

info [Automated], 03 Jan. 2020, 10:52am

Hi!

info [Automated], 03 Jan. 2020, 10:52am

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

Chevrolet, 03 Jan. 2020, 10:52am

[Rich Content]

██████████ 03 Jan. 2020, 10:53am

Hi. I've been waiting on a BECM for my Chevrolet Volt 2017 since 12/23/19. I'm sick and tired of waiting for the part, and I demand to speak with someone powerful enough to get the part to my dealer today.

Chevrolet, 03 Jan. 2020, 10:53am

Please select one of the options above.

██████████, 03 Jan. 2020, 10:53am

Assistance on a vehicle I own

Chevrolet, 03 Jan. 2020, 10:53am

[Rich Content]

██████████ Jan. 2020, 10:53am

Hi. I've been waiting on a BECM for my Chevrolet Volt 2017 since 12/23/19. I'm sick and tired of waiting for the part, and I demand to speak with someone powerful enough to get the part to my dealer today.

██████████ Jan. 2020, 10:53am

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03 Jan. 2020, 10:53am

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Chevrolet, 03 Jan. 2020, 10:53am

Just a moment...

03 Jan. 2020, 10:53am

Hi. I've been waiting on a BECM for my Chevrolet Volt 2017 since 12/23/19. I'm sick and tired of waiting for the part, and I demand to speak with someone powerful enough to get the part to my dealer today.

info [Automated], 03 Jan. 2020, 10:53am

I'm connecting you to a chat advisor now.

Chevrolet [Private], 03 Jan. 2020, 10:53am

US_CS_NoSelection

info [Automated], 03 Jan. 2020, 10:53am

You are now chatting with Jane.

Jan. 2020, 10:53am

Hi. I've been waiting on a BECM for my Chevrolet Volt 2017 since 12/23/19. I'm sick and tired of waiting for the part, and I demand to speak with someone powerful enough to get the part to my dealer today.

03 Jan. 2020, 10:53am

Blame the UAW strike all you want, this is blatantly unacceptable.

03 Jan. 2020, 10:53am

I demand immediate action.

03 Jan. 2020, 10:54am

GM can either get the part to the dealer today, or replace my car entirely. Pick one.

Jan. 2020, 10:54am

Replacement must be same model or better.

Jane, 03 Jan. 2020, 10:55am

I'm sorry about the delay. I can definitely forward the concern to our Senior Advisor who will coordinate with the dealership but if you wish to talk over the phone to the GM Customer Assistance Center Team, you may call these numbers: 1-866-790-5600 or 1-866-790-5700.

03 Jan. 2020, 10:56am

Oh I'm not calling anyone. I've done enough of that.

03 Jan. 2020, 10:56am

We're gonna sit here and figure this out, right here, right now.

03 Jan. 2020, 10:56am

The dealership has done as much as they can right now. This is a GM issue. GM will fix it. Period. End of story.

Jane, 03 Jan. 2020, 10:57am

Alright. Let me take care of this for you. May I have your phone number please? Just in case the chat gets disconnected, I can call you back.

03 Jan. 2020, 10:57am

03 Jan. 2020, 10:57am

I have 0 sympathy for a multi billion dollar company.

Jane, 03 Jan. 2020, 10:57am

Thank you. May I have the VIN and the mileage? Also please provide me with the name and complete address of the dealership with the Zip code.

03 Jan. 2020, 10:59am

roughly 45k miles, GEORGE MATICK CHEVROLET, INC.

14001 Telegraph Rd

Redford, MI 48239-2854

03 Jan. 2020, 10:59am

Like I said, the dealer has done as much as they can do, and they are waiting on GM for the part to show up

03 Jan. 2020, 10:59am

So, unless GM plans to replace my car, they'd best get the part to the shop today.

03 Jan. 2020, 10:59am

I'm tired of waiting. This is absolutely unacceptable.

Jane, 03 Jan. 2020, 11:00am

Thank you. I understand how frustrating it can be on your part. Do you have the part number?

Jan. 2020, 11:01am

It's the battery energy control module. I'm not familiar with the part numbers.

. 2020, 11:01am

I figure you might have the ability to find that out given you're the GM employee on the chat here.

