

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]

██████████ 16 Jan. 2020, 12:06pm

Assistance on a vehicle I own

Chevrolet, 16 Jan. 2020, 12:06pm

[Rich Content]

██████████ 16 Jan. 2020, 12:06pm

All Other Vehicle Questions

Chevrolet, 16 Jan. 2020, 12:06pm

[Rich Content]

██████████, 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, [REDACTED]. My name is Alexis. How may I assist you today?

[REDACTED], 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".

[REDACTED], 16 Jan. 2020, 12:11pm

[REDACTED]

Alexis, 16 Jan. 2020, 12:11pm

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

[REDACTED], 16 Jan. 2020, 12:12pm

134150

Alexis, 16 Jan. 2020, 12:14pm



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.