

10 Jul. 2023

02:50pm

GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.

Thanks for contacting GM. To help verify your account, can you please provide your First Name?

General Motors

02:50pm

02:51pm

Can we also get your Last Name please?

General Motors

02:51pm

Do you have your Case Number handy? If so, please enter it now or type "SKIP". You will then be connected with an advisor.

General Motors

02:51pm

02:52pm

Just a moment...if it's outside business hours (M-Sun 8a-11p) we will respond the next time we are open. Otherwise, we will be with you shortly.

General Motors

02:52pm

02:55pm

Hello! Thank you for contacting GM Customer Assistance, my name is Brandon! I will be happy to help you today with your questions! How may I assist you? After your responses, please feel free to go on with your day! You'll receive a notification of our next response shortly.

Brandon

03:03pm

We experienced 6 1/2 months without a car when our Volt had a failure of it's Voltec system last October. Case number [REDACTED] I am writing to report that the Voltec system in the Volt has again failed. It has been at Stevinson Chevrolet since June 21 due to another failure of the Voltec battery. Arrival of the new part is undetermined.

Since we have completely lost patience and confidence in this vehicle we would like to be contacted by someone within GM who has the ability to negotiate a buy back of the car. Our goal is to receive the full blue book used car price for a 2017 Volt in good condition with only 36,000 miles driven. We cannot continue without a reliable low mileage vehicle with only our RV as backup. This whole experience has been very stressful and anxiety producing.

SMS [REDACTED]

03:16pm

03:52pm

Good afternoon [REDACTED] My name is Tonya. I am pulling up your case now. I want to make sure your concerns are handled properly. Once you respond, please feel free to go about your day. You will receive a notification of our next response shortly. It will be my pleasure to help you today.

Tonya

03:55pm

Thank you.

SMS [REDACTED]

03:56pm

I am not able to pull up your case number. I apologize for that. In this case, can I please have you confirm your phone number and email address so I can try to pull you up that way?

Tonya

04:06pm

Home phone is [REDACTED] Cell [REDACTED] address is [REDACTED]. I had been communicating by email with Stefanie at CustomerCare@GMC.com.

SMS User [REDACTED]

04:10pm

I see it was [REDACTED] and that this case was resolved. May I ask if you would like me to create a new case and reach out to the dealer and may I ask if they said they have a back order on this part or not?

Tonya

04:30pm

I have been told by Stefanie that I need a new case number. A part is on order but there is no ETA at this point. You may reach out to Stevinson but they are not the issue for us. Last time it took several months to have any information on the arrival of the parts.

SMS [REDACTED]

04:34pm

I can do that now. Lastly may I ask if you prefer chat email or phone contact and is there a best time of day to reach you?

Tonya

04:40pm

Any time is fine. Chat works okay for now.

SMS User [REDACTED]

04:41pm

Your new case number is [REDACTED] and may I ask if you prefer [REDACTED] or [REDACTED]

Tonya

04:41pm

[REDACTED] good. 😊

SMS [REDACTED]

04:42pm

Thank you for that. I will reach out to the dealer tonight over email and then over phone tomorrow. Afterwards, I will follow up with you over chat. Does that work for you and is there anything further I may help you with today?

Tonya

04:45pm

That sounds good.

SMS User [REDACTED]

04:46pm

Excellent! Thank you for reaching out to us here at GMC and for providing me the opportunity of helping you today. Please do feel free to reach out to us at any time. We are here for you.

Tonya

04:51pm



SMS [redacted]

04:51pm

*Conversation was closed by the agent  
10 Jul. 2023 | 04:57pm*

**11 Jul. 2023 01:36pm**

Tonya Patrick

[Transcript](#)

Conversation information

11 Jul. 2023

Good afternoon [redacted] My name is Tonya with case [redacted]. Is now a good time to chat? I reached out to the dealer yesterday over email but they have yet to respond at this time. I have time to reach out to them by 4:30 today if you like and can then reach out again over this message with what I find.

