

[REDACTED]
Connecting... An agent will be with you shortly.

Caller English

System [2:22:42 PM]:

Welcome to chat.

Emma [2:23:07 PM]:

Hi, [REDACTED] Thank you for contacting Chevrolet Customer Assistance, my name is Emma.

Emma [2:23:48 PM]:

I am sorry to hear about the incorrect diagnostic report and for the engine issue that your vehicle is experiencing.

[REDACTED] [2:24:50 PM]:

Yes, I was wondering why I wasn't contacted when my engine light came on and battery power went out. I even get reports when I have a low tire.

Emma [2:25:10 PM]:

Just to clarify, being that your vehicle issue is being addressed at the dealership, what you are seeking for today is to get the diagnostic report corrected, did I get that right?

Emma [2:26:20 PM]:

Are you still there?

[REDACTED] [2:26:45 PM]:

Yes.

[REDACTED] [2:27:39 PM]:

Sorry, I had to step away for a moment since I'm at work.

Emma [2:27:56 PM]:

I certainly understand.

[REDACTED] [2:29:25 PM]:

When I received the report I was expecting that it would be about the engine condition but it said everything was perfect. Makes me wonder about the accuracy.

Emma [2:32:09 PM]:

I'm sorry to hear that you are experiencing such frustrations. One possible reason that I find is due to the battery that went out and may have caused no power in the vehicle which the OnStar might have not been able to register what happened.

Emma [2:32:45 PM]:

Anyway, I highly appreciate that the vehicle was brought to the Chevrolet dealership to be addressed.

[REDACTED] [2:32:51 PM]:

Ok. Well, I just wanted to pass that along.

Emma [2:33:05 PM]:

I'd like to know, has thee been a diagnosis done already?

Emma [2:33:31 PM]:

*there

[REDACTED] [2:34:03 PM]:

The diagnosis was something that I don't fully understand. They have given me a loaner since they deemed it inoperable.

Emma [2:35:19 PM]:

When did you take the vehicle in?

[REDACTED] [2:36:15 PM]:

the engine light came on while I was driving and the battery went out and went to gas. The main screen had a message that it cannot be charged, then the battery came back on as though nothing had happened. The next day it happened again twice so I brought it in. They said I would've been stranded at some point.

Emma [2:38:04 PM]:

So the dealership confirm that it is an engine issue?

[REDACTED] [2:38:35 PM]:

yes

Emma [2:39:01 PM]:

Thank you for the added information.

Emma [2:39:47 PM]:

With regard to the diagnostic report, it is best that you reach out to the OnStar Billing department at 1-877-879-6612.

[REDACTED] [2:40:06 PM]:

Ok, thank you.

Emma [2:40:29 PM]:

With regard to the engine issue, how would you like Chevrolet to assist you? Or what exactly are you seeking for as an assistance from Chevrolet?

[REDACTED] [2:41:51 PM]:

i just wanted to point out that the report was inaccurate.

Emma [2:43:04 PM]:

I see. Well, just in case you'd need further assistance about this matter, here is our service request number, [REDACTED].

[REDACTED] [2:43:26 PM]:

Ok, Thank you.

Emma [2:43:29 PM]:

I have documented here about the engine issue. By the way, what is the name of the dealership?

[REDACTED] [2:44:03 PM]:

Luther Brookdale Chevrolet.

Emma [2:44:08 PM]:

Thanks.

Emma [2:44:13 PM]:

Is there anything else I can assist you with?

[REDACTED] [2:44:26 PM]:

No thanks, have a good weekend.

Emma [2:44:45 PM]:

Thanks! You too! Thank you for contacting Chevrolet Customer Assistance. Have a nice day!

Call Disconnected.