

info [Automated], 08 Feb. 2020, 4:07pm

Hi!

info [Automated], 08 Feb. 2020, 4:07pm

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

Chevrolet, 08 Feb. 2020, 4:07pm

[Rich Content]

██████, 08 Feb. 2020, 4:07pm

Assistance on a vehicle I own

Chevrolet, 08 Feb. 2020, 4:07pm

[Rich Content]

██████ 08 Feb. 2020, 4:08pm

All Other Vehicle Questions

Chevrolet, 08 Feb. 2020, 4:08pm

[Rich Content]

██████ 08 Feb. 2020, 4:08pm

I'd prefer to chat with a customer service advisor

Chevrolet, 08 Feb. 2020, 4:08pm

Just a moment...

info [Automated], 08 Feb. 2020, 4:08pm

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

Chevrolet [Private], 08 Feb. 2020, 4:08pm

US_CS_Services

info [Automated], 08 Feb. 2020, 4:08pm

You are now chatting with Lori.

Lori, 08 Feb. 2020, 4:08pm

Thank you for contacting Chevrolet Customer Assistance Center. My name is Lori. How may I assist you today?

██████ 08 Feb. 2020, 4:10pm

Hello I was wondering what the voltec warranty consist of. I currently have a 2017 Chevy volt and I had reprogramming work done on the BECM module. Looking through the warranty it would seem that this would be covered under the eight years hundred thousand mile warranty. Is this correct?

██████ 08 Feb. 2020, 4:11pm

A TSB is out for a Chevy volt 2017 for BECM issues as well...

Lori, 08 Feb. 2020, 4:11pm

Let me check that information for your voltec warranty consist of. May I have your VIN and the current mileage?

██████ 08 Feb. 2020, 4:12pm

████████████████████

██████ 08 Feb. 2020, 4:12pm

45840 miles

Lori, 08 Feb. 2020, 4:14pm

Please give 3-5 minutes to check my resources.

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Okay no problem

Lori [Automated], 08 Feb. 2020, 4:17pm

Thank you for waiting. I'll be with you in just a moment.

Lori [Automated], 08 Feb. 2020, 4:19pm

I'll be right with you.

08 Feb. 2020, 4:20pm

Ok thank you

Lori, 08 Feb. 2020, 4:21pm

I apologies, I don't have specific details of what is included in the Voltec Warranty but here's what I know, it is an addition to the Bumper-to-Bumper Coverage, General Motors will warrant certain Voltec components for each Chevrolet Volt (hereafter referred to as Voltec) for 8 years or 100,000 miles, whichever comes first from the original in-service date of the vehicle, against warrantable repairs to the specific Voltec components of the vehicle.

Lori, 08 Feb. 2020, 4:24pm

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

, 08 Feb. 2020, 4:24pm

Can you please transfer me to someone that knows what specific voltec (or reference to as electric hybrid warranty) components? I need to know if the battery energy control module is covered.

08 Feb. 2020, 4:26pm

It's mentioned in technical service bulletin in regards to the becm which should be replaired if issues are related to that? Please advise on that question

Lori [Automated], 08 Feb. 2020, 4:28pm

I'm sorry for the delay. I'll be right with you.

██████████, 08 Feb. 2020, 4:31pm

Okay thank you

Lori [Automated], 08 Feb. 2020, 4:31pm

I'm sorry for the delay. I'll be right with you.

██████████n, 08 Feb. 2020, 4:32pm

Ok

Lori, 08 Feb. 2020, 4:32pm

I'm currently coordinating your concern to one of my supervisors please bear with me.

██████████, 08 Feb. 2020, 4:32pm

Thank you so much

██████████, 08 Feb. 2020, 4:35pm

Also for reference for your supervisor the technical service bulletin is 18 na – 261

Lori, 08 Feb. 2020, 4:40pm

Thank you for that information. We actually reviewed the SB 18na-261 and saw it's about the "No Start, Malfunction Indicator Lamp (MIL) Illuminated", and saw one of the SB that was done on your vehicle way back 09/17 which is Malfunction Indicator Lamp and together with the No Start or Loss of Propulsion which was fixed on the same date.

