

Hello, [REDACTED]. This is Sarah reaching out with Chevrolet. I checked in with the dealership and it turns out this dealership cannot work on EV right now and are trying to get a tech or get those certifications as soon as possible. The owner and the service manager is working to get certifications and machines to work on EV but they did not have them at that time and still are not quite able to. They can do some repairs but not internal electrical devices. They will have the service manager reach out and give me updates on what's been done to try and get them set up. If there's anything else I can do for you, please let me know. Otherwise, thank you for contacting Chevrolet.

[1/2] Sarah. Thanks for the update. The part I don't understand is they have worked on my hybrid cars for years. What has changed? They have a tech that is

[2/2] certified. They mentioned it is the tools. What are the special tools required. I need the battery control module changed. Please advise.

[REDACTED]

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02:51pm

They are working on getting everything settled. That is all I was told. All I can advise to keep in touch with them to know when they'll have all that together. Otherwise, all I could recommend would be to find another dealership in the area that might have the certifications and tools.

Ok. I think they had outstanding questions on whether the tools were required with the nature of my repair. Do you know any update on that?

[REDACTED]

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02:55pm

The technicians at the dealership would be better able to answer that than myself. They are able to be hands on with the vehicle so I couldn't tell you what they would need or wouldn't.

I assume you would not have a list of dealerships with the tools and approvals.

No, unfortunately. I do apologize. Is there anything else I can look into for you?

Ok. No there is nothing else. Thank you

[REDACTED]

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03:10pm

You are most welcome. Thank you for contacting Chevrolet. Have a nice day.