

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: West Lafayette State: IN Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: May 5, 2026

Vehicle Identification Number of Involved Vehicle: 1GNEV23D79S _____
(17 Characters)

Mileage at Time of Repair: 103,924 Date of Repair: 6/28/2019

Amount of Reimbursement Requested: \$ ~~400.~~ \$292.59

The following documentation must accompany this request form.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair. ✓ Tony's Auto Repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired. ✓ attached
- Description of problem, the repair performed, date of repair and who performed the repair. ✓
- The total cost of the repair expense that is being requested. ✓
- Proof of payment for the repair in question and the date of payment. ✓ Paid 6/28/19
attached

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files



July 2019

[REDACTED]
West Lafayette, IN [REDACTED]

This notice applies to your vehicle, VIN: 1GNEV23D79S [REDACTED]

Dear [REDACTED]:

As the owner of a 2009 model year Traverse, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2009 model year Traverse vehicles, may have a condition where if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the driver's seat belt. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2009 model year Traverse within 12 years of the date your vehicle was originally placed in service or 180,000 miles (290,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2020, unless state law specifies a longer reimbursement period.



The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Saturn	1-800-553-6000	1-800-833-6000
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.



Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosures







May 18, 2020

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

Dear Reimbursement Department:

I am writing to request reimbursement for a recall repair on my 2009 Chevrolet Traverse, VIN# 1GNEV23D79S [REDACTED]. The amount of reimbursement for the repair is \$292.59. I have completed the GM Customer Reimbursement Request form (enclosed).

Please mail the reimbursement check to:

[REDACTED]
West Lafayette, IN [REDACTED]

In June of 2019 I requested the Defouw Chevrolet of Lafayette, Indiana replace my seatbelt because it had completely frayed at the base (see enclosed photos). It was an obvious defect. Defouw refused to cover the repair, and told me I must pay out of pocket. When I asked how soon they could repair I was told 3 weeks to get the parts. I asked if I could have a loaner during that time. They said no. I left Defouw dealership that day, feeling angry that they would not cover a clear defect and angry that they would not give me a loaner, thus allowing me to drive away with no safety belt protection. Disgraceful. Needless to say, I did not want to deal with Defouw ever again.

So, I immediately took my car to a local recommended auto repair shop and they were able to repair the seatbelt within 24 hours. The attached receipt is included from Tony's Automotive Repair on June 28, 2019. Shortly after that repair, in July 2019, I received a letter from Chevy notifying me of the seatbelt problem and a offer to repair at no cost to me. A copy of that letter is included.

If you have any further questions about this matter I can be reached by email at [REDACTED] or phone at [REDACTED]

Thank you for your prompt attention to this matter.

Sincerely,
[REDACTED]

West Lafayette, IN

MAY 26 2020

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

U.S. POSTAGE PAID
FCM LETTER
WEST LAFAYETTE, IN

MAY 18, 20
AMOUNT

\$5.95



General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: West Lafayette State: IN Zip Code: _____

Daytime Telephone Number (include Area Code): _____

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Date Request Form and Supporting Documentation Submitted to Dealer: May 5, 2026

Vehicle Identification Number of Involved Vehicle: 1GNEV23D79S _____
(17 Characters)

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- The Vehicle Identification Number (VIN) of the vehicle that was repaired. ✓ attached
- Description of problem, the repair performed, date of repair and who performed the repair. ✓
- The total cost of the repair expense that is being requested. ✓
- Proof of payment for the repair in question and the date of payment. ✓ Paid 6/28/19
attached

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files



July 2019

[REDACTED]
West Lafayette, IN [REDACTED]

This notice applies to your vehicle, VIN: 1GNEV23D79S [REDACTED]

Dear [REDACTED]:

As the owner of a 2009 model year Traverse, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2009 model year Traverse vehicles, may have a condition where if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the driver's seat belt. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2009 model year Traverse within 12 years of the date your vehicle was originally placed in service or 180,000 miles (290,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2020, unless state law specifies a longer reimbursement period.

