



Family / Friend Information (Required)

Customer First Name [REDACTED]  
Customer Last Name [REDACTED]  
Customer Phone Number [REDACTED]

Involved Dealership AutoNation Chevrolet West Austin  
Vehicle Identification Number (VIN) [REDACTED]  
Customer Email [REDACTED]

(Optional)

Customer City Austin  
Customer State TX  
Customer Zip Code [REDACTED]

Please provide a brief description of the problem

I have had two service experiences with this dealership. One was extremely frustrating, and the second is still ongoing and is disappointing.

In my first experience, my 2017 Chevrolet Volt needed a 12V battery replaced. This simple straightforward repair took the dealership longer than 40 days with my car sitting there the entire time without a replacement vehicle for longer than a month! (and I do have Chevrolet Extended Warranty).

The second experience was due to check engine light and an email from OnStar regarding a problem with my Volt's electric drive. I contacted the dealership on November 5, 2019 and asked for a time I could drop the car off. After 10 days of back and forth, I was told on November 15th that their first availability will be on November 26th (21 days after I reported the problem).

I did drop the car off on November 26th and as I am writing this it has

been 14 days since they have had my car and I have not received a single update on the status of the car!

Is this a safety issue?

No

Employee Information

Employee First Name [REDACTED]

Employee Last Name [REDACTED]

Employee Phone Number [REDACTED]

Employee Email [REDACTED]