

Yes
[REDACTED]
|
12:19pm
Thanks. Can we get your first and last name?
General Motors
|
12:19pm
[REDACTED]
[REDACTED]
[REDACTED]
|
12:19pm
Attempting to connect you to an advisor...
General Motors
|
12:19pm

12:19pm
Hello [REDACTED] Thank you for contacting Chevrolet Customer Assistance! My name is Kyle. How can I help you today?
Kyle
|
12:22pm
[1/3] I have a 2017 Volt. I have been working with Chevrolet of Columbus in Columbus Indiana. My car has two issues they are saying they can't repair due to
[2/3] new rules from GM regarding tools. My car has a bad BATTERY Control Module. I need my car repaired ASAP. I am looking for help on figuring out a path
[3/3] forward.
[REDACTED]
|
12:24pm
[1/2] The other issue is serious vibration when the engine first starts up and you have to go to a stop sign. This issue has not been troubleshooted due to th
[2/2] e issue with being able to repair this vehicle.
[REDACTED]
|
12:26pm

I will look into this for you. Can I have the VIN and mileage?

Anthony

12:45pm

*Conversation was closed because of a timeout
23 Nov. 2021 | 01:16pm*

1 previous conversation

23 Nov. 2021

Do you have an eta on when you could get back to me?

03:40pm

Thanks. Can we get your first and last name?

General Motors

03:40pm

03:41pm

Attempting to connect you to an advisor...

General Motors

03:41pm

Thank you for contacting Chevrolet Customer Assistance, my name is Dominique. How can I assist you today,

Dominique

03:46pm

I had an inquiring in to Kyle. He said he would look into it for me. He never gave me a timeline

03:47pm

[3/3] p on figuring out a path forward.

[2/3] can't repair now due to new rules from GM regarding tools. My car has a bad BAttery Control Module. I need my car repaired ASAP. I am looking for hel

[1/3] Here is my issue:

I have a 2017 Volt. I have been working with Chevrolet of Columbus in Columbus Indiana. My car has two issues they are saying they

[REDACTED]

|

03:48pm

I'm sorry to hear you're experiencing these issues. Can you please provide me with the last 8 of your VIN starting with the letter H as well as your current mileage?

Dominique

|

03:56pm

[REDACTED]

[REDACTED]

|

04:00pm

What are the next steps?

[REDACTED]

|

04:09pm

I have another issue they hasn't even been diagnosed it they won't do it till they have ability to fix the car. What are the tools they are missing?

[REDACTED]

|

04:10pm

We will need to gather some information first to create a case for you. Can you please provide the last 8 of your VIN as well as your phone number and email address?

Dominique

|

04:11pm

[REDACTED]

[REDACTED]

|

04:14pm

What issues are the dealer telling you that they can't repair?

Dominique

|

04:22pm

Bad battery control module.

[REDACTED]

|

04:23pm

Vibration when the engine first starts and you have to stop. Shakes the whole car.

[REDACTED]

|

04:24pm

This is a new development as they have worked on my volts for 5 yrs

[REDACTED]

|

04:33pm

04:49pm

I see. Thank you very much. One moment for me to get you your case number.

Sarah

|

04:52pm

How long has the vehicle been at the dealership and which dealership is working on it?

Sarah

|

04:55pm

I have the vehicle. It works intermittently. I have had it to the dealership 3 times for a total of 1.5wks. Dealership is Cheverolet of Columbus.

[REDACTED]

|

04:56pm

Would that be in Ohio?

Sarah

|

04:57pm

Also, could I please get the mileage of the vehicle?

Sarah

|

05:02pm

And your case number is [REDACTED]

Sarah

|

05:06pm

Thank you for contacting Chevrolet. Have a nice night.

Sarah

