC
Attachments: Temp tag violations.xls

Ben

Attached is the updated spreadsheet. Our Dealer Unit Manager has indicated in the first column those complaints that were initiated by our dealer agents, either based on observation (saw tag on the street) or during the course of an audit. Let me know if you have additional questions.

Lotte Devlin
Deputy Director Vehicle Services
SC Department of Motor Vehicles
Office: 803.896.4879
Mobile: 803.609.4852
Fax: 803.896.9979
P.O. Box 1498
Blythewood, SC 29016

-----Original Message-----

From: Grant, Michael R
Sent: Thursday, May 03, 2007 2:44 PM
To: Devlin, Lotte
Subject: FW: Information for LAC

I have reviewed each case listed and made the appropriate notation you requested. Without exception all cases indicating a dealer agent as complainant (we initiated directly), the grounds for the case are personal observation, though that language is not reflected in the report narrative.

Mike

-----Original Message-----

From: Devlin, Lotte
Sent: Thursday, May 03, 2007 1:40 PM
To: Grant, Michael R
Subject: Information for LAC

Mike,

The attached spreadsheet indicates complaints that were investigated re: temp tags. Is there a way to determine from this spreadsheet if any of the complaints were initiated by dealer agents (either based on observation or from an audit) versus from a complaint by a consumer. In some cases an agent's name is listed as the complainant rather than a customer; I suspect that this might sometimes indicate the name of the agent who took the complaint, and not that we initiated the investigation on our own?

If you can, could you please indicate in the 1st column those (if any) that we initiated directly, either as a result of an audit or by spotting an expired tag, etc.

I need this as soon as possible

Lotte Devlin
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SC Department of Motor Vehicles
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Mobile: 803.609.4852
Fax: 803.896.9979
P.O. Box 1498

