

[REDACTED] 19 Oct. 2021 , 01:48pm

ASSIST1

General Motors, 19 Oct. 2021 , 01:48pm

GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.

[Sent]

General Motors, 19 Oct. 2021 , 01:48pm

Thanks for contacting GM. To help verify your account, can you please provide your First Name?

[Sent]

[REDACTED] 19 Oct. 2021 , 01:48pm

[REDACTED]

General Motors, 19 Oct. 2021 , 01:48pm

Can we also get your Last Name please?

[Sent]

[REDACTED] 19 Oct. 2021 , 01:48pm

[REDACTED]

General Motors, 19 Oct. 2021 , 01:48pm

Do you have your Case Number handy? If so, please enter it now or type "SKIP". You will then be connected with an advisor.

[Sent]

[REDACTED] 19 Oct. 2021 , 01:49pm

[REDACTED]

General Motors, 19 Oct. 2021 , 01:49pm

Just a moment...if it's outside business hours (M-F 8a-8p) we will respond the next time we are open. Otherwise, we will be with you shortly.

[Sent]

Renee, 19 Oct. 2021 , 02:02pm

Good Afternoon [REDACTED]. Thank you for contacting Chevrolet Customer Assistance. My name is Renee. I will be happy to provide an update today. Please allow me a few moments to research your case notes.

[Sent]

[REDACTED] 19 Oct. 2021 , 02:05pm

[2/3] rental car, but rates are much higher than the GM \$46 allotment. So my questions are: can I use Turo? And/or can I get a guarantee I will be reimbursed a

[REDACTED] 19 Oct. 2021 , 02:05pm

[3/3] t the higher?

[REDACTED] 19 Oct. 2021 , 02:05pm

[1/3] Hi Renee. Thank you. My Volt has been in the shop for 1.5 mo waiting on a BECM replacement with no part in sight due to chip shortage. I need to renew my

[REDACTED], 19 Oct. 2021 , 02:06pm

*higher rate

[REDACTED] 19 Oct. 2021 , 02:07pm

The cheapest seems to be \$70/day even for a month long rental and I'm not sure that includes additional fees.

[REDACTED] 19 Oct. 2021 , 02:08pm

I am also curious if GM will buy my car back and if so for how much?

[REDACTED], 19 Oct. 2021 , 02:09pm

Renting a car every month in the middle of shortages is proving to be a huge time suck.

Renee, 19 Oct. 2021 , 02:10pm

I can completely understand your frustrations. Please bear with me while I document all of your notes.

[Sent]

[REDACTED], 19 Oct. 2021 , 02:10pm

Thank you.

Renee, 19 Oct. 2021 , 02:13pm

I was able to speak with your senior advisor. She let me know that she did receive your email, and she is working on finding an answer to your Turo question. Would you like her to e-mail you the information she finds?

[Sent]

Renee, 19 Oct. 2021 , 02:14pm

Also, she has noted your buyback request, and will follow up in 5 days regarding that request.

[Sent]

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[1/2] Yes please. My rental is up on the 22nd and cars seem to get snapped up quickly, so as soon as possible would be appreciated. I would need to buy the pro

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[2/2] tection from Turo as well since credit card insurance does not seem to cover them.

[REDACTED], 19 Oct. 2021 , 02:24pm

Will she address the increased rental rates as well?

Renee, 19 Oct. 2021 , 02:27pm

Yes. She asked me to let you know that she will be in touch with you soon.

[Sent]

██████████, 19 Oct. 2021 , 02:28pm

Thank you!

Renee, 19 Oct. 2021 , 02:28pm

It is my pleasure! Thank you for reaching out to Chevrolet, and have a great day!

[Sent]

██████████ 19 Oct. 2021 , 02:28pm

You too!

Renee, 19 Oct. 2021 , 02:28pm

Thank you!

[Sent]