Jane, 03 Jan. 2020, 11:02am

That is okay. Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided me will be available to both your dealer and Senior Advisor. I will forward your case to them and the Advisor and Dealer will review your case and vehicle details, and one of them will be in contact with you within 2 business days to assist you further.

Jane, 03 Jan. 2020, 11:02am

This is the case number I created for this: [REDACTED]

[REDACTED] 03 Jan. 2020, 11:02am

Oh no, no. Today.

[REDACTED] 03 Jan. 2020, 11:02am

They will contact me TODAY

[REDACTED] 03 Jan. 2020, 11:02am

I will not be leaving this chat until we have a resolution

[REDACTED] Jan. 2020, 11:02am

Period.

[REDACTED] 03 Jan. 2020, 11:02am

Do you understand?

[REDACTED] 03 Jan. 2020, 11:03am

This is *NOT* the dealer's fault at this point. This is GM's.

[REDACTED] 03 Jan. 2020, 11:03am

GM will come up with a solution for me, TODAY.

Jane, 03 Jan. 2020, 11:03am

2 day period time is the maximum period of contact. Once I submit this case to them, they will surely take care of this right away.

██████████ Jan. 2020, 11:03am

I don't care what the maximum period is, you're going to get me in touch with them TODAY.

██████████ 03 Jan. 2020, 11:04am

I'm not waiting.

██████████ 03 Jan. 2020, 11:04am

I'm done with waiting.

██████████ Jan. 2020, 11:04am

I either want the part today or a replacement car.

██████████ 03 Jan. 2020, 11:05am

I ***WILL*** hold GM accountable.

██████████ Jan. 2020, 11:05am

GM may get away with this kind of nonsense with other people. Not with me. I will not rest.

Jane, 03 Jan. 2020, 11:07am

I completely understand your concern. I'm sorry I cannot get you in touch with them, especially this is chat. What we do for this kind of concerns is we create a case and forward it to our Senior Advisor who will take care of it for you. Please know that this issue will be our top priority. Our Senior Advisor will get in touch with you to make sure this issue will be addressed.

██████████ Jan. 2020, 11:07am

I'm not leaving this chat until they call me

██████████ 03 Jan. 2020, 11:08am

So best get moving with it.

██████████, 03 Jan. 2020, 11:09am

I'm waiting.

Jane, 03 Jan. 2020, 11:12am

I'm sorry, ██████████. I know waiting can be so much pain for you considering that you have already waited for so long but rest assured, the case I created for you will be forwarded to the Upper Department who will take care of this for you. There is nothing I can do but to create a case. The notification I put there includes a requirement for an immediate action. Waiting here in this chat conversation will not lead to anything.

██████████ Jan. 2020, 11:12am

That's unfortunate. I'm still not leaving the chat.

██████████ 03 Jan. 2020, 11:13am

I don't care what your script says, I will not leave the chat until I'm on the phone with an executive at GM

██████████ 03 Jan. 2020, 11:14am

A multi billion dollar company surely has the resources to get an electrical component to my dealer today. I'm not going to rest until it happens.

██████████ 03 Jan. 2020, 11:14am

Or, they can replace my car.

Jane, 03 Jan. 2020, 11:14am

If that is what you wish. I am finishing the case I created for you. Again, to let you know, someone will contact you as soon as they get the case I will be forwarding them. I am still finishing it since I still have you on the chat conversation. I hope you understand.

03 Jan. 2020, 11:15am

Okay, well, why don't you go ahead and finish it then. You're only wasting your own time at this point.

Jane, 03 Jan. 2020, 11:17am

I am trying to, but I cannot include the transcript while you are still on chat conversation with me. That is what I am trying to tell you. The case cannot be submitted without closing the conversation first.

03 Jan. 2020, 11:17am

Guess you'd better find a way then huh

Jan. 2020, 11:17am

Maybe it's time for you to loop in your manager

Jane, 03 Jan. 2020, 11:19am

Chat being closed is the only way. Would you consider calling the phone number I provided you, They do phone calls, not chat.

03 Jan. 2020, 11:20am

I will be back on chat in 15 minutes if I do not hear from them.