

info [Automated], 21 Sep. 2019, 3:16pm

Hi!

info [Automated], 21 Sep. 2019, 3:16pm

I'm here to help route you to the right place.

Chevrolet, 21 Sep. 2019, 3:17pm

[Rich Content]

██████████, 21 Sep. 2019, 3:17pm

Assistance on a vehicle I own

Chevrolet, 21 Sep. 2019, 3:17pm

[Rich Content]

██████████ 21 Sep. 2019, 3:17pm

All Other Vehicle Questions

Chevrolet, 21 Sep. 2019, 3:17pm

[Rich Content]

██████████ 21 Sep. 2019, 3:17pm

I'd prefer to chat with a customer service advisor

Chevrolet, 21 Sep. 2019, 3:17pm

Just a moment...

info [Automated], 21 Sep. 2019, 3:17pm

Ok. While I'm connecting you to an advisor, feel free to start typing your question below.

Cecil, 21 Sep. 2019, 3:24pm

Please bear with me while I check.

██████, 21 Sep. 2019, 3:24pm

Sure... take your time.. thanks...

Cecil, 21 Sep. 2019, 3:25pm

I do not see a record.

Cecil, 21 Sep. 2019, 3:25pm

Did you submit the E-mail using the link below?

Cecil, 21 Sep. 2019, 3:25pm

[<https://www.chevrolet.com/contact/email-us>](Link:<https://www.chevrolet.com/contact/email-us>)

██████, 21 Sep. 2019, 3:26pm

Yes...

Cecil, 21 Sep. 2019, 3:27pm

I see. When you submit your Email there is a dedicated department who will get back to you according to the preferred method of contact you selected.

Cecil, 21 Sep. 2019, 3:28pm

To be sure that you get a response from them, you can reprocess and send another entry.

██████, 21 Sep. 2019, 3:29pm

OK... I had selected phone as the preferred method, but didn't receive a call last week, so that's why I wanted to check on it... I guess at this point, it would be just better to call now, right? I can do that on Monday if that's the best route now...

Cecil, 21 Sep. 2019, 3:29pm

but if I may ask, what is this about? maybe I can assist.

██████ 21 Sep. 2019, 3:30pm

My Chevy Volt had the check engine light come on before Memorial Day... took it to dealership since it only has 25K miles on it and is under warranty... told it was a bad cable between engine and battery pack... part no longer available as design has changed...

██████ 21 Sep. 2019, 3:31pm

Escalated from dealer to GM... they are looking for manufacturer who can build the part... no ETA on when it will be available...

██████ 21 Sep. 2019, 3:32pm

Had engine issue with car when it had 80 miles on it... was at the dealer for over 2 weeks then... so engine has been fully disassembled and now battery pack taken apart... would rather just trade in for a 2018 model on delaers lot... tax rebate expires on 10/1 so need to get done soon...

Cecil, 21 Sep. 2019, 3:33pm

I am sorry to learn about this but let me assist.

Cecil, 21 Sep. 2019, 3:34pm

May I have the VIN and mileage, please?

██████ 21 Sep. 2019, 3:35pm

Need to get paperwork, so will be back in a sec...

Cecil, 21 Sep. 2019, 3:35pm

Alright.

21 Sep. 2019, 3:37pm

Mileage is around 26K

Cecil, 21 Sep. 2019, 3:38pm

Thank you.

Cecil, 21 Sep. 2019, 3:40pm

Will you be able to identify which part is needed if you refer to the link below?

Cecil, 21 Sep. 2019, 3:40pm

[<https://www.gmpartsdirect.com/auto-parts/2017/chevrolet/volt/premier-trim/1-5l-l4-electric-gas-engine/electrical-cat/battery-scat>](Link:<https://www.gmpartsdirect.com/auto-parts/2017/chevrolet/volt/premier-trim/1-5l-l4-electric-gas-engine/electrical-cat/battery-scat>)

Cecil, 21 Sep. 2019, 3:43pm

I have not heard from you for some time. Do you wish to continue to chat?

21 Sep. 2019, 3:43pm

They said it was a cable that runs from the engine to the battery, so don't think it's any of those parts...

Cecil, 21 Sep. 2019, 3:44pm

Thank you.

Cecil, 21 Sep. 2019, 3:44pm

When was the last time you talk to the dealer about this?

21 Sep. 2019, 3:47pm

Last week... they initially gave me a loaner car, then called when it had 3K miles asking me to return it since they need to keep mileage around 3K to sell it as certified used... gave me another one, got a call

again when that one got to 3K miles on it to return... now in a rental since they don't want me using another new car of theirs... been a loooong process that I want to resolve soon...

Cecil, 21 Sep. 2019, 3:48pm

I totally understand where you are coming from. here is what we will do, we will escalate this to our senior advisor. Our senior advisor will review the case and will call you in 2 business days for further assistance.

Cecil, 21 Sep. 2019, 3:49pm

I cannot guarantee any assistance that is why we are escalating.

Cecil, 21 Sep. 2019, 3:49pm

May I have the name of the dealership that you are working with about this issue?

██████████ 21 Sep. 2019, 3:50pm

OK... that sounds good... I was initially wanting to extend the warranty since it's been taken apart so much, but now would rather just trade in for the 2018 on their lot... they want to sell it, and I don't mind paying a little more to get a new one that hasn't been disassembled.. thanks for the help..

Cecil, 21 Sep. 2019, 3:50pm

May I have the name of the dealership that you are working with about this issue?

██████████ 21 Sep. 2019, 3:51pm

Ciocca Chevrolet... they have been nice during this, and stated they have escalated it every week and called GM for the past 3 months, but no ETA can be given on when it will be fixed...

██████████, 21 Sep. 2019, 3:52pm

The \$3750 tax credit goes down to \$1750 on 10/1, so if I do the trade in now, I can take advantage of that also...

Cecil, 21 Sep. 2019, 3:53pm

Is this the one in Quakertown ?

██████████ 21 Sep. 2019, 3:53pm

No... West Chester PA...

Cecil, 21 Sep. 2019, 3:54pm

Thank you for clarifying.

Cecil, 21 Sep. 2019, 3:54pm

I am documenting this right now and we will give you a reference number.

Cecil, 21 Sep. 2019, 3:54pm

The phone number you provided, is that a good number to contact you?

██████████, 21 Sep. 2019, 3:55pm

Yes...

Cecil, 21 Sep. 2019, 3:55pm

Thank you.

Cecil, 21 Sep. 2019, 3:55pm

This is the reference number, ██████████.

Cecil, 21 Sep. 2019, 3:56pm

I am really hoping for the best.

Cecil, 21 Sep. 2019, 3:56pm

I hope I am able to help. Is there anything else I can assist you with?

██████████ Sep. 2019, 3:57pm

No.. that was it... I appreciate the help Cecil... have a good day...

Cecil, 21 Sep. 2019, 3:58pm

My pleasure assisting you today. Thank you for contacting Chevrolet Customer Assistance Center. Have a great day!

info [Automated], 21 Sep. 2019, 3:58pm

Thank you for chatting with us. Please chat back in with us if you still need assistance.