

Hello, [REDACTED]. This is [REDACTED] with Chevrolet. I reached out to the dealership and left a voice mail with one of the service managers. I also sent them an e-mail so we can try to get to the bottom of exactly why you were charged what you were. I am hoping to hear back from them [REDACTED] but I will be reaching out to you with any updates via text no later than [REDACTED]

*Conversation was closed by the agent*

3 previous conversations

Yes

Thanks. Can we get your first and last name?

General Motors

Attempting to connect you to an advisor...

General Motors

Hi [REDACTED], my name is [REDACTED]. Thank you for contacting Chevrolet! How can I assist you [REDACTED]

Hi

How can I assist you [REDACTED]

[1/2] I had opened a case [REDACTED] with the lady about my warranty issues with a dealership. She gave me a case number and said I would hear back when from

[2/2] someone by [REDACTED] but no one contacted me and our conversation seems to have been deleted.

Yes I do see you have a case open and your adviser tried to reach out [REDACTED] However, we are having an issue with our outgoing messaging service at this time. This is what she sent [REDACTED] Hello, [REDACTED]. This is [REDACTED] with Chevrolet. I reached out to the dealership and left a voice mail with one of the service managers. I also sent them an e-mail so we can try to get to the bottom of exactly why you were charged what you were. I am hoping to hear back from them [REDACTED] but I will be reaching out to you with any updates via text no later than [REDACTED]

Is that okay?

Sure thank you I'll wait for [REDACTED]

Okay. I hope you have a great day on behalf of Chevrolet! I will make note in your case to email if she gets no response through text since we are having this issue.

Okay thank you

You're welcome!