

[REDACTED]
My driver's side seatbelt in my 2014 Silverado just broke. I think there is a recall on this. Vin is [REDACTED]. My email is [REDACTED] please tell me what to do.

Virtual Assistant, 22 Mar. 2021 , 06:48pm

Thanks! In order to best assist, please provide your first and last name.

[Read]

[REDACTED], 22 Mar. 2021 , 06:49pm

Virtual Assistant, 22 Mar. 2021 , 06:49pm

[Rich Content]

[Read]

[REDACTED]
Assistance on a vehicle I own

Virtual Assistant, 22 Mar. 2021 , 06:49pm

[Rich Content]

[Read]

[REDACTED], 22 Mar. 2021 , 06:50pm

Vehicle Recall

Virtual Assistant, 22 Mar. 2021 , 06:50pm

Just a moment...

[Read]

Info [Automated], 22 Mar. 2021 , 06:50pm

First, are you located in the United States?

[Read]

[REDACTED], 22 Mar. 2021 , 06:50pm

Yes

Virtual Assistant, 22 Mar. 2021 , 06:50pm

To look up recalls for your vehicle, please enter your 17 character vehicle identification number (VIN).

[Read]

[REDACTED], 22 Mar. 2021 , 06:51pm

Virtual Assistant, 22 Mar. 2021 , 06:51pm

I found your vehicle, just to be sure, are you wanting recall information on a 2014 Chevrolet Silverado LD Ext LTZ?

[Read]

[REDACTED], 22 Mar. 2021 , 06:51pm
My driver's side seatbelt just broke.

Virtual Assistant, 22 Mar. 2021 , 06:51pm
I found your vehicle, just to be sure, are you wanting recall information on a 2014 Chevrolet Silverado LD Ext LTZ?
[Read]

[REDACTED]
Yes

Virtual Assistant, 22 Mar. 2021 , 06:52pm
[Rich Content]
[Read]

[REDACTED], 22 Mar. 2021 , 06:52pm
What about my seatbelt?

Virtual Assistant, 22 Mar. 2021 , 06:52pm
Sorry, I didn't get that. Please try rephrasing your question. I can help you with things like finding a dealer, looking up recall information, or even chatting with an advisor.
[Read]

[REDACTED]
Chat with advisor

Virtual Assistant, 22 Mar. 2021 , 06:53pm
I'm connecting you to an advisor now.
[Read]

Info [Automated], 22 Mar. 2021 , 06:53pm
A messaging advisor will respond in a few minutes. You will receive a notification here for all replies. How can we help?
[Read]

Ryza, 22 Mar. 2021 , 06:54pm
Welcome to Chevrolet Customer Chat Services. My name is Ryza. How can I help you today, [REDACTED]
[REDACTED]

[REDACTED], 22 Mar. 2021 , 06:54pm
My driver's side seatbelt broke in my Silverado

Ryza, 22 Mar. 2021 , 06:55pm
I'm sorry to know about the issue on your Silverado. May I know when did this issue occurred?
[Read]

[REDACTED], 22 Mar. 2021 , 06:55pm

Today

Ryza, 22 Mar. 2021 , 06:56pm

I do apologize for any inconvenience. Have you tried calling a dealership or taking the vehicle to the dealership for diagnosis? What are their finding about the issue?

[Read]

[REDACTED], 22 Mar. 2021 , 06:58pm

Some time ago, I received a notice of seatbelt recall. Now I need the recall and am checking on it. Each site says there is no recall but I have never had a seatbelt just break off.

Ryza, 22 Mar. 2021 , 07:01pm

Recalls are VIN specific and not all vehicles with the same year-make-model would have the same kind of recall, as it depend on where the vehicles, along with its parts, were manufactured.

For me to verify if your Silverado is involved in a recall, and to check the details about the vehicle, your VIN is [REDACTED], right?

