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 [12:35:05 PM]:

Welcome to chat.

Melissa [12:35:21 PM]:

Thank you for contacting General Motors Customer Assistance[redacted]! My name is Melissa, how may I assist you today?

[redacted] [12:35:46 PM]:

I chatted with Heather earlier. Do I need to continue with her or can I continue with you?

Melissa [12:38:48 PM]:

Unfortunately, I do see that Heather is working on your case and therefore you will need to speak with her. I would be happy to notify her that you reached out to her today, and she will contact you within one to two business days. Do you have any further information you would like me to add to your case?

[redacted] 12:43:02 PM]:

Yes. The VIN number for my 2009 Cobalt is [redacted] am requesting compensation for a gas line that I am having to replace due to rusting. Even though the vehicle is 6 years old now, I do not believe a gas line, which is a vital part for a vehicle, should rust within a 6 year period. I need some financial assistance with this repair.

[redacted] [12:43:37 PM]:

I notified the dealer and they believe they have located the part, which they started trying to locate on 12/7/2015. They may have it in the first of next week.

[redacted] [12:43:49 PM]:

Way too long for a repair of a 6 year old vehicle.

Melissa [12:45:01 PM]:

I am sorry to hear that you are experiencing these issues. Cost assistance is never a guarantee, however, I will be happy to make a note of this in your case. You will hear from Heather within one to two business days. Is there anything else I may assist you with today?

[redacted] [12:46:31 PM]:

No. Thank you for the consideration. I have always owned a Chevrolet; however with this experience I am beginning to think another manufacturer may need to be considered with my next vehicle purchase.

Melissa [12:47:41 PM]:

You're welcome. I understand your frustration with this situation and am very sorry to hear that you feel this way because of it. I will also make a note of that. Your service request number for this concern is [redacted]. Please don't hesitate to come back and chat with us. 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 from 12:00 p.m. to 9:00 p.m. Eastern time. Have a great day!

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.