

---

**From:** Melissa Tanner <MTanner@ghs.org>  
**Sent:** Thursday, June 16, 2016 9:38 AM  
**To:** doug.mcmillon@wal-mart.com; greg.foran@wal-mart.com; dan.bartlett@wal-mart.com; jacqui.canney@wal-mart.com  
**Cc:** SCDCA; 'info@doi.sc.gov'; Haley, Nikki  
**Subject:** RE: RE: Claim from Boiling Springs Walmart in SC/Melissa Tanner  
  
**Importance:** High

DO NOT TAKE YOUR CAR TO WALMART TIRE AND OIL SERVICES. THEY HAVE MESSED MY CAR UP AND WILL NOT MAKE IT RIGHT!!!!!!

YOU HAVE TO HAVE ENOUGH OIL IN YOU CAR FOR THE BELOW TO OCCUR- ----THE DAMAGE WAS DONE WHEN YOUR EMPLOYEE LEFT THE OIL CAP OFF. Also I still oil under the hood my car due to this.

The **valves**, rockers and pushrods or camshaft all need to be **lubricated with engine oil to stay cool and not wear out**. The oil pump draws oil out of the oil pan and pushes it through the oil filter, then up into the engine head where it can lubricate all the moving components and then it drains through small holes back into the oil pan through the block.

Dirt could have gotten in the valves due to the oil cap being left off by the Walmart employee as well.

I WILL NEVER DO BUSINESS WITH WALMART AGAIN. THEY ARE ACTUALLY LUCKY THAT THEY DID NOT CAUSE MY CAR TO CATCH ON FIRE OR RUN HOT AND DISTROY THE MOTOR.

I have a letter dated May 17<sup>th</sup> 2016 because Walmart in Boiling Spring did not file the claim until May. Then I had to take time off work and schedule the appointment as this shop was booked.

This is what is stated in the letter:

Please have your motor vehicle inspected by a certified ASE technician of your choice to determine what is causing the condition to exist. If reasonable & causal evidence is discovered that **"may"** establish that Wal-Mart/Sam's Club is **"likely"** responsible for the condition, then upon receiving a copy of the report and or estimate by a certified ASE technician, Claims Management Inc., will pay for all reasonable and related inspection costs.

I HAVE TAKEN GREAT CARE OF MY CAR!!!

Kind Regards

Melissa Tanner  
{864}201-5984  
{864}454-0820  
[mtanner@ghs.org](mailto:mtanner@ghs.org)

---

**From:** Melissa Tanner  
**Sent:** Wednesday, June 15, 2016 4:18 PM

**To:** 'doug.mcmillon@wal-mart.com'; 'greg.foran@wal-mart.com'; 'dan.bartlett@wal-mart.com'; 'jacqui.canney@wal-mart.com'

**Cc:** scdca@scconsumer.gov; 'info@doi.sc.gov'

**Subject:** RE: RE: Claim from Boiling Springs Walmart in SC/Melissa Tanner

So I have received a call from I guess who you all are forwarding me to which is Josh who is completely "RUDE". It is about principle integrity and taking responsibility . Something apparently Walmart doesn't not stand behind.

He also stated that emailing any of you will not do any good this email would just come right back to him. "NICE"

This Walmart even stated to me that the employee that caused this is a problem and is careless and also that this issue happened before.

Wal-Mart employee left my oil cap off and now my car is messed up and Walmart will not take responsibility to fix the mistake.

Never get you oil changed at Walmart, as they will mess up your car and then not want to fix their mistake. The valve shim issue just did not happen out of the blue again I never had an oil leak or valve shim issue until Walmart touched my car.

Again I will no longer do my business with Walmart ever. I will not purchase another thing from Walmart. Walmart has left sour taste in my mouth.

Also is Josh and James a certified Mechanic? If they can make a diagnosis they have not even looked at my car. This a Honda a valve shim issues just don't occur and unless someone leaves the oil cap off and all your oil leaks out!!!!!!

I cannot believe that Walmart will not make this RIGHT!!!! It took the store 30 days to file the claim of which they never even informed me I had the right to do. Again as I had to explain again even though it is in this email Josh want to know why it took so long of which I have already explained. You should have records of my calls to you corporate office.

Thank You Walmart for not doing the right thing and fixing my car.

Kind Regards,

**Melissa Tanner**

**Payer Analysis Coordinator**

{864}201-5984

{864}454-0820

[mtanner@ghs.org](mailto:mtanner@ghs.org)

---

**From:** Melissa Tanner

**Sent:** Wednesday, June 15, 2016 10:05 AM

**To:** 'doug.mcmillon@wal-mart.com'; 'greg.foran@wal-mart.com'; 'dan.bartlett@wal-mart.com'; 'jacqui.canney@wal-mart.com'

**Cc:** 'James.Harris@cmiw.com'

**Subject:** RE: RE: Claim from Boiling Springs Walmart in SC/Melissa Tanner

**Importance:** High

As a customer of Walmart I cannot believe the Walmart will not make this right. I will never step foot in another Walmart.

