

██████████ 23 Mar. 2022 , 11:23am

YES

General Motors, 23 Mar. 2022 , 11:23am

Thanks. Can we get your first and last name?

[Sent]

██████████ 23 Mar. 2022 , 11:23am

██████████

General Motors, 23 Mar. 2022 , 11:23am

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 23 Mar. 2022 , 11:23am

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

[Sent]

██████████ 23 Mar. 2022 , 11:31am

[2/4] pair that should have been covered (the other repair was finally done by an out-of-town dealer), and they are now refusing to even talk to us.

I have b

██████████ 23 Mar. 2022 , 11:31am

[1/4] I have a 2017 Volt and been having trouble getting Voltec warranty work done by the local dealer. VIN is ██████████

They charged me for one re

██████████ 23 Mar. 2022 , 11:31am

[3/4] I'm dealing with Natasha Coleman in Chevy Customer Service at 866-790-5600, x██████████

However, I just found (in my owners manual) this number 877-486-5

██████████ 23 Mar. 2022 , 11:31am

[4/4] 846.

Have I been using the wrong number all along?

Raviana, 23 Mar. 2022 , 11:39am

Thank you for contacting Chevrolet Customer Care ██████████, my name is Raviana. A case has been opened for you already ██████████, would you like for me to notify your case advisor Natasha to reach out to you on concerns?

[Sent]

██████████ 23 Mar. 2022 , 11:43am

[1/2] I'm sorry. Yes I already have Case# ██████████

No, Natasha said she'll call me back in a few days.

I just need to know if I called the wrong number

██████████ 23 Mar. 2022 , 11:43am

[2/2] I'm initially: if I should have called you first instead.

Raviana, 23 Mar. 2022 , 11:43am

No worries, you called the correct number. 😊

[Sent]

██████████, 23 Mar. 2022 , 11:44am

(Why the two question marks in your text?)

██████████ 23 Mar. 2022 , 11:48am

[1/2] Is it okay if I tell Natasha to let the local dealer know that, if they won't even talk to us (Step One) and if she can't solve it (Step Two), Step Three

██████████, 23 Mar. 2022 , 11:48am

[2/2] e in the manual would be to contact the BBB Auto Line Program?

Raviana, 23 Mar. 2022 , 11:51am

Yes, of course. If you'd like more information, you may go to the BBB Autoline website per instructions contained within your Owner's Manual. There you'll see state-specific lemon law guidelines and instructions for submitting a claim.

That website address is www.bbbprograms.org/programs/bbb-autoline You will need the following information; Owner's name and address, Vehicle identification number (VIN), the Make, Model, Year and mileage of the vehicle and provide a description of the problem.

[Sent]

██████████ 23 Mar. 2022 , 11:54am

Thanks. We'll give Natasha yet another chance to solve the problem, and if she isn't able to, then we'll proceed with BBB.

██████████ 23 Mar. 2022 , 11:59am

[1/3] Oh, and we don't think the Volt is a lemon. It's the best car I've ever owned, and I was really sad to be unable to use it for two months.

Also, since t

██████████ 23 Mar. 2022 , 11:59am

[2/3] he local dealer refused to talk to us, we were forced to take the car to a dealer 30 miles away. That turned out good -- the second dealer was terrific!

██████████ 23 Mar. 2022 , 11:59am

[3/3] We'll likely keep going t to that dealer, rather than the awful local dealer.

Raviana, 23 Mar. 2022 , 12:02pm

Your very welcome, I have documented concerns in your case. Any other questions I can assist with today?

[Sent]

██████████, 23 Mar. 2022 , 12:05pm

No, I just wanted to ensure that I'd correctly followed the Steps listed in our Volt's owner's manual.

Raviana, 23 Mar. 2022 , 12:11pm

Thank you for contacting Chevrolet Customer Care ██████████. Feel free to reply here anytime, were here to help. Have a great day!

[Sent]

██████████, 23 Mar. 2022 , 12:40pm

I just heard back from the local dealer.

He apologized, admitted it was their error, and said they will be reimbursing us the full amount!

Issue solved.

Raviana, 23 Mar. 2022 , 12:50pm

Great! Now that we have a resolution to your case, we will retain your case information in our systems for future reference if needed. Please don't hesitate to contact us if you need assistance down the road.

[Sent]