



[REDACTED]

**Thank you for contacting Chevrolet, Case number [REDACTED]**

4 messages

**CustomerCare@chevrolet.com** <CustomerCare@chevrolet.com>

Wed, Feb 1, 2023 at 5:49 PM

Reply-To: CustomerCare@chevrolet.com

To: [REDACTED]

Email ID# [REDACTED] Do not delete/alter this line  
=====

Dear [REDACTED]  
Thank you for calling Chevrolet with regard to your 2017 Chevrolet Volt.

For your reference, your case number from our conversation today is [REDACTED]

To be eligible for rental coverage, vehicle must meet one of the following criteria:

- Must require an overnight stay for any reason and be within the applicable warranty (including CPO and parts warranties) or no more than 200 days/6,000 miles outside the warranty
- Vehicle is unsafe to drive (concerns with stalling, brake failure, steering issues, inoperative headlamps, etc)
- Emergency situations (time, area, distance from a GM dealership, etc)
- For a concern that was unable to be duplicated while within the applicable warranty and requires an overnight stay
- For a concern that was previously repaired under warranty and requires an overnight stay

Rental reimbursement guidelines:

- GM will reimburse all state and local taxes
- GM is not responsible for refueling fees or insurance coverage
- [Proof-of-service](#) requirements apply
- Exceptions to these guidelines may be approved by any GM personnel

I appreciate the opportunity to assist you.

Chevrolet Customer Assistance  
Ryan  
ext [REDACTED]

[REDACTED]  
[REDACTED]  
To: CustomerCare@chevrolet.com

Fri, Feb 3, 2023 at 10:38 AM

Ryan,

I know you are scheduled to contact me this afternoon. I just want to clarify that I am looking for information related to the part. On the phone the other day, you mentioned a part (the BECM??) was ordered on 1/26/2023 and expected to ship 2/1/2023. I had been unaware that GM was planning to do that... if so that is great because Portsmouth Chevrolet has been attempting to order but the BECM is showing on a super long backorder for them.

In the event GM did place the order, I want that info shared with me.

Looking forward to your call this afternoon.

Best,  
[REDACTED]

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**CustomerCare@chevrolet.com** <CustomerCare@chevrolet.com>

Sat, Feb 4, 2023 at 2:33 PM

Reply-To: CustomerCare@chevrolet.com

To: [REDACTED]

Good Afternoon [REDACTED]

My name is Tiffany and I am emailing you on behalf of your new Owning Advisor, Trisha. We see that your previous Advisor, Ryan, sent over this email in regards to Rental Reimbursement. We have just a couple follow up questions regarding your case.

Have the repairs been made to your 2017 Chevrolet Volt? Have you heard from the dealership since the part needed was shipped to the dealership? Please send over rental receipts when the rental vehicle has been turned in and your vehicle is back in your possession.

Also, please be sure to send over a copy of the Repair Invoice from the dealership. Your Owning Advisor, Trisha, will be in communications with you next week.

Thank you for your patience.

Warm Regards,  
Tiffany, on behalf of Trisha  
Chevrolet Customer Assistance  
1-866-790-5600 EXT [REDACTED]

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Sat, Feb 4, 2023 at 2:42 PM

From: [REDACTED]  
To: CustomerCare@chevrolet.com

Tiffany and Trisha,

- 1) Repairs have NOT been completed. The dealer is still awaiting a BECM. My understanding is that GM shipped them one on 2/1/2023.
- 2) I have not heard from the dealership since the part was shipped.

This process has been very upsetting as I am now in the third week without my vehicle and communication has been extremely difficult. I've been bounced to multiple GM reps and get different/ incomplete information from each. Likewise, GM has not kept my dealer in the loop.

I am also very worried about rental reimbursement as I am paying out of pocket awaiting my car to be fixed and rental subsequently reimbursed.

I am anxious to hear back.

Best,

[REDACTED]  
[Quoted text hidden]