

[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, [REDACTED]. 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██████████

██████████, 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]

[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 ██████████. 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!'