[Read]

[REDACTED], 22 Mar. 2021 , 07:02pm

Yes

Ryza, 22 Mar. 2021 , 07:04pm

Thank you. And what's the current mileage of the vehicle?

[Read]

[REDACTED], 22 Mar. 2021 , 07:04pm

66000

Ryza, 22 Mar. 2021 , 07:05pm

I got it, thank you. Regarding the seatbelt being broken, were you able to have it checked by any Chevrolet dealership in your area?

[Read]

[REDACTED], 22 Mar. 2021 , 07:06pm

Not yet, it just completely broke off today.

Ryza, 22 Mar. 2021 , 07:09pm

I see. I will be creating a case about the issue you're having to make sure that this can be closely monitored by GM. Let me place you on hold for 3-5 minutes as I research into this for you.

While you are on hold, I would need to get the following information for documentation purpose:

1. Phone number
2. Email Address
3. Mailing Address

[Read]

[REDACTED]
Phone [REDACTED]

[REDACTED], 22 Mar. 2021 , 07:11pm

[REDACTED], 22 Mar. 2021 , 07:11pm
Email is [REDACTED]

[REDACTED], 22 Mar. 2021 , 07:12pm
Mailing address is [REDACTED]akima, WA. [REDACTED]

[REDACTED], 22 Mar. 2021 , 07:13pm
Name is [REDACTED]

[REDACTED] 22 Mar. 2021 , 07:23pm
Local Chevrolet Dealer is "Harvest Chevrolet"

Ryza, 22 Mar. 2021 , 07:26pm

I highly appreciate you waiting on the line as I've checked the details for you. As per checking, your Silverado was involved in a recall for the Driver Side Front Seat Belt which was already repaired on 12/29/2016 by HARVEST CHEVROLET. Once a recall has been fixed, this cannot be redone.

However, we would be advising you to bring the vehicle to a GM Certified dealership for a diagnosis, in that way we can tell the real nature of the concern and most importantly the kind of repair that should be done in your vehicle. We have our specially trained technicians for GM vehicles who are in the best position to physically inspect the concern. If this seatbelt being broken will be proven by our dealers that it is related to the recall that was performed, they will be sending the reports to GM and we can come up with another resolution to have this covered.

Also, working with the dealership, we will coordinate with the Customer Experience Manager to assess the situation and any policies or coverage that may apply regarding the repair needed.

I have generated the case for you and your Service Request number is [REDACTED]

What I can do here for you, is I will be sending an email to the CE Manager at Harvest Chevrolet requesting assistance to fully inspect and review all possible assistance that may be offered about the issue on your Silverado. In that way, once you have taken the vehicle to their dealership, he can definitely give you an immediate assistance.

[Read]

[REDACTED], 22 Mar. 2021 , 07:28pm
Thank you

Ryza, 22 Mar. 2021 , 07:30pm

I would like to set proper expectations that there is a diagnostic fee, but feel free to work with the CE Manager as he is empowered to check on all possible assistance that may be offered regarding the repair needed and the diagnostic fee. He is Daniel Jolley.

While you still have me on the line, do you have other concerns I may be able to help you with?

[Read]

[REDACTED], 22 Mar. 2021 , 07:32pm

I was there yesterday regarding a transmission issue after they flushed it. Still think it is not right.

Ryza, 22 Mar. 2021 , 07:33pm

This will be noted. I will be including this information for our CE Manager to give you assistance regarding the diagnostic fee.

[Read]

[REDACTED], 22 Mar. 2021 , 07:33pm

Ok

Ryza, 22 Mar. 2021 , 07:34pm

If there's anything else we can do to extend our assistance, please don't hesitate to contact us.

Thank you for contacting Chevrolet Customer Chat Services. Have a nice day!

[Read]

[REDACTED]
Thank you Ryza

Ryza, 22 Mar. 2021 , 07:35pm

I'm glad to be able to give assistance, [REDACTED]

[Read]