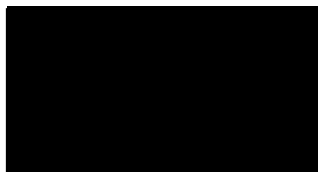


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If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
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Saturn	1-800-553-6000	1-800-833-6000
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.



Neelie O'Connor
Executive Director
North America Contact Center Operations

Enclosures







May 18, 2020

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

Dear Reimbursement Department:

I am writing to request reimbursement for a recall repair on my 2009 Chevrolet Traverse, VIN# 1GNEV23D79S [REDACTED]. The amount of reimbursement for the repair is \$292.59. I have completed the GM Customer Reimbursement Request form (enclosed).

Please mail the reimbursement check to:

[REDACTED]
West Lafayette, IN [REDACTED]

In June of 2019 I requested the Defouw Chevrolet of Lafayette, Indiana replace my seatbelt because it had completely frayed at the base (see enclosed photos). It was an obvious defect. Defouw refused to cover the repair, and told me I must pay out of pocket. When I asked how soon they could repair I was told 3 weeks to get the parts. I asked if I could have a loaner during that time. They said no. I left Defouw dealership that day, feeling angry that they would not cover a clear defect and angry that they would not give me a loaner, thus allowing me to drive away with no safety belt protection. Disgraceful. Needless to say, I did not want to deal with Defouw ever again.

So, I immediately took my car to a local recommended auto repair shop and they were able to repair the seatbelt within 24 hours. The attached receipt is included from Tony's Automotive Repair on June 28, 2019. Shortly after that repair, in July 2019, I received a letter from Chevy notifying me of the seatbelt problem and a offer to repair at no cost to me. A copy of that letter is included.

If you have any further questions about this matter I can be reached by email at [REDACTED] or phone at [REDACTED]

Thank you for your prompt attention to this matter.

Sincerely,
[REDACTED]

West Lafayette, IN

MAY 26 2020

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

U.S. POSTAGE PAID
FCM LETTER
WEST LAFAYETTE, IN

MAY 18, 20
AMOUNT

\$5.95



UNITED STATES
POSTAL SERVICE®

info [Automated], 16 Jan. 2020, 12:05pm

Hi!

info [Automated], 16 Jan. 2020, 12:06pm

I'm here to help route you to the right place.

Chevrolet, 16 Jan. 2020, 12:06pm

[Rich Content]

Mary, 16 Jan. 2020, 12:06pm

Assistance on a vehicle I own

Chevrolet, 16 Jan. 2020, 12:06pm

[Rich Content]

Mary, 16 Jan. 2020, 12:06pm

All Other Vehicle Questions

Chevrolet, 16 Jan. 2020, 12:06pm

[Rich Content]

Mary, 16 Jan. 2020, 12:06pm

I'd prefer to chat with a customer service advisor

Chevrolet, 16 Jan. 2020, 12:06pm

Just a moment...

info [Automated], 16 Jan. 2020, 12:06pm

Ok. While I'm connecting you to an advisor, feel free to start typing your question below.

Chevrolet [Private], 16 Jan. 2020, 12:06pm

US_CS_Services

info [Automated], 16 Jan. 2020, 12:06pm

You are now chatting with Alexis.

Alexis, 16 Jan. 2020, 12:07pm

Thank you for contacting Chevrolet Customer Assistance Center, Mary . My name is Alexis. How may I assist you today?

Mary, 16 Jan. 2020, 12:09pm

I have a question. The drivers side seat belt has disconnected from the lower frame of the car where it attaches near the door. We have a 2013 Chevy Traverse. Is this something that would be fixed for free since it is a safety hazard and was not caused by anything we did?

Alexis, 16 Jan. 2020, 12:10pm

Thank you for reaching out to us, I'd be happy to look into that for you. Could you please provide me with the last 8 digits of the VIN? This will start with a "D".

