

Visitor, 15 Jun. 2021 , 08:03am

Hi

Virtual Assistant, 15 Jun. 2021 , 08:03am

Attempting to connect you to an advisor...

[Read]

Info [Automated], 15 Jun. 2021 , 08:03am

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

[Read]

Ann, 15 Jun. 2021 , 08:06am

Thank you for contacting the Chevrolet Customer Assistance. My name is Ann. How may I assist you today?

[Read]

Visitor, 15 Jun. 2021 , 08:09am

I have a 2012 Chevy sonic and on my way home today the seat belt became loose and I looked and the tensioner cable had completely broken in half on the cable. I was wondering if that is something covered. I know the vehicle is out of warranty but wasn't sure if seat belt failures are covered

Ann, 15 Jun. 2021 , 08:11am

I am sorry to read that. Let me check on what I can do. Can I have your name and phone number please?

[Read]

Visitor, 15 Jun. 2021 , 08:11am

[REDACTED]

Ann, 15 Jun. 2021 , 08:13am

Thank you [REDACTED] Can I have your vin and mileage please?

[Read]

Visitor, 15 Jun. 2021 , 08:15am

[REDACTED]

Visitor, 15 Jun. 2021 , 08:15am

[REDACTED]

Ann, 15 Jun. 2021 , 08:18am

Appreciate it [REDACTED]. Please allow me 3-5 minutes to check.

[Read]

Visitor, 15 Jun. 2021 , 08:18am

Ok

Ann, 15 Jun. 2021 , 08:22am

Thank you so much for patiently waiting [REDACTED]. Upon checking using your VIN, there are no recalls and recalls are VIN specific. Warranties are already expired therefore this is out of pocket expense. While the repairs may be at your cost, I highly recommend that we continue to work with your dealership and reach out to the Customer Experience Manager to best address your concern. Dealerships are empowered to check for any policies or coverages that may apply to your case or you'll have the peace of mind knowing that repairs are backed-up by a 2 year, unlimited mileage warranty on parts and labor. Would you like me to locate the nearest dealership?

[Read]

Visitor, 15 Jun. 2021 , 08:26am

I bought it from Randy Marion in mooreville NC I will call them in the morning. Thank you for your help

Ann, 15 Jun. 2021 , 08:27am

Sure! Anything else I can help you with?

[Read]