I want to make sure your concerns are handled properly. Once you respond, please feel free to go about your day. You will receive a notification of our next response shortly. It will be my pleasure to help you today.

Tonya

01:36pm

I will be able to speak to you after 2 pm MDT if that would work.

SMS [redacted]

01:39pm

Are you wanting this over chat or phone?

Tonya

01:40pm

Phone will be good I think.

SMS User [redacted]

01:40pm

I have set an alarm to reach out to you after reaching out to the dealer this afternoon. Is there anything further I may help you with today?

Tonya

01:47pm

Not that I can think of. On second thought though I think I'd rather do it by chat so I don't forget any details. Thank you.

SMS [REDACTED]

01:50pm

That is quite alright. I can do that. Thank you for being part of the General Motors family and for allowing me the opportunity of helping you today. Please do feel free to reach out to us at any time. We are here for you.

Tonya

01:51pm

*Conversation was closed by the agent  
11 Jul. 2023 | 01:59pm*

**11 Jul. 2023 05:10pm**

Natalie Sae-Phoo

[Transcript](#)

Conversation information

11 Jul. 2023

Good evening [REDACTED] My name is Tonya with case [REDACTED]. Is now a good time to chat?

I want to make sure your concerns are handled properly. Once you respond, please feel free to go about your day. You will receive a notification of our next response shortly. It will be my pleasure to help you today.

The dealer confirmed

Waited 9 months on battery for last year

Battery went bad

Working on obtaining another battery

They then reached out to their parts department who had no ETA.

I sent the Service Manager a direct email and they are sending more more information over email within 72 hours.

I want to make sure your concerns are handled properly. Once you respond, please feel free to go about your day. You will receive a notification of our next response shortly. It will be my pleasure to help you today.

Tonya

05:10pm

Actually I believe it was 6 1/2 months we waited for the replacement battery last year. So you will be waiting for that email from the service department sometime within the next 72 hours before anything further is decided. Is that correct?

SMS [REDACTED]

05:17pm

05:22pm

Hello. Thank you for contacting General Motors Customer Assistance. My name is Natalie, I will document your concerns on your behalf. Once we receive more information from your dealership, your case advisor to get in contact with you.

After your responses, please feel free to go on with your day. You'll receive a notification of our next response shortly.

Natalie

06:01pm

OK

SMS User [REDACTED]

06:11pm

Is there anything else I can assist you with today?

Natalie

06:12pm

*Conversation was closed because of a timeout  
11 Jul. 2023 | 06:47pm*

**11 Jul. 2023 06:48pm**

CAC T2 SMS Bot\_1

[Transcript](#)

Conversation information

11 Jul. 2023

No thanks.

SMS [REDACTED]

06:48pm

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Thanks for contacting GM. To help verify your account, can you please provide your First Name?

General Motors

06:48pm

Conversation was closed because of a timeout  
11 Jul. 2023 | 07:37pm

14 Jul. 2023 08:28pm

Wendy Hunt

[Transcript](#)

|

Conversation information

SUMMARY

Previous notes

[Tonya Patrick](#)

14 Jul. 2023 | 09:00pm

Eod

14 Jul. 2023

Good evening [REDACTED] My name is Tonya with case [REDACTED]. Is now a good time to chat?

The dealer confirmed

Waited 9 months on battery for last year

Battery went bad

Working on obtaining another battery

They then reached out to their parts department who had no ETA.

I sent the Service Manager a direct email and they responded with the below

-Order number [REDACTED] placed for battery

-They are on back order with no ETA

I want to make sure your concerns are handled properly. Once you respond, please feel free to go about your day. You will receive a notification of our next response shortly. It will be my pleasure to help you today.

Tonya

|  
08:28pm

May I ask if you would like me to proceed with checking into repurchase at this time?

Tonya

|  
08:33pm

Yes, please.

SMS [REDACTED]

|

09:11pm

Thank you for your response, [REDACTED] I have let your advisor know, and they will be reaching back out to you. Will there be anything else I may be able to assist you with at the moment?

Wendy

|

09:14pm

No. Thank you.

