

Connecting... An agent will be with you shortly. Caller English System [7:22:13 PM]: Welcome to chat. **Honey Lyn [7:22:33 PM]**: Thank you for contacting GMC Customer Assistance, my name is Honey. **Honey Lyn [7:23:22 PM]**: I've read your concern in the pre-chat form and I apologize for the inconvenience. I know this is really unfortunate but now that you have me on the line I will be more than happy to assist you today. **Honey Lyn [7:23:48 PM]**: Have you been to a GM dealership? **Honey Lyn [7:24:59 PM]**: Thank you for chatting. I am here to assist you. [REDACTED] [7:25:01 PM]: I called them today, they told me that no recalls on it and i was out of warranty, local shop order new parts from them to repair truck. **Honey Lyn [7:25:21 PM]**: I can understand how you feel right now and I appreciate you giving us the chance to help you. **Honey Lyn [7:25:37 PM]**: May I know where is the vehicle right now? [REDACTED] [7:26:20 PM]: I just picked it up from shop, **Honey Lyn [7:26:52 PM]**: Was it a dealership or a local shop? [REDACTED] [7:27:24 PM]: They replaced new vacuum pump and belt, the concern is loss of brake fuction. Local shop is Tilden of centereach. [REDACTED] [7:28:21 PM]: If i did not have side road i would have crashed, mehcanic was shocked at brake from vacuum pump. **Honey Lyn [7:28:39 PM]**: We wouldn't want any customer to experience what you've described to me right now, [REDACTED]. **Honey Lyn [7:28:53 PM]**: Thank you for bringing this concern to GMC's attention today. [REDACTED] [7:30:07 PM]: As if right now i am not allowing any of my family members to drive truck. This was very horrible moment. And gmc needs to look into problem. **Honey Lyn [7:30:16 PM]**: Who's the registered owner of this vehicle, please? [REDACTED] [7:31:54 PM]: I understand things go bad, but to loose brake functions , with a belt breaking. There is a problem , please have someone look into issue and get back to me. Thank you [REDACTED] [7:32:25 PM]: I am [REDACTED] purchased new from dealer 3 1/2 ago. **Honey Lyn [7:33:32 PM]**: Thank you for the information. **Honey Lyn [7:33:52 PM]**: I will create a case file about this issue. **Honey Lyn [7:33:58 PM]**: While I am looking into this, may I have your home address? This is to ensure our records are up to date and accurate for recall purposes. [REDACTED] [7:34:45] [REDACTED] setauket ny [REDACTED]

Honey Lyn [7:34:54 PM]: Thank you. **Honey Lyn [7:34:55 PM]:** We understand that you do not expect this issue to happen at this point and we know that our customers believe our vehicles to function as designed. Please accept our sincere apologies on behalf of GMC for the frustration this matter has caused you. **Honey Lyn [7:35:53 PM]:** In

order for us to better understand that current condition of your vehicle, we do need an official dealer diagnosis performed in the last 60 days. Please know we must rely on the proper diagnosis our dealerships make as they are our eyes and ears in the field. A diagnosis is an important part in determining the cause of the failure, complete nature of the concern, and estimated cost of repairs. **Honey Lyn [7:36:31 PM]:** We

here at the Customer Assistance Center are not able, nor equipped to make any specific or conclusive diagnosis or technical advice as to why a component failed. It is for this reason that we rely heavily on the service staff at the GMC dealership to provide our customers with any type of mechanical diagnosis or recommendations. [REDACTED]

[7:38:20 PM]: I understand , right now local shop fixed issue , as i can tell i just drove it home, but i can bring it down to local dealer. To have them inspect it. **Honey Lyn [7:38:35 PM]:** Upon checking the VIN, I also found recalls on this vehicle. [REDACTED] **[7:39:14 PM]:** Yes

when i called dealer he told me , i was not aware ifvthem , never got notices. **Honey Lyn [7:39:54 PM]:** I understand where you are coming from. We can request a towing service to the dealership. Only our dealership can fix the recalls. This recalls will be serviced at no cost toy ou. **Honey Lyn [7:41:22 PM]:** Recalls such as, the Loss of power steering, Frontal airbag and Seat Belt Lap Anchor. This might help resolve the issue that you've had. **Honey Lyn [7:41:48 PM]:** How many

mileage do you have? [REDACTED] **[7:41:51 PM]:** I can drop it off , brakes seem like they are working right now , but very concered about future issues , if belt breaks again. [REDACTED] **[7:42:04 PM]:** I have 89 k **Honey Lyn [7:43:33 PM]:** Thank you. I understand where you are coming from, [REDACTED]. We will be more than happy to get a dealership who can fix recall. [REDACTED] **[7:44:21 PM]:** I would like to drop off at nearest dealer , along w recalls to look into matter of vacuum pump and loss of brakes. Ii cost \$900 in repairs. But to think

this could happen again is scary. **Honey Lyn [7:44:42 PM]**: If you need a towing assistance. I can provide you the roadside department number and you can request towing that will cover under your Powertrain warranty and since you are afraid to drive it to the dealership. **Honey Lyn [7:45:14 PM]**: I understand how frustrating this situation is for you. I'm sorry you feel this way, [REDACTED] **Honey Lyn [7:45:43 PM]**: To which dealership are you planning to drop it off? [REDACTED] **[7:46:50 PM]**: I can drive it , at slow speeds brakes seem fine now that it got new belt , king Oaroke i think in smithtown. **Honey Lyn [7:48:16 PM]**: Thank you. I'm just making sure if you can drive it there. **Honey Lyn [7:48:48 PM]**: I already created a case file about the issue. This is to ensure you that GM will be aware of your concern. [REDACTED] **[7:48:54 PM]**: Is my truck under powertrain warranty? **Honey Lyn [7:49:10 PM]**: This will be available also to our Engineering Department. If they find out that this is a common issue among owners, we either release a recall or extend the warranty. And if there will be recall or special coverage for that issue. All reasonable and customary cost should be considered for possible reimbursement. [REDACTED] **[7:49:46 PM]**: Ok thank you , do i call dealer , in am? **Honey Lyn [7:49:56 PM]**: The Powertrain warranty will end on 07/29/2019 or 100,000 miles whichever comes first. **Honey Lyn [7:50:23 PM]**: Also, you may visit our recall website below for future recall inquiry. **Honey Lyn [7:50:27 PM]**: <http://www.my.gm.com/recalls> **Honey Lyn [7:50:54 PM]**: Is there anything else aside from this? [REDACTED] **[7:52:49 PM]**: No thank you i will call dealer in am **Honey Lyn [7:53:32 PM]**: I'm sorry. Yes, please call the dealership to set up an appointment. **Honey Lyn [7:53:51 PM]**: Do you have their contact information? [REDACTED] **[7:54:05 PM]**: Yes thanks **Honey Lyn [7:54:08 PM]**: Thank you for chatting with GMC today! Have a great day! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. Eastern. **Call Disconnected.**