

info [Automated], 06 May. 2020, 8:33am

Hi!

info [Automated], 06 May. 2020, 8:33am

I'm here to help route you to the right place.

Chevrolet, 06 May. 2020, 8:34am

[Rich Content]

06 May. 2020, 8:34am

Assistance on a vehicle I own

Chevrolet, 06 May. 2020, 8:34am

[Rich Content]

06 May. 2020, 8:34am

All Other Vehicle Questions

Chevrolet, 06 May. 2020, 8:34am

[Rich Content]

06 May. 2020, 8:34am

Hi I got a problem with my 2015 Suburban

Chevrolet, 06 May. 2020, 8:34am

Please select one of the options above.

, 06 May. 2020, 8:34am

I'd prefer to chat with a customer service advisor

Chevrolet, 06 May. 2020, 8:34am

Just a moment...

info [Automated], 06 May. 2020, 8:34am

Ok. While I'm connecting you to an advisor, feel free to start typing your question below.

Chevrolet [Private], 06 May. 2020, 8:34am

US\_CS\_Services

info [Automated], 06 May. 2020, 8:34am

You are now chatting with Amanda.

Amanda, 06 May. 2020, 8:35am

Thank you for contacting Chevrolet Customer Assistance Center, [REDACTED] My name is Amanda.

[REDACTED], 06 May. 2020, 8:35am

My 2015 Suburban, the drivers seatbelt separated from its anchor point on the floor

Amanda, 06 May. 2020, 8:35am

I am sorry to read that you have an issue with your 2015 Chevrolet Suburban. I would like to assist you. Could I please have the last 8 of the VIN and current mileage?

[REDACTED], 06 May. 2020, 8:36am

is this problem showing up on that year and model

[REDACTED] 06 May. 2020, 8:36am

I gotta go get the vin hold for 2 minutes

Amanda, 06 May. 2020, 8:36am

I will be here when you are ready

██████ 06 May. 2020, 8:37am

ok

Gary, 06 May. 2020, 8:38am

Vin ████████████████████

██████ May. 2020, 8:39am

hello?

Amanda, 06 May. 2020, 8:39am

I am here, I was waiting for your current mileage, I saw that you were typing and did not want to interrupt.

██████ 06 May. 2020, 8:39am

108,303

Amanda, 06 May. 2020, 8:39am

While I am looking into this for you, do you mind providing me with your phone number, email, and mailing address?

██████, 06 May. 2020, 8:40am

████████████████████

██████, 06 May. 2020, 8:40am

████████████████████

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Its a company car

Amanda, 06 May. 2020, 8:42am

Thank you for verifying your information. I see that there are no open recalls on this vehicle. Have you had a chance to have this seat belt separation diagnosed by a Chevrolet Dealership as to why it happened?

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not yet happened yesterday

06 May. 2020, 8:43am

is this a problem that has started showing up ?

Amanda, 06 May. 2020, 8:44am

That is going to be our first step for assisting you. We want to understand why this had happened to be able to know if it is just the seat belt we need to have fixed or if something else is also involved. At this time I do not see any recalls or Special Coverages on your vehicle

Amanda, 06 May. 2020, 8:45am

I apologize about that delay. My computer froze on my end would not allow me to type. I had to reset. Do you have a preferred dealership you like to work with?

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its a defect in materials

Amanda, 06 May. 2020, 8:46am

If it is a defect in materials the diagnosis at a Chevrolet Dealership will prove that. That is why that is our first step.

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its up to the company which dealer they want the car is in manhattan and should not b driven very far

, 06 May. 2020, 8:47am

what do you have near Zip 10023

Amanda, 06 May. 2020, 8:47am

Please allow me 2-3 minutes to gather a dealership near your zip code.

06 May. 2020, 8:47am

ok

Amanda, 06 May. 2020, 8:49am

I have [Majorworld](Link:<https://www.chevroletmajor.com/Service>) 43-40 Northern Blvd Long Island City, New York 11101-1020 Phone:(718) 937-3700. They are approximately 3.8 miles away from that zip code. Would they work for you?

06 May. 2020, 8:50am

how about NJ around the Lincoln tunnel or G.W.Bridge

Amanda, 06 May. 2020, 8:51am

I also have [Chevrolet of Jersey City](Link:<https://www.chevroletofjerseycity.com/Service>) 905 Communipaw Ave Jersey City, New Jersey 07304-1317 Phone:(201) 433-9500

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Thank you im done bye

Amanda, 06 May. 2020, 8:53am

You are welcome. I hope you have a great rest of your day! 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], 06 May. 2020, 8:53am

Thank you for chatting with us. Please chat back in with us if you still need assistance.