

[REDACTED]

[REDACTED]

|

10:24am

Thanks. Can we get your first and last name?

General Motors

|

10:24am

[REDACTED]

[REDACTED]

|

10:24am

Attempting to connect you to an advisor...

General Motors

|

10:24am

10:25am

Hello, [REDACTED] Thank you for contacting GMC. My name is Sarah. In order to assist you today, could I please start by getting your home address and e-mail?

Sarah

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10:26am

[REDACTED]

[REDACTED]

[REDACTED]

|

10:27am

Thank you very much and is [REDACTED] a good number for you?

Sarah

|

10:27am

Yes

[REDACTED]

|

10:27am

Thank you and how can we assist you today?

Sarah

10:30am

[1/3] I was charged \$1,800 by a Chevy dealership for repair that should have been covered by my warranties. They gave me false information about my vehicle and

[2/3] claimed that they couldn't honor the warranty because GM might call for the parts and then they would be out for the repair. I stepfather [REDACTED]

[3/3] worked for GM his whole life in Buffalo and I always buy GM cars and this is the first bad experience I've ever had at a dealership.

[REDACTED]

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10:31am

I'm so sorry you have had such a bad experience. I'd like to collect some information, if I may, so we can look further into this. Could I please start with the VIN and mileage of the vehicle?

Sarah

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10:33am

The mileage is just under 49,000

[REDACTED]

|

10:34am

You don't have the VIN right now but I can walk out and get it for you

It's a 2017 Chevy Volt

[REDACTED]

|

10:35am

Yes, if you could, please. Thank you.

Sarah

|

10:36am

Hello?

[REDACTED]

|

10:38am

Yes, I am here. I do need that VIN, when you get the chance, so I can associate it with the case I am setting up for you.

Sarah

|

10:39am

Can you see it on the picture I sent?

The second picture is clear, but if you can't see it I can type it for you

[REDACTED]

|

10:41am

No, I apologize. We can't accept pictures through chat. You will have to type it out.

Sarah

|

10:41am

[REDACTED]

[REDACTED]

|

10:42am

Thank you and which dealership have you been dealing with?

Sarah

|

10:43am

Mike Hovart in Easley SC

[REDACTED]

|

10:44am

Thank you. Please allow me a couple of moments to get you a case number. What I will do is reach out to the dealership, find out what is covered, what is not, why they charged what they did, and then see what we can do from there to assist. What kind of repair was the vehicle in for?

Sarah

|

10:45am

[1/3] The vehicle had stopped working so I had it towed to Hovart Chevrolet. I gave them my OnStar diagnostic report that came in an email. They said it needed

[2/3] a module that was up under the big battery and that they had to drain the big battery to get to the module. This was all supposed to be covered by my wa

[3/3] rranty.

[REDACTED]

|

10:47am

[1/2] When they got my car up on the lift they showed me a lot of dirt and rocks that fell out of the bumper and some other spots where there was rust. Terry h

[2/2] argis who is the service technician told me that my car had been in a flood or submerged in water and that that would void the warranty.

10:48am

Thank you and did you buy the vehicle new or used?

Sarah

10:48am

I had tried to buy a new volt from the dealership because I bought my old vault there when it was best Chevrolet and never had a problem.

10:48am

I see. I do see that you are out of Bumper to Bumper warranty but your Powertrain is still active. Did you buy the vehicle new or used?

Sarah

10:49am

[1/2] I bought a new Chevy Volt in 2012 but because Chevy discontinued the model and Hovart didn't have any volts I bought a used one from CarMax however the w

[2/2] arranty was still good

10:50am

Okay, so used. Thank you. What I will do is reach out to the dealership and take a look through my resources and see what I can do. I'd like to reach back out to you no later than Tuesday with some updates.

Sarah

10:51am

[1/3] The reason they gave me for not honoring the warranty was flood damage or submersion. I took it back to CarMax and they examined it and found no evidence

[2/3] of flood damage or submersion. The head of their service department called and talked to Terry hargis and she admitted that there was no evidence of flo

[3/3] od damage or submerging which is what she told me when I had to pay for the repair.

10:51am

Thank you Tuesday would be fine

10:52am

[1/2] Some additional information is that these modules were housed way up under the big battery, and the only sand and gravel that they showed me fell out of

[2/2] the bumper. I'm not exactly sure how anything could have gotten up under the battery into those sensitive modules.

10:53am

Thank you for that additional information. It will help me find out what I need to know. Your case number is [REDACTED] and the latest you will hear from me via text is Tuesday.

Sarah

10:53am

[1/2] They also made a big deal about how Chevy calls for parts on warranty jobs all the time and if they call to get these parts then they would have been on

[2/2] the hook for doing the repair. Is that true,

10:53am

I am not in the department that handles all the exact details of the warranty so I can't answer that for certain without further investigation. Is there anything else you'd like added to the case before I begin looking into this for you?

Sarah

10:54am

[1/2] Thank you and one last thing, before I bought my new volt in 2012 I checked the best Chevrolet out and they had an excellent customer service reviews. I

[2/2] checked out Mike hovarth Chevrolet on the better Business bureau and they have a one out of five star rating. This Management group has issues

10:54am

I guess Mike Hobart bought out Best Chevrolet

10:55am

I really appreciate you taking the time to go over all of this with me and I look forward to getting you some updates on Tuesday. I'm sure we'll be able to find out what's going on. Is there anything else I can do for you?

Sarah

10:55am

[1/2] No just thank you for opening the case and looking this into this for me. I'm 55 and I've always bought Chevy vehicles and I've always had great experien

[2/2] ces with them. This is the first issue I've ever had with a warranty not being honored

10:56am

You are very welcome and thank you for contacting Chevrolet. We'll talk Tuesday and I hope you have a better day going forward.

Sarah

10:58am