Mary, 16 Jan. 2020, 12:11pm

D [REDACTED]

Alexis, 16 Jan. 2020, 12:11pm

Thank you, and what is the mileage of the vehicle?

Mary, 16 Jan. 2020, 12:12pm

134150

Alexis, 16 Jan. 2020, 12:14pm

While I look for this information could you please provide me with a good phone number and email address?

Mary, 16 Jan. 2020, 12:15pm

[REDACTED]

Alexis, 16 Jan. 2020, 12:17pm

Thank you very much. I do see here that you currently have a Special Coverage, which is an extended warranty on the vehicle for a specific component. This is not a safety recall. This Special coverage goes until 08/17/2025 or 180,033 miles. This will have to be taken to a Chevrolet dealership, Would you like me to find a dealership that is closest to you?

Mary, 16 Jan. 2020, 12:18pm

Will that convert the cost of this completely?

Alexis, 16 Jan. 2020, 12:19pm

The dealership will have to inspect the vehicle first to determine if this was caused by the Special Coverage. If they determine this was caused by the Special Coverage this will be covered under the warranty, if not this would be an out of pocket expense.

Mary, 16 Jan. 2020, 12:20pm

Ok

Alexis, 16 Jan. 2020, 12:20pm

Would you like me to find a dealership closest to you?

Mary, 16 Jan. 2020, 12:21pm

That's ok. I know where it is. Thank you.

Alexis, 16 Jan. 2020, 12:21pm

You are welcome! Thank you for contacting Chevrolet Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST.

info [Automated], 16 Jan. 2020, 12:21pm

Thank you for chatting with us. Please chat back in with us if you still need assistance.

[REDACTED], 15 Jan. 2021 , 12:09pm

Yes

General Motors, 15 Jan. 2021 , 12:09pm

Thanks. Can we get your first and last name?

[Sent]

[REDACTED], 15 Jan. 2021 , 12:09pm

[REDACTED]

General Motors, 15 Jan. 2021 , 12:09pm

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 15 Jan. 2021 , 12:09pm

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.
How can we help?

[Sent]

[REDACTED], 15 Jan. 2021 , 12:10pm

I bought a 2014 Chevy traverse used in July and the cable on my drivers seatbelt snapped.

Roneka, 15 Jan. 2021 , 12:10pm

Thank you for contacting GMC Customer Assistance, Katelynn. My name is Roneka. How may I assist you today?

[Sent]

[REDACTED], 15 Jan. 2021 , 12:10pm

I bought a 2014 Chevy traverse used in July and the cable on my drivers seatbelt snapped.

██████████, 15 Jan. 2021 , 12:11pm

I was just told by a dealership this was recalled and repaired in 2014

Roneka, 15 Jan. 2021 , 12:12pm

Could you please provide the VIN and mileage?

[Sent]

██████████, 15 Jan. 2021 , 12:12pm

1gnkrfed8e██████████

██████████2, 15 Jan. 2021 , 12:13pm

60692

Roneka, 15 Jan. 2021 , 12:13pm

Thank you for providing this information. Please give me a few minutes to look into this for you.

[Sent]

Roneka, 15 Jan. 2021 , 12:21pm

Thank you for your patience. I can confirm that your vehicle had a recall for the front safety belt anchor that was repaired on 7/9/2014.

[Sent]

██████████, 15 Jan. 2021 , 12:22pm

Ok but it clearly didn't work so what do I do now?

Roneka, 15 Jan. 2021 , 12:24pm

What I would like to do is open a case for you so that I can communicate with your dealership directly to help resolve your issue. In order to do that, I will need to collect some additional information. Would

you please verify your phone number, mailing address, and email address for me, as well as the name of the dealership that you are working with?

[Sent]

[REDACTED], 15 Jan. 2021 , 12:25pm

Does it need to be the dealership I bought it at or the one close to me that I contacted?

Roneka, 15 Jan. 2021 , 12:25pm

The one that gave you the recall information.

