

Hi my name is [REDACTED], 18 Aug. 2020 , 03:51pm

Hi

Chevrolet Bot, 18 Aug. 2020 , 03:51pm

Thanks! To better assist you, please provide your first name.

The information you provide here is subject to the GM Privacy Statement available at <https://www.gm.com/privacy>

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:52pm

Hi my name is [REDACTED]

Chevrolet Bot, 18 Aug. 2020 , 03:52pm

And now please enter your last name

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:52pm

[REDACTED]

Chevrolet Bot, 18 Aug. 2020 , 03:52pm

[Rich Content]

[Read]

Hi my name is [REDACTED] 18 Aug. 2020 , 03:53pm

Assistance on a vehicle I own

Chevrolet Bot, 18 Aug. 2020 , 03:53pm

[Rich Content]

[Read]

Hi my name is [REDACTED] 18 Aug. 2020 , 03:53pm

All Other Vehicle Questions

Chevrolet Bot, 18 Aug. 2020 , 03:53pm

[Rich Content]

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:54pm

I'd prefer to chat with a customer service advisor

Chevrolet Bot, 18 Aug. 2020 , 03:54pm

Just a moment...

[Read]

Alyssa, 18 Aug. 2020 , 03:54pm

Hi Mr. [REDACTED]. Thank you for contacting Chevrolet Customer Assistance Center. My name is Alyssa, how can I help?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:57pm

My seat belt broke just now

Hi my name is [REDACTED], 18 Aug. 2020 , 03:57pm

My car is 2014 Chevy equinox

Alyssa, 18 Aug. 2020 , 03:58pm

I'm sorry to read that. Are you currently driving? Are you in a safe location?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:58pm

Broken in steel cable inside the driver seat

Hi my name is [REDACTED], 18 Aug. 2020 , 03:58pm

Yes

Hi my name is [REDACTED], 18 Aug. 2020 , 04:00pm

I think it very strange to break in that region

Alyssa, 18 Aug. 2020 , 04:00pm

I'm sorry I did not get that. Are you currently driving?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:00pm

No I m my home

Hi my name is [REDACTED] 18 Aug. 2020 , 04:01pm

Have some recall for this part or warranty?

Alyssa, 18 Aug. 2020 , 04:01pm

Good to hear that. I just want to make sure you are safe before you provide information. I understand that it is very stranger this happens to your vehicle. Let me see what I can do to help you. May I have your VIN and current mileage?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:01pm

Ok

Hi my name is [REDACTED], 18 Aug. 2020 , 04:03pm

[REDACTED]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:04pm

Around 102 000 miles

Alyssa, 18 Aug. 2020 , 04:04pm

Thank you. While I'm looking into this for you, can I have your email address, complete mailing address and mobile phone number for documentation purposes?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:04pm

[REDACTED]

Hi my name is [REDACTED] 18 Aug. 2020 , 04:05pm

[REDACTED] Malden MA [REDACTED]

Hi my name [REDACTED], 18 Aug. 2020 , 04:05pm

[REDACTED]

Alyssa, 18 Aug. 2020 , 04:06pm

Thank you for these information [REDACTED]. Please allow me 3-5 minutes to check on it.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:07pm

ok

Alyssa, 18 Aug. 2020 , 04:07pm

Thank you

[Read]

Alyssa, 18 Aug. 2020 , 04:10pm

Thank you for waiting. Upon checking your VIN, there are no open recalls or field actions related to the issue. All your warranties were already expired due to the mileage of your vehicle. May I ask if the seat belt that is broke is on the driver side or the passenger side?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:11pm

Driver side

Alyssa, 18 Aug. 2020 , 04:13pm

I assume that the vehicle yet diagnose by one of our dealership as it happen just now, it would be best to bring your vehicle to a certified Chevrolet dealership to have it check. GM Dealers are specially trained and best equipped to diagnose this situation and assist with repairs. Do you want me to locate a nearest dealership in your area and set an appointment request?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:15pm

Is it normal broken for Chevrolet?

Alyssa, 18 Aug. 2020 , 04:16pm

I'm sorry I cannot guarantee if it is normal as we cannot physically check the vehicle and we have limitations here on chat. In Customer Assistance, we rely on the service staff at our dealers to provide all technical diagnostic information.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:17pm

But I m going there for check I need pay the check. I already check is broke during I m drive

Hi my name is [REDACTED], 18 Aug. 2020 , 04:19pm

this situation should never happen, if it broke it is because it was already in very bad condition

Alyssa, 18 Aug. 2020 , 04:20pm

There is a diagnostic fee as it pays for the technician's time to determine what repairs are needed. They need to be compensated accordingly and this is not something the dealer absorbs prior to making repairs to the vehicle. Here on chat, we cannot determine on how to fix the issue or if the vehicle is in a bad condition as we cannot diagnose the vehicle. Only the dealership is in the best position to assist you as they are someone with technical expertise to look into this for you. They are the one who will determine the cause on why the seat belt broke.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:20pm

The seat belt no have miles this is forever

Alyssa, 18 Aug. 2020 , 04:22pm

I checked the vehicle's Warranty Manual and seat belt is not mentioned and it does not state on what warranty the component in question would fall under. It is best to consult the dealership to physically diagnose your vehicle.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:23pm

Please send email for me about your orientation that I ll go to court check my rights.

Alyssa, 18 Aug. 2020 , 04:24pm

I apologize we do not have an access to e-mail. I highly suggest to visit a certified dealership to physically diagnose your vehicle and have it fix.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:24pm

What you ask my email?

Alyssa, 18 Aug. 2020 , 04:26pm

It is for documentation purposes and for GM to send you any recall notices or field action letter.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:27pm

Thanks bad car bad Chevrolet

Hi my name is [REDACTED], 18 Aug. 2020 , 04:27pm

Very bad experience