SMS [redacted]

|

09:15pm

Thank you for chatting in this evening, [redacted], I hope you have the best evening and weekend possible!

Wendy

|

09:16pm

You too.

SMS User [redacted]

|

09:17pm

Thank you for your kindness!

Wendy

|

09:17pm

*Conversation was closed because of a timeout  
14 Jul. 2023 | 09:47pm*

**16 Jul. 2023 10:09am**

Tonya Patrick

[Transcript](#)

|

Conversation information

16 Jul. 2023

Good morning [redacted]. My name is Tonya with case [redacted] Is now a good time to chat? After a more thorough review of your case, as your case is out of warranty, no repurchase or trade in request can be provided.

I apologize that this was not caught earlier in the review.

I am working directly with the dealer to verify if there are any delays on obtaining your battery.

May I ask if you have any additional updates since our last conversation?

I want to make sure your concerns are handled properly. Once you respond, please feel free to go about your day. You will receive a notification of our next response shortly. It will be my pleasure to help you today.

Tonya

|

10:09am

What I mean by that is I am trying to see if I can get your case escalated as it was before, when you were conversing with Stefanie.

Tonya

10:12am

*Conversation was closed because of a timeout  
16 Jul. 2023 | 10:47am*

**16 Jul. 2023 11:38am**

CAC T2 SMS Bot

**Transcript**

Conversation information

16 Jul. 2023

The Voltec system had an 8 year warranty and the car is a 2017.

SMS User [REDACTED]

11:38am

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Thanks for contacting GM. To help verify your account, can you please provide your First Name?

General Motors

11:38am

So I believe it is still a buyback issue.

SMS User [REDACTED]

11:39am

Can we also get your Last Name please?

General Motors

11:39am

The car is unusable without the Voltec system.

SMS User [REDACTED]

11:57am

Do you have your Case Number handy? If so, please enter it now or type "SKIP". You will then be connected with an advisor.

General Motors

11:57am

*Conversation was closed because of a timeout  
16 Jul. 2023 | 12:47pm*

16 Jul. 2023 04:44pm

Jasmine Clark

Transcript

Conversation information

16 Jul. 2023

SMS User

04:44pm

GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.

Thanks for contacting GM. To help verify your account, can you please provide your First Name?

General Motors

04:44pm

SMS User

04:45pm

Can we also get your Last Name please?

General Motors

04:45pm

SMS User

04:45pm

Do you have your Case Number handy? If so, please enter it now or type "SKIP". You will then be connected with an advisor.

General Motors

04:45pm

SMS User

04:45pm

Just a moment...if it's outside business hours (M-Sun 8a-11p) we will respond the next time we are open. Otherwise, we will be with you shortly.

04:45pm

04:48pm

Hello! My name is Jasmine! Thank you for chatting into GM Customer Care! I am happy to assist you today. To start, can you please share your phone number, email address and reason for chatting in today? After each response, please feel free to go about your day and you will receive a notification from us shortly.

Jasmine

04:59pm

I've been in an ongoing chat with several people- the last being Tonya who sent a chat to me this morning at 8 am. But I keep getting messages to recontact GM so that is why I resent my name and Case Number.

SMS User [REDACTED]

05:04pm

Thank you for sharing that information with me. I can see your advisor has escalated your case to our parts delay team as we are continuing to work to ensure your part ships and arrives to your dealer.

Jasmine

05:09pm

I still do not agree that the car is not a buyback issue since the Voltec system is under warranty.

SMS User [REDACTED]

05:11pm

I understand. I am happy to notify your advisor that you chatted in today so they can follow up with you as soon as they become available. They can also look further into your buyback request as well.

Jasmine

05:12pm

I would appreciate that. Thank you.

SMS User [REDACTED]

05:13pm

You are most certainly welcome! Thank you for chatting into GM Customer Care! Enjoy the rest of your day & stay safe!