Between CVS, Rite Aid, BI-LO, Dollar General, Family Dollar and Dollar Tree, which are right by my house one street over from my house. I can get what I need at those stores and I will give them all my business so will all of my family. I will "Never" have my oil changed at Walmart again.

I choose to do business with Walmart as will not no longer, because Walmart does not want to make this "RIGHT". I just do not believe in not making things right. Walmart screwed up they left the oil cap off and now I have valve shim issue and an oil leak of which I did not have prior to Walmart putting their hands on my car. Walmart is actually lucky that is the only damage to my car.

I appreciate your help.

Thank You,

**Melissa Tanner**  
**Payer Analysis Coordinator**  
{864}201-5984  
{864}454-0820  
[mtanner@ghs.org](mailto:mtanner@ghs.org)

---

**From:** Melissa Tanner  
**Sent:** Tuesday, June 14, 2016 5:29 PM  
**To:** 'doug.mcmillon@wal-mart.com'  
**Subject:** RE: Claim from Boiling Springs Walmart in SC/Melissa Tanner

Mr. McMillon: This is ridiculous so Walmart has messed my car up because I had no issues with the valve clearance shims is most "likely" due to the Walmart at Boiling Springs leaving the oil cap off. Also until Walmart touch my car I never had an oil leak either. Yes the oil change was done on 04/03 however it was being handled at a store level in the beginning. Also Walmart changed my oil the time before that has well and no notation of an oil leak. Your claims rep James Harris is liar because I call the auto shop.

Walmart has messed my car up. They are lucky actually that my entire motor did not blow up. I do expect Walmart to make this right.

This is what the shop stated they stated that without the maintenance records they had no way to know that they were not there so they could not say one way or another but it could have been cause from the oil cap be off. Which means they don't do my oil changes and Walmart did the last two oil changes and it was not until this time I have NOT any problems with the oil leak and the clearance shims.

Mr. James Harris has made no effort to resolve this. I have called him several times I guess he never answers his phone nor does his supervisors as I have also contacted them as well.

It also took me two weeks to get my car into a certified shop of which is not easy to find as most mechanics are necessarily certified.

Then I have to actually request the time off work to be able to do this.

I have a letter dated(05/17/2016) shortly after the actually claim was filed which was in May. So yes I had to drive my further because the store did not have clue what to do. I told the store I wanted checked by a mechanic as soon as they were notified. I also told the store they needed to have my car port pressure washed because I have fresh oil NOT OLD stains on my car port of which I have pictures of and you can clearly see it is fresh oil as it wet in appearance- Which would also indicate I had no oils leaks prior to Walmart Boiling Springs SC touching my car.

Also my car mileage is not 170,000 is actually 167,499. I do not think it is very common in Hondas for the valve shims to be messed up and what caused that is because Walmart caused me not to have oil in my car. I trusted Walmart to their job and they did not.

So CMIW makes false states so they do not have cover the cost of someone destroying others property. I have two children I guess they will not eat so that I can fix Walmart's screw-up. Walmart and CMIW should ashamed of yourselves.

**That is not what was stated as I am on the phone with them now they did not state this: According to the shop, It is more than likely due to a lack of routine maintenance.( You just mad a false statement). They stated that without the maintenance records they had no way to know that they were not there so they could not say one way or another.**

James Harris was told by the shop that Harris Automotive cannot make a defiant determination because they were not there at the time my oil was changed. And they do not do my oil changes(Routine maintenance). But stated because I had lost so much oil and even after I took my car back to Walmart as they stated to "top of the oil" they did not it was 2 quarts low even after I took my car back to them.

So it took the Store over a month to file a claim and that was after I called your corporate office twice. The first time I called no one ever even got back in touch with me. So James Harris needs to make sure he has all the pieces of information before he emails.

So James Harris is basically a liar. Harris Automotive stated that what James stated below was a false statement. Again I had no issues prior to Walmart touching my car and Walmart is lucky they are not having to replace my car or motor. Also my car mileage is not 170,000 is actually 167,499.

I do not think this is an unreasonable request:

I have never had any issues out of this car prior to Walmart touching it. Walmart is responsible for Valve adjust and oil pan Gasket.

Valve Adjust and Oil Pan Gasket- Replace half the sales price and half the shop supplies charge is a total of \$606.83

The cost of a rental car through Hertz car rental(club code 111) This is actual at my triple A discount.

1(800)654-3080 3 days Wednesday through Friday Per Harris automotive it will take 2 to 3 days to do the repairs:  
\$135.64

\$48.80 for the cost of the labor to diagnose the problem:

\$99.00 will be the cost to have my car port pressure washed from the oil leaking damage [that Walmart caused](#).

