

██████████ 24 Aug. 2021 , 04:36pm

Yes

General Motors, 24 Aug. 2021 , 04:36pm

Thanks. Can we get your first and last name?

[Sent]

██████████, 24 Aug. 2021 , 04:36pm

██████████

General Motors, 24 Aug. 2021 , 04:36pm

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 24 Aug. 2021 , 04:37pm

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.

[Sent]

Becca, 24 Aug. 2021 , 05:07pm

Thank you for contacting Chevrolet Customer Assistance, ██████████ My name is Becca, how can I help you today?

[Sent]

██████████ 24 Aug. 2021 , 05:09pm

My 2018 Volt is at Stewart Chevrolet for a BECM replacement on warranty. They have no loaner cars. Can GM pay for a rental car?

Becca, 24 Aug. 2021 , 05:10pm

I'm sorry to hear you're having vehicle issues! I'd be happy to look into this! Can you please provide some information (email, mailing address, VIN and mileage)?

[Sent]

[REDACTED], 24 Aug. 2021 , 05:16pm

My email: [REDACTED] VIN:.  
[REDACTED] milage: about 21000.

Becca, 24 Aug. 2021 , 05:23pm

Thank you for that information! In order to best assist, I'd like to escalate your concern to our specialized California team. They'll coordinate with you and the dealership to help resolve your concern! For your information, your case number is [REDACTED]. The CA team may reach out via SMS or by phone. Do you have a preference?

[Sent]

[REDACTED] 24 Aug. 2021 , 05:35pm

Thanks, first by text to be sure I'm ready to telecon. What number will they call from?

Becca, 24 Aug. 2021 , 05:41pm

If you prefer SMS, I can let them know that. They'll likely respond to this text thread. You should be hearing from someone within three business days.

[Sent]

Becca, 24 Aug. 2021 , 05:41pm

Is there anything else I can assist with today?

[Sent]

[REDACTED] 24 Aug. 2021 , 05:43pm

That's all I can think of. (How bout a low cost Bolt, hoho?)

Thanks for your help.

Becca, 24 Aug. 2021 , 05:44pm

My absolute pleasure! Have a great day and stay safe on behalf of Chevrolet!

[Sent]