[Sent]

[REDACTED], 15 Jan. 2021 , 12:26pm

Ok that was Healey Chevrolet in Poughkeepsie, NY that number is 845-298-2001

[REDACTED], 15 Jan. 2021 , 12:27pm

My number is [REDACTED]

Mailing address is:

[REDACTED]

Stormville, NY [REDACTED]

My email is

[REDACTED]@gmail.com

[REDACTED] 15 Jan. 2021 , 12:27pm

I also have a couple pictures of where it broke as well

Roneka, 15 Jan. 2021 , 12:27pm

Thank you. Please give me a few minutes to get you your case number.

[Sent]

██████████ 15 Jan. 2021 , 12:27pm

Thank you

Roneka, 15 Jan. 2021 , 12:32pm

OK. Your case number is 9-██████████. You can reference that whenever you need to contact us. I will contact the dealership about your vehicle and follow up with you by Tuesday.

[Sent]

██████████, 15 Jan. 2021 , 12:34pm

[1/2] Ok do we know if this is going to be taken care of? because I have 5 kids that I have to run errands for and I can't waste any time with waiting around f

██████████, 15 Jan. 2021 , 12:34pm

[2/2] or it honestly.

Roneka, 15 Jan. 2021 , 12:36pm

I won't know until after I speak with the dealership.

[Sent]

██████████, 15 Jan. 2021 , 12:36pm

Ah ok. Well thank you for your help!

Roneka, 15 Jan. 2021 , 12:37pm

You're welcome. Thank you for contacting GMC Customer Assistance, and enjoy the rest of your day.

[Sent]

██████████, 15 Jan. 2021 , 12:37pm

You too!'

Roneka, 19 Jan. 2021 , 12:59pm

Good afternoon [REDACTED] It's Roneka with Chevrolet Customer Assistance. I am following up about your Traverse. I know that you had an appointment yesterday. Has the dealership completed the repairs on your vehicle?

[Sent]

[REDACTED] 19 Jan. 2021 , 01:06pm

They called me but did not mention having spoke with you guys or having it replaced under recall.

Roneka, 19 Jan. 2021 , 01:10pm

You have a special coverage on your vehicle that may cover the cost of the repairs. It is a type of extended warranty that was added to your vehicle after the initial recall repair. It only applies to seatbelt issues, and your dealership made me aware of it. You will need to speak with them directly to confirm that it will cover the cost of your repair.

[Sent]

[REDACTED], 19 Jan. 2021 , 01:11pm

Ok I can contact them shortly.

Roneka, 19 Jan. 2021 , 01:14pm

Just let me know if you need further assistance after you speak with them. Thank you for contacting Chevrolet Customer Assistance, and enjoy the rest of your day.

[Sent]



Thu 3/4/2021 2:29 PM

[EXTERNAL] Re: 9- [REDACTED]

To Abigail Augustine (C)

Retention Policy [Inbox \(3 years\)](#)

Expires [3/3/2024](#)

You replied to this message on 3/4/2021 2:29 PM.

ATTENTION: This email originated from outside of GM.

Package was just picked up by Central Transport. Tracking # [REDACTED]

Thank You,

Jason Masi
Asst. Parts Manager
Healey Chevrolet
(845)220-9272
jason.masi@healeybrothers.com

From: Abigail Augustine (C) <abigail.augustine@gm.com>
Sent: Tuesday, March 2, 2021 3:41 PM
To: Jason Masi <jason.masi@healeybrothers.com>
Subject: RE: 9-6473958179

Fantastic, thank you for the update.

