

From: Adams, Marcia S.
To: Hamilton,Beverly G <Hamilton_BeverlyG@scdps.state.sc.us>
Date: 9/20/2002 3:13:18 PM
Subject: FW: Leased vehicles

You can't win for losing. I wish people would think before they answer questions from customers. This makes it difficult for hard-working people, like Elizabeth, to do their jobs. Do we have a problem with any of the temps in the Outlet Pointe dealer room?

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

From: Starnes, ElizabethD.
Sent: Friday, September 20, 2002 11:22 AM
To: Hamilton,Beverly G; Uswa, Wanda P.; Adams, Marcia S.
Cc: Hicken, KathyL; Thomas, Lottie; Howell, Michael E; Lowman, JaniceS
Subject: Leased vehicles

We have a problem that needs to be addressed. Our dealer work has been taken to Columbia to be done. We appreciate the help with our backlog, but there are errors being made, that are generating re-work. The local dealerships are calling us, very upset, because leased vehicles are being titled to the lessee, and the lessor is being listed as the lessee. Fortunately, I now have the authority to correct these errors in the field office, but it is time consuming plus embarrassing for the Department. When Casey at Farrell Chevrolet called Decker Dealer, supposedly the Manager told her that it was not their problem, they were doing us a favor by doing our dealer work and the least we could do, is do the corrections. I have edited seven titles and registrations in the past 2 days due to this problem. Then we have to issue duplicate registration cards, which is a waste of Department supplies.

Elizabeth Starnes
Asst Mgr/ Leaduser
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