

# Catalytic Converters Warranty

Tuesday, June 18, 2024 4:04 PM

yes

**From:** Wally <[wgutierrez@fulllineexhaust.com](mailto:wgutierrez@fulllineexhaust.com)>  
**Sent:** Monday, May 20, 2024 3:04 PM  
**To:** Bill Kalt <[bill.kalt@car-mart.com](mailto:bill.kalt@car-mart.com)>; Cissy Anderson <[cissy.anderson@car-mart.com](mailto:cissy.anderson@car-mart.com)>; Arlie Bartholomew <[arlie.bartholomew@car-mart.com](mailto:arlie.bartholomew@car-mart.com)>; Shelby Hale <[shelby.hale@car-mart.com](mailto:shelby.hale@car-mart.com)>  
**Cc:** Tiffany Pinkney <[tiffany.pinkney@car-mart.com](mailto:tiffany.pinkney@car-mart.com)>; Allison Moore <[allison.moore@car-mart.com](mailto:allison.moore@car-mart.com)>; Timothy Ames <[amest33@gmail.com](mailto:amest33@gmail.com)>; [car-mart@fulllineexhaust.com](mailto:car-mart@fulllineexhaust.com) <[car-mart@fulllineexhaust.com](mailto:car-mart@fulllineexhaust.com)>; Ava <[agutierrez@fulllineexhaust.com](mailto:agutierrez@fulllineexhaust.com)>  
**Subject:** Re: Catalytic Converters Warranty

## EXTERNAL EMAIL

GOING TO PIPES PERFORMANCE ?

On 5/20/2024 3:59 PM, Bill Kalt wrote:  
Use PO# 6057029795 (P/N 52909)

**From:** Wally <[wgutierrez@fulllineexhaust.com](mailto:wgutierrez@fulllineexhaust.com)>  
**Sent:** Monday, May 20, 2024 2:48 PM  
**To:** Cissy Anderson <[cissy.anderson@car-mart.com](mailto:cissy.anderson@car-mart.com)>; Arlie Bartholomew <[arlie.bartholomew@car-mart.com](mailto:arlie.bartholomew@car-mart.com)>; Bill Kalt <[bill.kalt@car-mart.com](mailto:bill.kalt@car-mart.com)>; Shelby Hale <[shelby.hale@car-mart.com](mailto:shelby.hale@car-mart.com)>  
**Cc:** Tiffany Pinkney <[tiffany.pinkney@car-mart.com](mailto:tiffany.pinkney@car-mart.com)>; Allison Moore <[allison.moore@car-mart.com](mailto:allison.moore@car-mart.com)>; Timothy Ames <[amest33@gmail.com](mailto:amest33@gmail.com)>; [car-mart@fulllineexhaust.com](mailto:car-mart@fulllineexhaust.com) <[car-mart@fulllineexhaust.com](mailto:car-mart@fulllineexhaust.com)>; Ava <[agutierrez@fulllineexhaust.com](mailto:agutierrez@fulllineexhaust.com)>  
**Subject:** Re: Catalytic Converters Warranty

## EXTERNAL EMAIL

BILL PLEASE SEND A NEW PO

On 5/20/2024 3:32 PM, Cissy Anderson wrote:  
I'm still trying to figure out have we heard anything yet? My customer is waiting to have her vehicle repaired

