INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Connecting.....A live chat agent is now entering the chat.

Caller English

System [11:15:07 AM]:

Welcome to chat.

Heather [11:15:21 AM]:

Hello, [redacted]! Thank you for contacting General Motors Customer Assistance. My name is Heather, how can I assist you today?

[redacted] [11:15:54 AM]:

I am rather upset and concerned with a current issue I am having with my 2009 Chevrolet Cobalt.

Heather [11:16:21 AM]:

I'm sorry to hear that. What kind of concerns are you having with the vehicle?

[redacted] [11:17:16 AM]:

I purchased the vehicle new in 2009 and have maintained it at our local Chevrolet dealership. I have been faithful with oil changes, needed maintenance and have been rather pleased up until I paid the vehicle off in September.

[redacted] [11:18:07 AM]:

I found there was gas dripping right behind the driver's door, in front of the right rear tire. When I took it to the dealership they informed me the gas line has rusted and is leaking.

Heather [11:18:41 AM]:

I apologize for the concern you are having with the gas line. Can you please provide me with your VIN?

[redacted] [11:18:46 AM]:

That was on Monday, December 7, 2015. To date I am still waiting on them to locate a gas line to replace the leaking gas line.

[redacted] [11:19:45 AM]:

My first question is.....how does a gas line rust that was quality when installed? I have 130,000+ miles on it so there is no compensation for the approximately $560 cost I was quoted to fix it.

[redacted] [11:20:37 AM]:

My next question is why it is taking more than a week to locate a GM part. Has it had to be replaced to where there are no gas lines available, or is it so rare that I got a "lemon gas line".

[redacted] [11:20:58 AM]:

I do not have the VIN number with me right now.

[redacted] [11:22:16 AM]:

I am very happy with the service at the dealership and I realize they can only continue to try to locate the part; however, I believe GM can compensate me for a "rusting gas line" after only 6 years.

Heather [11:23:14 AM]:

I do apologize as I do not have that information in my resources. We work in partnership with the dealership and they are in the best position to answer these questions for you. I can document the concern with the gas line in our resources with General Motors. I would also be happy to contact the dealership for you to see if they have any information on when the part will be in or if they have located one.

Heather [11:23:30 AM]:

In order to further assist you and look into the vehicle further I would need the VIN.

Heather [11:25:07 AM]:

Which dealership are you working with?

[redacted] [11:27:08 AM]:

Devoe Chevrolet in Alexandria, IN. With the inconvenience and frustration I have experience for what appears to be a defective gas line, I would like some compensation from GM for the replacement, if a replacement is ever located.

Heather [11:29:18 AM]:

We appreciate that you have contacted us regarding this concern; due to age and or mileage of the vehicle cost assistance is not guaranteed.

Heather [11:32:47 AM]:

I am still available to help you with any questions; I just want to make sure you are still there.

Heather [11:34:07 AM]:

I will be ending this chat session due to no response. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday 12:00 p.m. to 9:00 p.m. Eastern Time. Thanks for visiting us.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.