██████████, 08 Feb. 2020, 4:42pm

Well I bought this vehicle on 11/17/19 and had that exact same problem appear on my Vehicle. So I took it into the dealership and they reprogrammed it and cost me \$270 out of pocket. This should've been covered under warranty am I correct? Or replace again?

Lori, 08 Feb. 2020, 4:43pm

The issues was some what related to those service bulletins which was:

No Start or Loss of Propulsion - release date 8/5/2017 and was cleared on your vehicle September of 2017

Malfunction Indicator Lamp - release date was 6/28/2017 and was cleared on your vehicle September of 2017.

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If it's happening again shouldn't it be replaced again? Also if this is still happening isn't this considered under the lemon law?

Lori, 08 Feb. 2020, 4:47pm

The part that was repaired, the part repaired will follow the parts warranty, not the factory warranty as it was a replacement/repair part. All GM service replacement parts (includes Electronic service center parts are covered for 12 months/unlimited miles(parts & labor) whichever comes first.

Lori, 08 Feb. 2020, 4:48pm

For now the best way to see for any possible cost assistance for the repair is to speak with the (Customer Experience Manage) CEM of the GM dealership once the diagnosis has been done.

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the Error may have been cleared on the vehicle initially, however the TSBs In reference to the error codes involved indicate that the BECM module should be replaced, not to mention this is covered under the GM Voltec Warranty. The car would not power on, EV on battery was zero yet showed fully charged. Clearing a code won't fix the problem here, it will need to be replaced. I paid \$270 for this, which is not acceptable and I do believe GM should honor this warranty situation.

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The service on the vehicle was in fact completed today actually. However, they only performed a “diagnostic error code set for loss of communication with batter energy control module 2.0 hybrid/propulsion systems and reprogrammed the BECM.” I was charged for this, I should not have been. Not to mention, the BECM should h e been replaced since this issue has happened previously as stated

Lori, 08 Feb. 2020, 4:53pm

I am really sorry for all this trouble, we rely on our GM technicians expertise on diagnosing the vehicle and as to what kind of repair should be done to your vehicle, if you really feel that the BECM should be replace as I mentioned earlier you will need to speak to the CEM of the dealership for further assistance. May I know the name of the dealership you had the repairs?

█ 08 Feb. 2020, 4:54pm

Sure it's Mark Walberg Chevrolet in Columbus Ohio

Lori, 08 Feb. 2020, 4:55pm

I'll be setting up a case for you notifying the CEM of the dealership about the assistance your looking for and if possible to get the BECM replaced. In case you're not satisfied with the feedback provided by the CEM you may reach us back either through call or chat.

█ 08 Feb. 2020, 4:55pm

Okay thank thank you and what's the number just in case I will need to reach back out.

Lori, 08 Feb. 2020, 4:56pm

Thank you, I'll be collecting some information to setup the case. May you please fill up these information:

Full name:

Contact number & preferred callback time:

Email address:

Mailing address:

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[REDACTED]

[REDACTED], 08 Feb. 2020, 4:56pm

[REDACTED]

[REDACTED] Feb. 2020, 4:56pm

Anytime is okay to call

Ryan, 08 Feb. 2020, 4:57pm

[REDACTED]

Lori, 08 Feb. 2020, 4:57pm

Here's the phone number: 1-866-790-5600.

[REDACTED] 08 Feb. 2020, 4:57pm

[REDACTED] Pickerington Ohio [REDACTED]

Lori, 08 Feb. 2020, 4:57pm

Thank you for this information. Let me document this now.

[REDACTED] 08 Feb. 2020, 4:58pm

Okay thank you

Lori [Automated], 08 Feb. 2020, 5:04pm

I'll be right with you.

Lori, 08 Feb. 2020, 5:05pm

Here's case [REDACTED] that we set up for you and also we will be notifying the Customer Experience Manager about your issues. And your CEM name is: Jeffrey Letkemann.

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Okay thank you for your assistance

Lori, 08 Feb. 2020, 5:07pm

You're welcome. Thank you for contacting Chevrolet Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST.

info [Automated], 08 Feb. 2020, 5:07pm

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