Lost wages from work will total 8 hours @ 23.43 an hour= total of 187.44

This is the only the 4 hours I took of yesterday and 4 hour from getting the engine steam cleaned(pressure washed) and there is still oil under the hood. That is how bad it was.

**I also lets talk gas mileage for all this extra running around I had to do because Walmart caused a screw up.**

That will be an estimate at about 100 miles because I had to make two 3 trips back to Walmart then to get me engine steam cleaned and then to take my car to a certified mechanic.

100 miles @ 2.54 = \$254.00

Stress/wear and tear of the engine and stress this has caused to me: - \$700.00

---

Total Settlement: \$1777.71

Total Settlement change to include gas mileage: **\$ 2,031.71**

I appreciate your help.

Thank You,

**Melissa Tanner**  
**{864}201-5984**  
**{864}454-0820**  
[mtanner@ghs.org](mailto:mtanner@ghs.org)

That is not what that shop told me this morning. There must be a miss communication because I was told that the valve clearance shims is most likely due to the Walmart at Boiling Springs leaving the oil cap off. I have never had an oil leak before the Walmart at Boiling springs touch my car. Yes it took that long because I was dealing directly with the store that took forever filing the claim.

I do not think this is an unreasonable request:

I have never had any issues out of this car prior to Walmart touching it. Walmart is responsible for Valve adjust and oil pan Gasket.

Valve Adjust and Oil Pan Gasket- Replace half the sales price and half the shop supplies charge is a total of \$606.83

The cost of a rental car through Hertz car rental(club code 111)

1(800)654-3080 3 days Wednesday through Friday Per Harris automotive it will take 2 to 3 days to do the repairs:  
\$135.64

\$48.80 for the cost of the labor to diagnose the problem:

\$99.00 will be the cost to have my car port pressure washed from the oil leaking damage.

Lost wages from work will total 8 hours @ 23.43 an hour= total of 187.44

Stress/wear and tear of the engine and stress this has caused to me: make an offer - \$700.00

---

Total Settlement: \$1777.71

I appreciate your help.

Thank You,

**Melissa Tanner**  
**Payer Analysis Coordinator**  
**Patient Account Services**

**Greenville Health System**

**{864}454-0820**

**[mtanner@ghs.org](mailto:mtanner@ghs.org)**

**From:** James Harris [<mailto:James.Harris@cmiw.com>]

**Sent:** Tuesday, June 14, 2016 4:11 PM

**To:** Melissa Tanner

**Subject:** RE: Estimate for claim number 7772215

CAUTION: This Email is from an EXTERNAL source. Ensure you trust this sender before clicking on any links or attachments.

Ms. Tanner,

I had the pleasure of speaking to your service advisor at Harris Automotive and unfortunately they were unable to attribute any issue to your 4/3 Walmart oil svc.  
According to the shop, It is more than likely due to a lack of routine maintenance and the fact that this is common for this engine with 170,000 miles.

Combined with the fact that It appears you have also driven another 4300 miles, we will not be able to consider your request for compensation.

Sincerely,

**James Harris - Case Manager III**

Phone 800-527-0566 ext 57819

Fax 479.277.1724

[james.harris@cmiw.com](mailto:james.harris@cmiw.com)

Claims Management, Inc.

PO Box 14731

Lexington, KY 40512-4731

**From:** Melissa Tanner [<mailto:MTanner@ghs.org>]

**Sent:** Tuesday, June 14, 2016 2:40 PM

**To:** James Harris

**Subject:** FW: Estimate for claim number 7772215

**From:** Melissa Tanner

**Sent:** Tuesday, June 14, 2016 3:39 PM

**To:** [jwharri@cmiw.com](mailto:jwharri@cmiw.com)

**Subject:** RE: Estimate for claim number 7772215

Mr. Harris: This is the estimate from Harris Automotive in reference to what needs to be fixed.

Valve Adjust and Oil Pan Gasket- Replace half the sales price and half the shop supplies charge is a total of \$606.83

The cost of a rental car through Hertz car rental(club code 111)

1(800)654-3080 3 days Wednesday through Friday Per Harris automotive it will take 2 to 3 days to do the repairs:  
\$135.64

\$48.80 for the cost of the labor to diagnose the problem:

\$99.00 will be the cost to have my car port pressure washed from the oil leaking damage.

Lost wages from work will total 8 hours @ 23.43 an hour= total of 187.44

Stress/wear and tear of the engine and stress this has caused to me: make an offer - \$700.00

---

Total Settlement: \$1777.71

Thank You,

**Melissa Tanner**  
**{864}201-5984**  
**{864}454-0820**  
[mtanner@ghs.org](mailto:mtanner@ghs.org)

This email and any files transmitted with it are confidential and intended solely for the individual or entity to whom they are addressed. If you have received this email in error destroy it immediately. \*\*\* Claims Management Inc. Confidential  
\*\*\*