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 [4:00:34 PM]:

Welcome to chat.

Serena [4:00:50 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Serena. How may I assist you?

[redacted] [4:01:45 PM]:

i have a rusted fuel line on my 07 chevy cobalt are there any active recalls in regard to this issue?

Serena [4:02:16 PM]:

I'm sorry to hear that you're experiencing this concern with your Cobalt. I can certainly check for you. May I have your vehicle's VIN, please?

[redacted] [4:02:57 PM]:

yes standby

Serena [4:03:02 PM]:

No problem.

[redacted] [4:03:33 PM]:

[redacted]

Serena [4:03:54 PM]:

Thank you. Please allow me 2-3 minutes to look that up for you.

[redacted] 4:04:06 PM]:

thats fine

Serena [4:05:37 PM]:

Thank you for waiting. There are no recalls on your vehicle relating to that concern.

Serena [4:06:23 PM]:

So that I can make sure your inquiry is properly documented, would you mind confirming your phone number and/or e-mail address?

[redacted]

[redacted]

Serena [4:07:58 PM]:

Thank you. Have you had this concern diagnosed by your Chevrolet dealership?

[redacted] [4:08:24 PM]:

nope that will be the next step

Serena [4:08:53 PM]:

I can ask that they give you a call to schedule an appointment if you'd like?

[redacted] [4:09:38 PM]:

i will take care of it i appreciate your help

Serena [4:10:08 PM]:

You're welcome. If you still have additional questions, we are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thank you again for visiting and 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.