

[REDACTED] 13 Aug. 2021 , 04:57am

Hi

Virtual Assistant, 13 Aug. 2021 , 04:57am

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

[Read]

[REDACTED], 13 Aug. 2021 , 04:57am

[REDACTED]

Virtual Assistant, 13 Aug. 2021 , 04:57am

[Rich Content]

[Read]

[REDACTED], 13 Aug. 2021 , 04:57am

Assistance on a vehicle I own

Virtual Assistant, 13 Aug. 2021 , 04:57am

[Rich Content]

[Read]

[REDACTED], 13 Aug. 2021 , 04:57am

Vehicle Recall

Virtual Assistant, 13 Aug. 2021 , 04:57am

Just a moment...

[Read]

Info [Automated], 13 Aug. 2021 , 04:57am

First, are you located in the United States?

[Read]

[REDACTED], 13 Aug. 2021 , 04:57am

yes

Virtual Assistant, 13 Aug. 2021 , 04:57am

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

[Read]

[REDACTED], 13 Aug. 2021 , 04:58am

am i tallki

Virtual Assistant, 13 Aug. 2021 , 04:58am

Sorry, I didn't get that. Please enter your 17 character vehicle identification number (VIN).

[Read]

[REDACTED], 13 Aug. 2021 , 04:58am

am i talking to a person

Virtual Assistant, 13 Aug. 2021 , 04:58am

I'm connecting you to an advisor now.

[Read]

Info [Automated], 13 Aug. 2021 , 04:58am

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.

[Read]

[REDACTED], 13 Aug. 2021 , 04:59am

hello

Ann, 13 Aug. 2021 , 05:00am

Thank you for contacting the Chevrolet Customer Assistance. My name is Ann. How may I assist you today, [REDACTED]

[Read]

[REDACTED], 13 Aug. 2021 , 05:01am

I have a 2014 Chevrolet SS and my seatbelt cable broke. I found a recall on it but my dealership says my vin didn

[REDACTED] 13 Aug. 2021 , 05:01am

didnt

[REDACTED] 13 Aug. 2021 , 05:01am

show up so its not covered

Ann, 13 Aug. 2021 , 05:03am

I understand how frustrating this situation is for you [REDACTED]. Let me check this for you. Can I have your phone number, vin and mileage please?

[Read]

[REDACTED] 13 Aug. 2021 , 05:04am

[REDACTED], 102,000 MILES

Ann, 13 Aug. 2021 , 05:05am

Thank you. May I know the name of dealership please?

[Read]

[REDACTED], 13 Aug. 2021 , 05:06am

Marketplace chevy in Stonewall LA

[REDACTED], 13 Aug. 2021 , 05:06am

[REDACTED]

[REDACTED] 13 Aug. 2021 , 05:09am

NSTSA Recall # 16V518

Ann, 13 Aug. 2021 , 05:11am

Thank you. Can I have your email and mailing address please?

[Read]

[REDACTED] 13 Aug. 2021 , 05:11am

[REDACTED] Frierson, LA [REDACTED]

Ann, 13 Aug. 2021 , 05:13am

Thank you [REDACTED] allow me 3-5 minutes to check this for you.

[Read]

[REDACTED] 13 Aug. 2021 , 05:13am

ok

Ann, 13 Aug. 2021 , 05:16am

Thank you so much for patiently waiting [REDACTED]. Upon checking using your VIN, there are no recalls and recalls are VIN specific. When a vehicle is manufactured, it is given a unique identification number, called a VIN, or vehicle Identification Number. That unique number is used to represent everything which is one-of-a-kind on that particular vehicle. For example, this includes the day the vehicle was built, the location where that vehicle was built, the parts which were used to make that vehicle, where those parts came from, when those individual parts were built, etc. Because of all of these differences in the vehicles, Recalls and other field actions are always VIN-specific.

[Read]

[REDACTED], 13 Aug. 2021 , 05:18am

That makes no sense to me. My car has the same problem as the recall.

Ann, 13 Aug. 2021 , 05:20am

You can also check the website my.gm.com/recalls and put your vin.

[Sent]