

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]