22870082



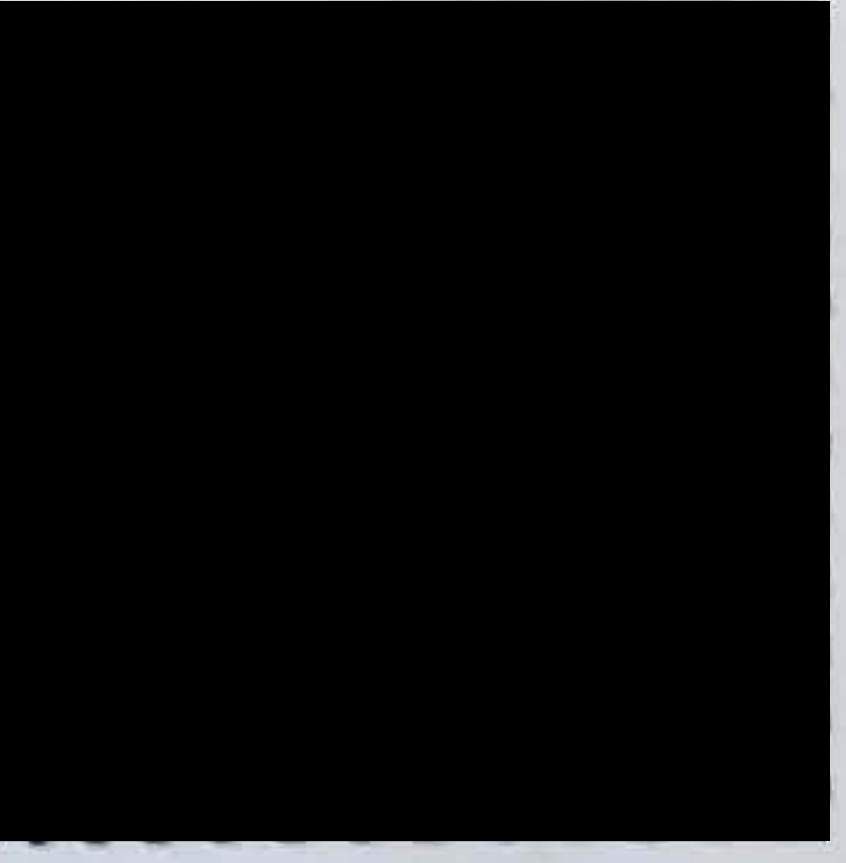
AUTOLIV MEXICO

2299 **6225**

4611900000000L

588103502

B113150000005895



Tue 1/26/2021 12:08 PM

Craig Paquette (C)

FW: '14 Traverse Seatbelt separation (CAC SR 9-6473958179)

To  Abigail Augustine (C)

Retention Policy [Inbox \(3 years\)](#)

Expires [1/26/2024](#)

To: Renee Jurkiw <renee.jurkiw@gm.com>; Craig Paquette (C) <craig.paquette@gm.com>; Patrick Rumpz <patrick.rumpz@gm.com>; Anna Chenet <anna.chenet@gm.com>; Catherine Emmons <catherine.emmons@gm.com>

Subject: RE: '14 Traverse Seatbelt separation (CAC SR 9-)

There may still be a warranty project open for the K2xx: 340744.001

Regards,

Larry A. Martin

Safety and Field Investigation Engineer

Global Vehicle Safety

larry.a.martin@gm.com

586.907.2893







ACDelco

iOS Messages User f83c8, 26 Jun. 2021 , 11:07am

My seatbelt piece frayed off and snapped. I no longer have a seatbelt to use and this seems so unsafe.

Virtual Assistant, 26 Jun. 2021 , 11:07am

Thanks for contacting the Chevrolet team. Please know that the information you provide here is subject to GM's Privacy Statement, available at the link below.

[Received]

Virtual Assistant, 26 Jun. 2021 , 11:07am

[Rich Content]

[Received]

Virtual Assistant, 26 Jun. 2021 , 11:07am

Thanks! In order to best assist, please provide your first and last name.

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:07am

[Redacted]

Virtual Assistant, 26 Jun. 2021 , 11:07am

[Rich Content]

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:07am

Recalls for seatbelt

Virtual Assistant, 26 Jun. 2021 , 11:07am

One moment while we connect you to a messaging advisor. Someone will respond in a few minutes.

[Received]

Info [Automated], 26 Jun. 2021 , 11:07am

But, if you haven't yet, tell us how we can help.

