
From: Melissa Tanner <MTanner@ghs.org>
Sent: Friday, July 1, 2016 5:36 PM
To: 'doug.mcmillon@wal-mart.com'; 'greg.foran@wal-mart.com'; 'dan.bartlett@wal-mart.com'; 'jacqui.canney@wal-mart.com'
Cc: Jennifer Pickard (Jennifer.Pickard@walmart.com); Haley, Nikki; SCDCA; 'Better Business Bureau'
Subject: RE: Walmart Claim update
Importance: High

I wanted to communicate with you all. My car is still not running appropriate as it was prior to the damages by Walmart.

It acting as if it wants to cut off it is still make the knocking noise. It is also acting like it wants to run hot on me.

Walmart stripped the bolt-plug, to plug the oil(cross threaded it). Causing the oil leak
Walmart also left the cap off the as well- Causing oil to leak all over the engine/motor.
Due to the above the following issues with my car Valve shims adjusted which entails remove the head gasket.
My spark plug wires also were drenched in oil and had to be replaced.

So because it took so long for Walmart file the claim not know that I had an oil leak I drove my care unknowing with an oil leaking. Also drove my car not knowing that they had left the oil cap off.

It is unfortunate that my car will never run the same as it did prior to the Walmart error due to the damages they caused. As I can drive a car that is in this condition. I do not think they can make my car run the way it did prior to the damages.

Walmart need to honor and replace my car as I cannot drive an safe car due to the mechanical problems it now has due to this, with two small children.

I am not trying to get one over on Walmart. I do not feel I should have to keep putting my car in the shop. I also I realize that i was sent the check however that was to fix the damages and the rental car and my time I had missed from work during the ordeal .

Fair Market Range \$3,643-\$5,022
Fair Suggested Retail Price \$5,451.00

Very Good

- 23% of all cars we value

Based on Very Good Condition
or Better

Has minor cosmetic defects and is in excellent mechanical condition

- Has had minor paint touch-up and/or bodywork
- Requires minimal reconditioning
- The engine compartment is clean and free of leaks
- Is free of rust
- The body and interior have minimal signs of wear or visible defects
- Wheels are flawless

- All tires match and have 75% or more of tread remaining
- Has a clean title history and will pass a safety and smog inspection
- Most service records are available

I am requesting Walmart to replace my car at this point. As I still have issues with it and it never acted like it wanted to shut off or run hot prior to.

My car will never run the same as it did.

I appreciate your help.

Thank You,

Melissa Tanner
Payer Analysis Coordinator
Patient Account Services
Greenville Health System
{864}201-5984
{864}454-0820
mtanner@ghs.org

From: Melissa Tanner
Sent: Friday, June 24, 2016 1:40 PM
To: 'Jennifer Pickard'
Cc: 'doug.mcmillon@wal-mart.com'; 'greg.foran@wal-mart.com'; 'dan.bartlett@wal-mart.com'; 'jacqui.canney@wal-mart.com'
Subject: RE: Walmart Claim update
Importance: High

Jennifer: I did receive the check for the damages. I just wanted you know that the cross thread the term the shop used was (Cross Threatened)- was causing the oil leak the Shop that fixed my car said that was defiantly caused by Walmart they put an O ring on it. Instead of telling me that they screwed it up they covered it up. My spark plug wires were also had oil all over them(saturated) and had to be replaced.

I just want you to be aware so that this does not happen to other people. Maybe some training should be being done within that department. This could have been a lot worse. I am lucky this did not leave me stranded somewhere on the side of the road with two children.

Jennifer I want to especially thank you for being kind, understanding, listening and most of all not treating me like I was just some stupid women that did not know anything about cars.

Thank You,

Melissa Tanner
Payer Analysis Coordinator
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From: Jennifer Pickard [<mailto:Jennifer.Pickard@walmart.com>]
Sent: Thursday, June 16, 2016 4:40 PM
To: Melissa Tanner
Cc: Jennifer Pickard
Subject: Walmart Claim

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

Melissa,

Hi! We spoke this morning about your claim with Walmart stemming from a service that was performed on your vehicle on 4/3/16. After our discussion this morning and a complete review of your claim file, I have asked Josh Ray, the claims dispute administrator, to contact you with an offer to resolve the matter. You should be hearing from Josh soon.

Thank you for speaking to me this morning and if there is anything else I can do to assist you, please let me know.

Thank You,

Jennifer Pickard, Senior Director of Risk Management
Email: jennifer.pickard@wal-mart.com

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