Jasmine

05:20pm

Conversation was closed because of a timeout  
16 Jul. 2023 | 06:12pm

18 Jul. 2023 04:18pm

Natalie Sae-Phoo

[Transcript](#)

Conversation information

18 Jul. 2023

Hi, [REDACTED]. This is Anthony with the Chevrolet customer assistance part delay team. I am reaching out regarding your case [REDACTED].

For the battery replacement. If this is a good time for you, I would like to ask you a few questions, or if you have any further questions/ concerns, I am more than happy to assist you further.

If not, I will provide an update to you no later than 7/25/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

04:18pm

This is a good time.

SMS User [REDACTED]

04:57pm

Great! What date was the vehicle taken to the dealership?

Are you currently in a loaner or rental vehicle provided by yourself or by the dealership?

Has the dealership stated if there are any out of pocket repair costs to you?

Where is the vehicle now?

Brandon

05:27pm

Which time?

I have been through all this with previous advisors

SMS User [REDACTED]

05:28pm

And the dealership sent a report apparently

SMS User [REDACTED]

05:29pm

We experienced 6 1/2 months without a car when our Volt had a failure of it's Voltec system last October. Case number S [REDACTED] I am writing to report that the Voltec system in the Volt has again failed. It has been at Stevinson Chevrolet since June 21 due to another failure of the Voltec battery. Arrival of the new part is undetermined.

SMS [REDACTED]

|

05:31pm

05:48pm

I sincerely apologize for the frustration you have endured regarding this.

Wendy

|

05:56pm

Thanks

SMS [REDACTED]

|

05:57pm

I definitely know an apology doesn't make up for the frustration, and I will be adding this documentation into your case.

Wendy

|

06:00pm

Thanks

SMS User [REDACTED]

|

06:42pm

06:46pm

My pleasure. Is there anything else I can assist you with?

Natalie

|

06:49pm

Can you run my request to have me GM buyback this vehicle due to the excessive inconvenience of owning this car and not having it. We have one other vehicle which is an RV.

SMS User [REDACTED]

|

07:01pm

I can document what you have shared with me and notify your case advisor of your request and she will follow up with you moving forward.

Natalie

07:15pm

Thank you.

SMS User [REDACTED]

07:16pm

You are welcome. Is there anything else I can assist you with?

Natalie

07:20pm

No thank you.

SMS [REDACTED]

07:20pm

You are most welcome. Thank you for contacting Chevrolet, and have a nice day.

Natalie

07:22pm

*Conversation was closed because of a timeout  
18 Jul. 2023 | 08:06pm*

**19 Jul. 2023 12:10pm**

Anthony Smith

[Transcript](#)

Conversation information

19 Jul. 2023

Good afternoon, [REDACTED]. This is Anthony from Chevrolet's part delay team. I am reaching out regarding your case [REDACTED].

Per my research, there is no ETA available at this time. I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

Also, I saw your request for a buyback but your vehicle is out of Warranty which denies your request.

I am empowered to offer you myGM rewards points as a way to offset the frustration you are experiencing due to this parts delay. Please look into enrolling in our Rewards program at mygmrewards.com. Signing up is free and quick. Redeeming points is easy, and you can use them toward a new GM vehicle, accessories, paid certified service and more. This is not a credit card program. If you have questions about the program, the rewards team can be reached Monday through Saturday from 9am to 8pm, Eastern Standard Time. The

rewards team phone number is 844-764-2665.

If not, I will update you again no later than 7/25/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

12:10pm

*Conversation was closed because of a timeout  
19 Jul. 2023 | 12:47pm*

**20 Jul. 2023 01:17pm**

CAC T2 SMS Bot\_1

[Transcript](#)

Conversation information

20 Jul. 2023

We are not interested in the GM rewards, thank you. I will await the update.

SMS User [REDACTED]

01:17pm

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Thanks for contacting GM. To help verify your account, can you please provide your First Name?

General Motors

01:17pm

We don't have a car because GM can't provide parts that are under warranty which are required for the car to function. We also don't know if the part will ever arrive and then it may not work for long. So we don't know if we will ever get the car back or when. This is totally unacceptable.

