

[1/12] So I'm not really sure how good your research process is if you can't get my name right and you also don't know that I already paid for this out of my own

[2/12] in pocket.

I will also be contacting my state's consumer affairs department, and writing very unflattering reviews on Facebook and Google about this deal

[3/12] relationship and about GM's handling of this matter. I will also be filing a complaint with the better Business bureau for same. And here is exactly why.

I was

[4/12] told by [REDACTED] that got Chevrolet that my car had suffered flooding or water damage. This is a lie. There was some rust on the undercarriage because

[6/12] warranty we're way up under the large battery in the bolt. Rust on the undercarriage and Sand and gravel in the bumper would in no way reach or affect the

[5/12] of this car was from Pennsylvania. There was some dirt and gravel in the bumper. The components that were warranted and should have been replaced under warranty

[7/12] these components. I will also be writing wonderful reviews about CarMax who sold me the car, because they bought it back from me after a year at \$5,000 more

[8/12] than I owed the bank. They did this because they checked it for water damage or any unusual damage and found it to be in perfect shape. They know they can't

[9/12] resell this automobile for far more than the 18,000 that they gave me for it. It appears your Chevy dealership is trying to use anything to not honor

[10/12] the warranty on their cars and it appears that you at Chevy are backing them up. Chevy is obviously not the company that my stepfather worked for in Buffalo

[11/12] also for his whole life. My reviews and remarks to our state consumer affairs agency to the better Business bureau to Google reviews and Facebook reviews

[12/12] will reflect this.

[REDACTED]

|

02:11pm

Thanks. Can we get your first and last name?

Thanks. Can we get your first and last name?

General Motors

|

02:11pm

[REDACTED]

[REDACTED]

|

02:13pm

Attempting to connect you to an advisor...

General Motors

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02:13pm

02:13pm

Good afternoon [REDACTED], this is Catherine with GM Customer Assistance. Do you happen to have a case number?

Catherine

02:14pm

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[REDACTED]

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02:15pm

[1/2] Question that should be volt not bolt, my car was a 2017 Volt and yes there was a case number and someone replied to me who didn't know my name and who apparently

[2/2] I didn't research enough to know that I've already paid for this repair.

[REDACTED]

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02:16pm

[1/7] This was Sarah's would probably to me yesterday:

Hello, Trent. This is Sarah reaching out with Chevrolet. I was able to confer with the dealership and na

[2/7] il down what happened. The sand and rust they found under the vehicle seemed to indicate some kind of water damage. Under those circumstances, that is co

[3/7] nsidered environmental damage, as they believe this could not have happened under normal driving conditions, it would not be covered under warranty. The

[4/7] issue with being stuck with the repair basically just meant that, if they were to send in the parts and the request to have this covered under warranty,

[5/7] the dealership strongly believes they would be denied payment under warranty and thus have to still charge you for the repair. At this point, we will not

[6/7] be able to cover the repairs under warranty. I know this was not the resolution you were hoping for but I hope you will still allow us to repair the veh

[7/7] icle for the amount you were quoted so we can get the vehicle back to you as quickly as possible.

02:17pm

allow me just a moment to reach out to your advisor.

Catherine

02:18pm

Hello, [REDACTED]. This is Sarah. Thank you for reaching back out to us. I'm sorry about the mixup with the name. I had literally just closed a case dealing with a customer named Trent and that name got put in there on accident. You have my greatest apologies for this. I'm looking over everything you've texted. Let's talk about your resolution.

Sarah

02:23pm

That would be fine I'm still holding out hope that Chevy going to do the right thing

02:29pm

According to what I have, what they found could not have happened under normal driving conditions. I will admit to not being from Pennsylvania. I only know that environmental damage is not covered under warranty. That is covered by insurance, if the insurance is willing to help. Exact quote from dealership: "Diagnostics on this vehicle found loss of communication faults with battery energy control module. When the technician removed the lower body pan approximately 4-5 gallons of sand fell from under vehicle. There was also mold and rust found under vehicle. These conditions do not happen from normal driving conditions."

Sarah

02:31pm

They also said they offered to let you inspect what they found and you declined. I don't have access to Carfax and we go off of what our technicians have found, as they are the ones who are in touch the most with the vehicle and know the ins and outs of the vehicle the best.

Sarah

02:33pm

[1/3] They also told me that the parts or modules were on top of the large battery. They told me they had to drain the battery and remove it. They never said a

[2/3] nything about finding any damage to the modules or the parts that were on top of the battery. I'm not exactly sure what sand or rust or mold that are now

[3/3] here near the modules or parts and question have to do with honoring the warranty on them

[REDACTED]

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02:36pm

[1/3] Also the whole idea that this car was flooded or suffered water damage is ridiculous. CarMax checked it thoroughly and found no damage of any kind and bo

[2/3] ught it back from me for five grand more than I owe the bank. So what Terry hargis at the dealership told me about my car having flood damage or having w

[3/3] ater damage is not true

[REDACTED]

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02:37pm

Long story short, it is because what caused the damage makes it fall out of warranty. They are saying that it looks like environmental damage caused this. We do not warranty environmental damage. We warranty failures caused by defects for the things that fall under the warranty.

Sarah

02:37pm

Just as a for instance: A rock flies up and chips your windshield. That would not be covered because we did not manufacture the rock. An outside force damaged the vehicle. That would make it fall out of warranty. If it cracked because of a fault in the glass from the factory, we would be able to repair it under warranty as long as it is still within warranty.

Sarah

02:39pm

[1/5] Okay long story short any car in the north that drives in snow and on salted roads is going to have rust on the undercarriage, I was told this car was su

[3/5] was not where these modules were. This sounds like very trivial reasons for voiding a warranty for a part that was nowhere near any of this so-called env

[2/5] bmerged or flooded and that's why they wouldn't honor the warranty. The car was not submerged or flooded. Whatever sand and rocks fell out of the bumper

[4/5] ironmental stuff. The water didn't cause the damage to the modules because there was no water, and the sand that was in the bumper wasn't near the module

[5/5] s so it couldn't have damaged them either. Long story short the sounds like BS and my refuse and complaints will reflect that thank you for your time

[REDACTED]

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02:42pm

As for Carfax, again, that is not something we go by because it is not done by certified GM technicians or dealerships. I totally understand your frustration, however, and I just hope some of my explanation helped.

Sarah

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02:42pm

You are very welcome. Have a nice day on behalf of Chevrolet.

Sarah

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02:43pm