**From:** Arlie Bartholomew <[arlie.bartholomew@car-mart.com](mailto:arlie.bartholomew@car-mart.com)>  
**Sent:** Wednesday, May 15, 2024 1:00 PM  
**To:** Cissy Anderson <[cissy.anderson@car-mart.com](mailto:cissy.anderson@car-mart.com)>; Bill Kalt <[bill.kalt@car-mart.com](mailto:bill.kalt@car-mart.com)>; Shelby Hale <[shelby.hale@car-mart.com](mailto:shelby.hale@car-mart.com)>; [wgutierrez@fulllineexhaust.com](mailto:wgutierrez@fulllineexhaust.com) <[wgutierrez@fulllineexhaust.com](mailto:wgutierrez@fulllineexhaust.com)>  
**Cc:** Tiffany Pinkney <[tiffany.pinkney@car-mart.com](mailto:tiffany.pinkney@car-mart.com)>; Allison Moore <[allison.moore@car-mart.com](mailto:allison.moore@car-mart.com)>; Timothy Ames <[amest33@gmail.com](mailto:amest33@gmail.com)>; [car-mart@fulllineexhaust.com](mailto:car-mart@fulllineexhaust.com) <[car-mart@fulllineexhaust.com](mailto:car-mart@fulllineexhaust.com)>; Ava <[agutierrez@fulllineexhaust.com](mailto:agutierrez@fulllineexhaust.com)>  
**Subject:** Re: Catalytic Converters Warranty

[@Bill Kalt](#) did we ever get this one taken care of? Cissy is looking for her

replacement. Thanks

[@wgutierrez@fulllineexhaust.com](mailto:@wgutierrez@fulllineexhaust.com) do you have any records on this?

**From:** Cissy Anderson <[cissy.anderson@car-mart.com](mailto:cissy.anderson@car-mart.com)>

**Sent:** Tuesday, April 30, 2024 11:53 AM

**To:** Bill Kalt <[bill.kalt@car-mart.com](mailto:bill.kalt@car-mart.com)>; Arlie Bartholomew <[arlie.bartholomew@car-mart.com](mailto:arlie.bartholomew@car-mart.com)>; Shelby Hale <[shelby.hale@car-mart.com](mailto:shelby.hale@car-mart.com)>

**Cc:** Tiffany Pinkney <[tiffany.pinkney@car-mart.com](mailto:tiffany.pinkney@car-mart.com)>; Allison Moore <[allison.moore@car-mart.com](mailto:allison.moore@car-mart.com)>;

Timothy Ames <[amest33@gmail.com](mailto:amest33@gmail.com)>

**Subject:** Re: Catalytic Converters Warranty

Good afternoon Bill,

Do we have any updates on this please?

**From:** Bill Kalt <[bill.kalt@car-mart.com](mailto:bill.kalt@car-mart.com)>

**Sent:** Tuesday, April 16, 2024 12:10 PM

**To:** Cissy Anderson <[cissy.anderson@car-mart.com](mailto:cissy.anderson@car-mart.com)>; Arlie Bartholomew <[arlie.bartholomew@car-mart.com](mailto:arlie.bartholomew@car-mart.com)>; Shelby Hale <[shelby.hale@car-mart.com](mailto:shelby.hale@car-mart.com)>

**Cc:** Tiffany Pinkney <[tiffany.pinkney@car-mart.com](mailto:tiffany.pinkney@car-mart.com)>; Allison Moore <[allison.moore@car-mart.com](mailto:allison.moore@car-mart.com)>;

Timothy Ames <[amest33@gmail.com](mailto:amest33@gmail.com)>

**Subject:** Re: Catalytic Converters Warranty

Looks like this one was a Magna Flow, very rare for one to go bad (one problem out of over 100 on the Cruze), are there any other codes present? (e.g. P2097 or any evap codes?) Will try to get it warrantied.

**From:** Cissy Anderson <[cissy.anderson@car-mart.com](mailto:cissy.anderson@car-mart.com)>

**Sent:** Tuesday, April 16, 2024 9:31 AM

**To:** Bill Kalt <[bill.kalt@car-mart.com](mailto:bill.kalt@car-mart.com)>; Arlie Bartholomew <[arlie.bartholomew@car-mart.com](mailto:arlie.bartholomew@car-mart.com)>; Shelby Hale <[shelby.hale@car-mart.com](mailto:shelby.hale@car-mart.com)>

**Cc:** Tiffany Pinkney <[tiffany.pinkney@car-mart.com](mailto:tiffany.pinkney@car-mart.com)>; Allison Moore <[allison.moore@car-mart.com](mailto:allison.moore@car-mart.com)>;