SMS [REDACTED]

01:26pm

Can we also get your Last Name please?

General Motors

01:26pm

We cannot afford to just go out a new car.

SMS User [REDACTED]

01:27pm

Do you have your Case Number handy? If so, please enter it now or type "SKIP". You will then be connected with an advisor.

General Motors

01:27pm

*Conversation was closed because of a timeout  
20 Jul. 2023 | 02:12pm*

**25 Jul. 2023 04:27pm**

Anthony Smith

[Transcript](#)

[Conversation information](#)

25 Jul. 2023

Good afternoon, [REDACTED] This is Anthony from Chevrolet's part delay team. I am reaching out regarding your case [REDACTED]

Per my research, there is no ETA available at this time. I am awaiting a response from the District Manager. I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

If not, I will update you again no later than 7/25/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

04:27pm

*Conversation was closed because of a timeout  
25 Jul. 2023 | 05:06pm*

**26 Jul. 2023 12:58pm**

CAC T2 SMS Bot

[Transcript](#)

[Conversation information](#)

26 Jul. 2023

Okay.

SMS [REDACTED]

12:58pm

GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.

Thanks for contacting GM. To help verify your account, can you please provide your First Name?

General Motors

12:58pm

*Conversation was closed because of a timeout  
26 Jul. 2023 | 01:32pm*

**31 Jul. 2023 01:41pm**

Anthony Smith

[Transcript](#)

|

Conversation information

31 Jul. 2023

Good afternoon, [REDACTED] is Anthony from Chevrolet's part delay team. I am reaching out regarding your case [REDACTED]

Per my research, the District Manager did confirm some things for my case. He informed me they are just waiting for a part of the battery to come in and not an entire new battery again. I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

If not, I will update you again no later than 8/7/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

|

01:41pm

*Conversation was closed because of a timeout  
31 Jul. 2023 | 02:22pm*

**01 Aug. 2023 01:04pm**

CAC T2 SMS Bot

[Transcript](#)

|

Conversation information

01 Aug. 2023

Thank you. It is terribly frustrating and we would appreciate all efforts to facilitate getting the part.

SMS [REDACTED]

|

01:04pm

GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.

Thanks for contacting GM. To help verify your account, can you please provide your First Name?

General Motors

|

01:04pm

*Conversation was closed because of a timeout  
01 Aug. 2023 | 01:42pm*

**07 Aug. 2023 01:53pm**

Anthony Smith

[Transcript](#)

|

Conversation information

07 Aug. 2023

Good afternoon, [REDACTED]. This is Anthony from Chevrolet's part delay team. I am reaching out regarding your case [REDACTED].

Per my research, they informed me of the process they have to follow so it is a bit harder to get updates for your part delay but I will make sure to be updated as much as they are. I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

If not, I will update you again no later than 8/14/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

01:53pm

*Conversation was closed because of a timeout  
07 Aug. 2023 | 02:45pm*

**14 Aug. 2023 03:30pm**

Anthony Smith

[Transcript](#)

[Conversation information](#)

14 Aug. 2023

Good [REDACTED] This is Anthony from Chevrolet's part delay team. I am reaching out regarding your [REDACTED]

Per my research, they informed me of the process they have to follow so it is a bit harder to get updates for your part delay but I will make sure to be updated as much as they are. I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

I can however, offer Car payments for the duration of the time the vehicle is down due to part delay.

If not, I will update you again no later than 8/21/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

03:30pm

*Conversation was closed because of a timeout  
14 Aug. 2023 | 04:21pm*

**21 Aug. 2023 07:52pm**

Anthony Smith

[Transcript](#)

[Conversation information](#)

21 Aug. 2023

Good [REDACTED] This is Anthony from Chevrolet's part delay team. I am reaching out regarding your case [REDACTED]

Per my research, the part hasn't been delivered and there isn't an update to that case yet. I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

If not, I will update you again no later than 8/28/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

07:52pm

*Conversation was closed because of a timeout  
21 Aug. 2023 | 08:39pm*

**21 Aug. 2023 09:10pm**

CAC T2 SMS Bot\_1

[Transcript](#)

Conversation information

21 Aug. 2023

We will take you up on the offer to receive car payments while it is unavailable to us. Thank you.

