

iOS Messages User [REDACTED], 03 Sep. 2021 , 07:33am

Hey

Virtual Assistant, 03 Sep. 2021 , 07:33am

Thanks for contacting the GMC team. An Advisor will respond in a few minutes. Please know that the information you provide here is subject to GM's Privacy Statement, available at the link below.

[Received]

Virtual Assistant, 03 Sep. 2021 , 07:33am

[Rich Content]

[Received]

Virtual Assistant, 03 Sep. 2021 , 07:33am

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

[Received]

iOS Messages User [REDACTED], 03 Sep. 2021 , 07:34am

[REDACTED]

Virtual Assistant, 03 Sep. 2021 , 07:34am

[Rich Content]

[Received]

iOS Messages User [REDACTED], 03 Sep. 2021 , 07:35am

I have a 2015 Silverado 1500 regular cab and when I got in the truck yesterday my seat belt just broke when I went to put it on

Virtual Assistant, 03 Sep. 2021 , 07:35am

One moment while we connect you to a messaging advisor. Someone will respond in a few minutes.

[Received]

Stephanie, 03 Sep. 2021 , 07:37am

Good morning, [REDACTED] Thank you for contacting Chevrolet Customer Assistance. My name is Stephanie. How can I assist you today?

[Received]

iOS Messages User [REDACTED], 03 Sep. 2021 , 07:39am

I have a 2015 Silverado 1500 regular cab and when I got in the truck yesterday my seat belt just broke when I went to put it on

iOS Messages User [REDACTED], 03 Sep. 2021 , 07:42am

The cable just broke right by the seat

Stephanie, 03 Sep. 2021 , 07:44am

I am sorry to hear that your seatbelt broke. Can I get the last 8 of the VIN, along with the mileage, please?

[Received]

iOS Messages User [REDACTED] 03 Sep. 2021 , 07:45am

FZ [REDACTED]

Stephanie, 03 Sep. 2021 , 07:47am

Can you provide me with the current mileage too?

[Received]

iOS Messages User [REDACTED], 03 Sep. 2021 , 07:47am

143000

iOS Messages User [REDACTED], 03 Sep. 2021 , 07:48am

Do you need exact ?

Stephanie, 03 Sep. 2021 , 07:48am

Thank you! I will just be a few minutes researching the vehicle!

[Received]

Stephanie, 03 Sep. 2021 , 07:55am

I found that your vehicle is under the Seat Belt Anchor Pretensioner Cable (Special Coverage). You should take your vehicle to your Chevrolet Dealer for service. If your Chevrolet Dealer finds the problem was caused by the condition, your Dealer will service your vehicle free of charge.

[Received]

Stephanie, 03 Sep. 2021 , 07:56am

██████████, would you like me to make the appointment for you?

[Received]

iOS Messages User ██████████, 03 Sep. 2021 , 08:05am

Yes if you could

Stephanie, 03 Sep. 2021 , 08:07am

I will be happy to make the appointment! Can you verify your phone number and email address, please?  
I am going to create a case for you and follow along through the diagnosis and repair.

[Received]

iOS Messages User ██████████ 03 Sep. 2021 , 08:11am

Phone is ██████████ and my email is ██████████

iOS Messages User ██████████, 03 Sep. 2021 , 08:12am

I just spoke to joe Holland Chevrolet in Charleston WV and they have one in stock

Stephanie, 03 Sep. 2021 , 08:17am

Awesome! Did you schedule an appointment then? Or, would you still like me to make that for you?

[Received]

iOS Messages User [REDACTED], 03 Sep. 2021 , 08:18am

I did not I wasn't sure I could chose any dealer

iOS Messages User [REDACTED], 03 Sep. 2021 , 08:22am

My concern is it's a holiday weekend and they will prob want me to drop it off and leave it and I need my truck and it only \$98 part

Stephanie, 03 Sep. 2021 , 08:22am

That is okay! So, is Joe Holland where you would like to have it diagnosed and repaired?

[Received]

iOS Messages User [REDACTED], 03 Sep. 2021 , 08:25am

Is there anyway I can you just put on myself I've done them before

iOS Messages User [REDACTED], 03 Sep. 2021 , 08:25am

I'm a mechanic

Stephanie, 03 Sep. 2021 , 08:27am

The diagnosis and repair will need to be completed by a Certified GM Dealer for the warranty to apply.

[Received]

iOS Messages User [REDACTED] 03 Sep. 2021 , 08:27am

Ok

iOS Messages User [REDACTED], 03 Sep. 2021 , 08:28am

Could you make an appointment at joe Holland then ?

Stephanie, 03 Sep. 2021 , 08:29am

Certainly. Please give me a few minutes to get the information entered and I will give you dates and times to select what will be best for your schedule.

[Received]

iOS Messages User [REDACTED] 3 Sep. 2021 , 08:29am

Thank you

Stephanie, 03 Sep. 2021 , 08:29am

No problem!

[Received]

Stephanie, 03 Sep. 2021 , 08:32am

[REDACTED] could you confirm your mailing address?

[Received]

Stephanie, 03 Sep. 2021 , 08:40am

[REDACTED], I there are two appointments for today at 10:00 AM and 1:40 PM. Would you like either of these, or a different day/time?

[Received]

iOS Messages User [REDACTED], 03 Sep. 2021 , 08:40am

Yes could I get the 1:40

Stephanie, 03 Sep. 2021 , 08:41am

Sure. I'll just be a moment to confirm the appointment,.

[Received]

iOS Messages User [REDACTED] 03 Sep. 2021 , 08:41am

Thank you

iOS Messages User [REDACTED] 03 Sep. 2021 , 08:41am

Very much

iOS Messages User [REDACTED], 03 Sep. 2021 , 08:41am

You have been extremely

Stephanie, 03 Sep. 2021 , 08:44am

Thank you, [REDACTED]! That means a lot to me! Here is your appointment confirmation; Your appointment is all set!

Friday, September 3rd 1:40PM

Selected services

Special Warranty Coverage

Cable on seatbelt has broke. Please diagnose for N192289390 Seat Belt Anchor Pretensioner Cable (Special Coverage)

Appointment details

JOE HOLLAND CHEVROLET INC

1000 D Street

South Charleston, WV, 25303

(304) 720-9222

Wait For Vehicle

Wait times may vary based on your particular service needs. See advisor for details.

Customer information

[REDACTED]

[REDACTED]

2015 Chevrolet Silverado 1500

[Received]

Stephanie, 03 Sep. 2021 , 08:46am

Is there anything else that you need from me today?

[Received]