

██████████ 14 Sep. 2021 , 12:56pm

Yes

General Motors, 14 Sep. 2021 , 12:56pm

Thanks. Can we get your first and last name?

[Sent]

██████████ 14 Sep. 2021 , 12:56pm

██████████

General Motors, 14 Sep. 2021 , 12:56pm

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 14 Sep. 2021 , 12:56pm

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

[Sent]

Brandon, 14 Sep. 2021 , 01:05pm

Good Afternoon ██████████ This is Brandon from GMC. I am happy to assist you today. How can I help?

[Sent]

██████████ 14 Sep. 2021 , 01:12pm

[1/3] Hello Brandon! I have had my car in the dealership since Sunday September 5th. According to the dealership There was something wrong with the hybrid modu

██████████, 14 Sep. 2021 , 01:12pm

[2/3] Ie. I don't know the status of the repair but they had told me they ordered the part a month ago. I need a loaner vehicle to get to work. The dealership

[REDACTED], 14 Sep. 2021 , 01:12pm

[3/3] told me to get in contact with you for assistance to get the loaner.

Brandon, 14 Sep. 2021 , 01:14pm

I am sorry you are experiencing this, do you have a case already created and is the repair warrantied work?

[Sent]

[REDACTED] 14 Sep. 2021 , 01:18pm

A case with whom? Also, I know that I purchased an "extended warranty" when I got my vehicle if that is helpful.

Brandon, 14 Sep. 2021 , 01:20pm

I see, also would you be so kind to provide the VIN, Mileage and address of the vehicle so I can create a case?

[Sent]

[REDACTED] 14 Sep. 2021 , 01:22pm

Yes of course.

VIN : [REDACTED]

Mileage: 39926

Address: [REDACTED]

Vienna Virginia, [REDACTED]

Brandon, 14 Sep. 2021 , 01:23pm

Thank you so much, please allow me a moment to review this for you

[Sent]

[REDACTED] 14 Sep. 2021 , 01:24pm

Thank you so much!

Brandon, 14 Sep. 2021 , 01:24pm

You are most welcome

[Sent]

Brandon, 14 Sep. 2021 , 01:32pm

Would you be so kind to validate the dealership information?

[Sent]

██████████, 14 Sep. 2021 , 01:55pm

Sorry for the delay -

Koons Chevrolet Buick GMC

2000 chain bridge road

Vienna VA 22182

Brandon, 14 Sep. 2021 , 02:01pm

Thank you so much, as rentals are never guaranteed and reimbursement will need to be submitted to the dealership after the repair. Please follow the stipulations below

[Sent]

Brandon, 14 Sep. 2021 , 02:01pm

Rentals are never guaranteed, although GM will pay up to \$46 per day from a rental from a local enterprise location. With that option, you will have to pay for the vehicle and then request a rental reimbursement from the dealership directly, the request will have to be processed and if accepted then a check will be mailed to you within 4-6 weeks. That refund if applicable only entails the daily rate and taxes. As restrictions are being lifted, more people are beginning to travel again creating a shortage of rental vehicles nationwide. The situation will most likely continue through the release of 2022 model year vehicles. We understand during the current nationwide rental shortage that it might not be possible to find a vehicle within this price range. We will gladly review any request for a higher rental amount once your vehicle is repaired and the rental invoice submitted

[Sent]

██████████ 14 Sep. 2021 , 02:09pm

[1/2] Thank you for all your help- could you possibly send me an email with this information that you just sent me- just so I can have for my documents and in

██████████ 14 Sep. 2021 , 02:09pm

[2/2] case enterprise needs any authorization from you

██████████, 14 Sep. 2021 , 02:10pm

████████████████████

Is my email

Brandon, 14 Sep. 2021 , 02:14pm

They will not need an authorization as you will need to secure a rental and then supply the dealership with the rental receipt after you are finished so they can process the reimbursement

[Sent]