SMS [REDACTED]

09:10pm

GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.

Thanks for contacting GM. To help verify your account, can you please provide your First Name?

General Motors

09:11pm

*Conversation was closed because of a timeout  
21 Aug. 2023 | 09:54pm*

**28 Aug. 2023 02:57pm**

Anthony Smith

[Transcript](#)

Conversation information

28 Aug. 2023

Good afternoon, [REDACTED] This is Anthony from Chevrolet's part delay team. I am reaching out regarding your case [REDACTED].

Per my research, the part hasn't been delivered and there isn't an update to that case yet. I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

I have also sent that email to collect your car payment documents.

If not, I will update you again no later than 9/4/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

02:57pm

*Conversation was closed because of a timeout  
28 Aug. 2023 | 03:36pm*

**19 Sep. 2023 05:00pm**

Anthony Smith

[Transcript](#)

Conversation information

19 Sep. 2023

Good afternoon, [REDACTED]. This is Anthony from Chevrolet's part delay team. I am reaching out regarding your case [REDACTED].

Per my research, the part has been delivered and they were working on it as of the 14th. Do you have your vehicle back? I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

If not, I will update you again no later than 9/26/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

05:00pm

*Conversation was closed because of a timeout  
19 Sep. 2023 | 05:31pm*

**26 Sep. 2023 05:22pm**

Anthony Smith

[Transcript](#)

Conversation information

26 Sep. 2023

Good afternoon, [REDACTED]. This is Anthony from Chevrolet's part delay team. I am reaching out regarding your case [REDACTED].

Per my research, the part has been delivered and they were working on it as of the 14th. Do you have your vehicle back? I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

If not, I will update you again no later than 10/3/2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

05:22pm

*Conversation was closed because of a timeout  
26 Sep. 2023 | 06:01pm*

**28 Sep. 2023 09:08pm**

CAC T2 SMS Bot\_1

[Transcript](#)

Conversation information

28 Sep. 2023

We have received the Volt. I'm interested to find out whether or not GM will be compensating us for the time we were without it.

SMS [REDACTED]

09:08pm

GM Customer Service: You enrolled in SMS subject to terms at sms-us.gm.com. Reply STOP to cancel, HELP for more info. Msg freq varies. Msg&data rates may apply.

Thanks for contacting GM. To help verify your account, can you please provide your First Name?

General Motors

09:08pm

*Conversation was closed because of a timeout  
28 Sep. 2023 | 09:41pm*

**03 Oct. 2023 05:17pm**

Anthony Smith

[Transcript](#)

Conversation information

03 Oct. 2023

Good afternoon, [REDACTED]. This is Anthony from Chevrolet's part delay team. I am reaching out regarding your case [REDACTED].

Per my research, I see you have your vehicle back. I will be emailing you, can you send the repair order in response so I can do research to rectify the part delay? I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further.

If not, I will update you again no later than 10//2023. Thank you again for choosing Chevrolet. Have a great week and be safe out there!

Anthony

05:17pm

*Conversation was closed because of a timeout  
03 Oct. 2023 | 06:05pm*

10 Oct. 2023 04:40pm

Heidi Pojky

Transcript

Conversation information

10 Oct. 2023

Good afternoon, [REDACTED] This is Olivia from GM's part delay team. I am reaching out on behalf of your advisor Anthony regarding your case [REDACTED]. Per my research, your vehicle is back with you! I did send an email to you today requesting a copy of your repair order. If you could please send us a copy so we may further research and see if we can provide compensation for the delay, we would greatly appreciate it.

I do apologize for the frustration this situation has caused for you and thank you for your continued patience. If you have any further questions, I am more than happy to assist you further. Thank you again for choosing Chevrolet. Have a great afternoon and be safe out there!

Olivia

04:40pm

EOD

Olivia

05:03pm

Privately

Conversation was closed by the agent