Timothy Ames <[amest33@gmail.com](mailto:amest33@gmail.com)>

**Subject:** Re: Catalytic Converters Warranty

Current Mileage is 123,468 and the code is P0420

**From:** Bill Kalt <[bill.kalt@car-mart.com](mailto:bill.kalt@car-mart.com)>

**Sent:** Wednesday, April 10, 2024 2:27 PM

**To:** Cissy Anderson <[cissy.anderson@car-mart.com](mailto:cissy.anderson@car-mart.com)>; Arlie Bartholomew <[arlie.bartholomew@car-mart.com](mailto:arlie.bartholomew@car-mart.com)>; Shelby Hale <[shelby.hale@car-mart.com](mailto:shelby.hale@car-mart.com)>

**Cc:** Tiffany Pinkney <[tiffany.pinkney@car-mart.com](mailto:tiffany.pinkney@car-mart.com)>; Allison Moore <[allison.moore@car-mart.com](mailto:allison.moore@car-mart.com)>;

Timothy Ames <[amest33@gmail.com](mailto:amest33@gmail.com)>

**Subject:** Re: Catalytic Converters Warranty

Is this for a P0420 code or because the vehicle won't climb a hill? Also will need current mileage. Generally for a code, they're not going to replace the rear cat since it's behind the last O2 sensor on the car.

**From:** Cissy Anderson <[cissy.anderson@car-mart.com](mailto:cissy.anderson@car-mart.com)>

**Sent:** Wednesday, April 10, 2024 11:22 AM

**To:** Arlie Bartholomew <[arlie.bartholomew@car-mart.com](mailto:arlie.bartholomew@car-mart.com)>; Bill Kalt <[bill.kalt@car-mart.com](mailto:bill.kalt@car-mart.com)>; Shelby Hale <[shelby.hale@car-mart.com](mailto:shelby.hale@car-mart.com)>

**Cc:** Tiffany Pinkney <[tiffany.pinkney@car-mart.com](mailto:tiffany.pinkney@car-mart.com)>; Allison Moore <[allison.moore@car-mart.com](mailto:allison.moore@car-mart.com)>; Timothy Ames <[amest33@gmail.com](mailto:amest33@gmail.com)>

**Subject:** Catalytic Converters Warranty

I need to replace the Catalytic Converters on a 2012 Buick Verano, Vin # 1G4PR5SK4C4143977. The original ticket # 145616.

Please send the replacements Cat Converters to:

Pipes Performance  
275 Benedict Rd.  
Brunswick, Ga 31520  
912-617-4799  
Timothy Ames  
[amest33@gmail.com](mailto:amest33@gmail.com)

**Cissy Anderson**

Service Advisor | **America's CAR-MART, Inc.**  
3480 Cypress Mill Rd | Brunswick, GA 31520  
[Tel:912-602-6959](tel:912-602-6959) | [cissy.anderson@car-mart.com](mailto:cissy.anderson@car-mart.com)

**Bill Kalt**

Parts Specialist | **America's CAR-MART, Inc.**  
1805 N 2nd St | Rogers, AR 72756  
[Tel:479-464-9944](tel:479-464-9944) Ext: 8015 | [bill.kalt@car-mart.com](mailto:bill.kalt@car-mart.com)

**Cissy Anderson**

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**Arlie Bartholomew**

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1805 N 2nd St Suite 401 | Rogers, AR 72756  
[Tel:479-464-9944](tel:479-464-9944) Ext:7758 | [arlie.bartholomew@car-mart.com](mailto:arlie.bartholomew@car-mart.com)

**Cissy Anderson**

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**Wally Gutierrez**  
**Manager, West Palm Beach Location**  
Top Line Exhaust



800.276.6399



f: 561.243.8890



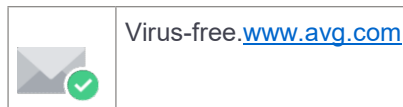
7340 Westport Place West Palm Beach FL 33426



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