

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

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

[REDACTED] swanton vt [REDACTED] and
[REDACTED]

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

[REDACTED]

Stefanie, 26 Jun. 2021 , 11:23am

Thank you [REDACTED] 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