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:08am

Seatbelt frayed and broke

Info [Automated], 26 Jun. 2021 , 11:08am

But, if you haven't yet, tell us how we can help.

[Received]

Stefanie, 26 Jun. 2021 , 11:10am

Hello [REDACTED] thank you for contacting Chevrolet. My name is Stefanie, I am sorry to hear this happened to your seat belt. I will be happy to look into this, may I have the last 8 of the VIN?

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:10am

Sure

iOS Messages User f83c8, 26 Jun. 2021 , 11:11am

Ej [REDACTED]

Stefanie, 26 Jun. 2021 , 11:15am

Thank you for that information, may I have the mileage on the vehicle?

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:16am

176,000

Stefanie, 26 Jun. 2021 , 11:17am

Thank you for that information. Please allow me a few moments to look up the vehicle's information.

[Received]

Stefanie, 26 Jun. 2021 , 11:18am

While you are waiting, would you please provide your home address, phone number, and email address for your vehicle's information?

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:18am

Sure

iOS Messages User f83c8, 26 Jun. 2021 , 11:19am

██████████ swanton vt ██████████ , ██████████ and
██████████@gmail.com

iOS Messages User f83c8, 26 Jun. 2021 , 11:19am

██████████@gmail.com

Stefanie, 26 Jun. 2021 , 11:23am

Thank you ██████████ , for providing that information. Looking into your vehicle's information I do not see any recalls for the seatbelt.

[Received]

Stefanie, 26 Jun. 2021 , 11:23am

Which seatbelt has broken?

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:24am

Well no seatbelt should ever fray at the holder , ever. This is a lawsuit waiting to happen

iOS Messages User f83c8, 26 Jun. 2021 , 11:24am

The drivers side

iOS Messages User f83c8, 26 Jun. 2021 , 11:25am

It's not the seatbelt itself , it's where it connects by the door. All the metal has frayed in the wire and it snapped. I can't even buckle up now

iOS Messages User f83c8, 26 Jun. 2021 , 11:26am

I'm highly expecting GM to replAce this at their expense. I drive this car every single day

Stefanie, 26 Jun. 2021 , 11:26am

I do understand the concern with this, we recommend taking the vehicle to your preferred Chevrolet Dealership. If you do not have a preferred dealership, I will be happy to assist you with finding one in your area.

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:26am

That's fine but who's paying for this ?

iOS Messages User f83c8, 26 Jun. 2021 , 11:26am

Because this should not be an expense I have to pay.

Stefanie, 26 Jun. 2021 , 11:27am

We will need the vehicle into the dealership for a diagnostic on the area of concern.

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:28am

Ok , so I just schedule an appointment at no charge , just for them to diagnosis this ?

Stefanie, 26 Jun. 2021 , 11:31am

The dealership will charge a diagnostic fee, this is charged by the dealership as your permission to diagnose the concern. This is not a fee charged by Chevrolet.

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:32am

Ok

Stefanie, 26 Jun. 2021 , 11:33am

Would you like me to find a dealership in your area?

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:33am

Yes please

Stefanie, 26 Jun. 2021 , 11:35am

I will be happy to look up a few dealerships for you. Please allow me a few moments to gather their information.

[Received]

Stefanie, 26 Jun. 2021 , 11:45am

Handy Chevrolet

699 Highgate Road

St Albans, VT

800-723-1914

Parker Chevrolet

622 RTE 11

Champlain, NY

866-779-0414

Champlain Chevrolet

57 Missisquoi Street

Enosburg Falls, VT

802-933-4455

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:48am

As

Stefanie, 26 Jun. 2021 , 11:48am

I can provide you more dealership if you'd like.

[Received]

Stefanie, 26 Jun. 2021 , 11:52am

I have also opened a case for this concern. The case number is 9-

.

[Received]

iOS Messages User f83c8, 26 Jun. 2021 , 11:58am

Thank you

Stefanie, 26 Jun. 2021 , 11:59am

You're very welcome. Is there anything else I can assist you with at this time?

[Received]