

[REDACTED] 30 Sep. 2021 , 03:53pm

Yes

General Motors, 30 Sep. 2021 , 03:53pm

Thanks. Can we get your first and last name?

[Sent]

[REDACTED], 30 Sep. 2021 , 03:54pm

[REDACTED]

General Motors, 30 Sep. 2021 , 03:54pm

Attempting to connect you to an advisor...

[Sent]

Lindsey, 30 Sep. 2021 , 03:57pm

Thank you for reaching out to Chevrolet Customer Assistance, [REDACTED]. My name is Lindsey. How can I assist you today?

[Sent]

[REDACTED], 30 Sep. 2021 , 04:01pm

I have a 2017 Volt that has been at the dealer waiting for 8 weeks now. I know it is probably not there fault, but is anything that can be done to expedite.

Lindsey, 30 Sep. 2021 , 04:05pm

I'm so sorry to read that you've been experiencing that [REDACTED]. To look into that for you I will need some information from you: the VIN, vehicle mileage, and dealership you're working with. I will also need your phone number, address, and email address for documentation.

[Sent]

[REDACTED] 30 Sep. 2021 , 04:14pm

[2/2] [REDACTED]

[REDACTED] 30 Sep. 2021 , 04:14pm

[1/2] Vin [REDACTED]

Mileage about 19200

Dealer Stonebrir in Frisco Texas

My phone is [REDACTED]

Address [REDACTED] dr, Frisco Texas [REDACTED]

E

Lindsey, 30 Sep. 2021 , 04:16pm

Thank you for providing that information. What is the part that is needed?

[Sent]

[REDACTED] 30 Sep. 2021 , 04:19pm

They said it was an engine control module. Not sure what the part number is

Lindsey, 30 Sep. 2021 , 04:20pm

Okay, thank you. Let me set up a case for you today to see what we can do to best assist you with this delay.

[Sent]

[REDACTED], 30 Sep. 2021 , 04:21pm

To make things worse, they do not have a loaner car, so no car for the 8 weeks.

Lindsey, 30 Sep. 2021 , 04:28pm

I am sorry to read you've been going through such a difficult [REDACTED]. I have created a case for you [REDACTED]. I will gather some information from the dealership and escalate this to our specialized team to look into the situation for you further.

[Sent]

Lindsey, 30 Sep. 2021 , 04:29pm

Is there anything else I can assist you with today?

[Sent]

██████████, 30 Sep. 2021 , 04:30pm

No nothing else

Lindsey, 30 Sep. 2021 , 04:31pm

Okay. I will get that process started and they should have an update for you early next week at the latest. On behalf of Chevrolet. I hope you have a great day!

[Sent]