

Here is a detailed account showing how Jerry Seiner likely intentionally misled this consumer to avoid paying a warranty claim. In multiple instances, they provided this consumer a different warranty unrelated to the Seiner Certified Pre-Owned Warranty. Why would they do this? The claim would not be covered under the alternative warranty and would alternatively save them money.

In the first recording labeled (Jerry Seiner GMC NSL 11.21.23 @ 1435) at 7 minutes and 12 seconds, the first conversation with the Customer Experience Manager starts. At 10 minutes, he stated he was trying to get the consumer the "CORRECT INFORMATION" and needed to speak with someone to get the correct answers. More than one person is involved from the start, making it less likely that the wrong document was accidentally sent. In the second audio labeled (Jerry Seiner GMC NSL 11.21.23 @ 1519), he states the systems covered, reading directly from the buyer's guide, saying the engine then states, "That's an engine part," followed by a stutter. The Customer Experience manager realizes she messed up, stating the part in question is covered. He follows this up by saying the part is not covered because it is a "wearable item". There is nothing about wearable items not being covered on the buyer's guide signed at purchase. He then states, "The pan is not covered," followed by reading additional items from the second page of the buyer's guide. Where is this information coming from regarding the part not being covered? At this point, he is not reading from the fake warranty provided later on. He is simply trying to get off-paying a claim by making random claims.

From here on, communication began through email. All of these emails can be found in the PDF below. On Tuesday, 11.21.23, he needed input from the service department and accounting, further involving more people and making it less likely the wrong information was accidentally sent. This is when the consumer was first sent the fake warranty. On 11.24.23, he stated he needed to get upper management involved. At this point, how many years of combined experience do we have working at this dealership? The probability is very high; there are enough years of experience to know the information provided was irrelevant to the case or, better yet, misleading to the consumer. Again, on 11.27.23, he stated after talking to upper management and with "CAREFUL CONSIDERATION, the item still did not fall under the coverage of the "Seiner Limited Warranty."

Furthermore, on 11.28.24, the customer experience manager sent the customer an email telling him to look under the limited warranty part of the buyer's guide, which states to "ask the dealer for a copy of the warranty." During the consumer protection case # 149609, the case investigator told the consumer, "They told me the buyer's guide was the warranty." When the investigator at the Department of Motor Vehicle Enforcement Agency went to the dealership to request a copy of the warranty, they could not provide a copy but updated the buyer's guide to make it an official warranty. How long has Jerry Seiner not had an official warranty? How many years of claims have been falsely denied?

Consider this scenario: If we were to assume it was a mere oversight, what are the chances that after six days of communication involving multiple managers and departments within Jerry Seiner, they would resend this item to the consumer again on 11.28.23, as evidenced in the original email transcriptions? This repeated attempt to convince the consumer that this is their warranty further underscores the claim of intentional deception.

In conclusion, we believe there is substantial evidence to prove Jerry Seiner has been selling the "Seiner Certified Pre-Owned Warranty" to consumers for an untold number of years across all 15 dealerships in three states without a warranty to back it up. Well, what happens when a claim is filed? Is it possible the story detailed below has happened hundreds or even thousands of times before? We believe so and are here to help those who have been affected. If this sounds like what happened to you, please share your story.