

[REDACTED] is my VIN#, 03 Jun. 2020 , 11:42pm

Hi

Chevrolet Bot, 03 Jun. 2020 , 11:42pm

Thanks! In order to best assist, please provide your first and last name.

[Read]

[REDACTED] is my VIN#, 03 Jun. 2020 , 11:43pm

[REDACTED] is my VIN#

Chevrolet Bot, 03 Jun. 2020 , 11:43pm

[Rich Content]

[Read]

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Assistance on a vehicle I own

Chevrolet Bot, 03 Jun. 2020 , 11:43pm

[Rich Content]

[Read]

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All Other Vehicle Questions

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[Rich Content]

[Read]

[REDACTED] is my VIN#, 03 Jun. 2020 , 11:44pm

Never mind, I will email. I don't want to just rely on a dealer.

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[Rich Content]

[Read]

Chevrolet Bot, 03 Jun. 2020 , 11:44pm

Please select an option from the menu above

[Read]

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I'd prefer to chat with a customer service advisor

Chevrolet Bot, 03 Jun. 2020 , 11:45pm

Just a moment...

[Read]

Gaff, 03 Jun. 2020 , 11:45pm

Hi, my name is Gaff. How may I help you?

[Read]

[REDACTED] is my VIN#, 03 Jun. 2020 , 11:46pm

Gaff, hello.

[REDACTED] is my VIN#, 03 Jun. 2020 , 11:46pm

I bought my Volt used about nine months ago the VIN is above. It had roughly 30,000 miles on it. I have now not had use of the vehicle three times as of yesterday.

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Previously I couldn't use it because it had an error stating that I needed to shift it into park when it was in park. It would not shut off. I can not leave it in the parking lot at work with the engine on.

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This time I have a check engine light on (solid) and the manual stated it is probably the gas cap. Makes no sense since the last fill up was at least three weeks previously and it was being driven.

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Now I get an error message that it is unable to charge.

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After turning it off and on several times I got it to charge this past weekend.

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Then I went to drive it on Tuesday and the dash did crazy things.

Gaff, 03 Jun. 2020 , 11:49pm

I do apologize to hear that your check engine light came on. I do understand how this situation can be frustrating and I would be happy to look into this. While I look into this for you. May you please confirm your phone number and e-mail address?

[Read]

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That is not the BIG problem.

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Please wait.

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The charging system is my concern.

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After the car indicated it was fully charged I drove it the following day.

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The dash said 0 miles on electric engine.

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Then after turning off and on it said 49 miles.

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Then as I drove the indicator dropped like crazy for no reason.

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After a couple of miles I only had a half a charge.

Gaff, 03 Jun. 2020 , 11:51pm

I see. I understand how inconvenient it is for you, and I'd feel exactly the same way you do. May I ask, if you have taken your vehicle at the dealership?

[Read]

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I have an appointment tomorrow.

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I want to work with Chevy directly.

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This is not okay.

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The car is in the driveway at home.

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That is not okay.

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Less than 40,000 on the vehicle.

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This is the third time I have not had use of the vehicle due to a defect.,

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The nearest dealer is an hour and a half away.

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The dealer I purchased the car from is over two hours away.

Gaff, 03 Jun. 2020 , 11:53pm

I understand where you coming from, and we apologize for the inconvenience this could have caused you, however, a dealership diagnosis is still required. We need your vehicle to be physically inspected at the dealership. Dealers serve as out local customer support for you. They are factory trained and certified to service GM vehicles and will be your best point of contact to get this issue resolved.

[Read]

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I was told I could get help from you.

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Apparently that is not the case.

Gaff, 03 Jun. 2020 , 11:56pm

And also, I see that your vehicle is tied up to a recall about Emissions Pipe. I would suggest that you have to reach out to your dealership about the recall. They have to Inspect the evaporative emissions purge pipe for wear, secure a bumper on the pipe, and if necessary, replace the purge pipe.

[Read]

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Yes, I have that letter in front of me.

[REDACTED] is my VIN#, 03 Jun. 2020 , 11:57pm

It is very inconvenient to have to go to the dealer and I have been forced to go to the dealer twice during the first three months of ownership due to a defect.

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I have spent two Saturdays at the dealership.

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The round trip was close to 5 hours!!!

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Not to mention the time spent there.

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Clearly you can't help me.

[REDACTED] is my VIN#, 04 Jun. 2020 , 12:00am

You keep telling me you are sorry it had been an inconvenience but now I will be inconvenienced at least two more times.

[REDACTED] is my VIN#, 04 Jun. 2020 , 12:00am

For this problem and the recall work.

Gaff, 04 Jun. 2020 , 12:00am

I'd completely understand your situation, and I'd feel the same way you do. I can coordinate with your dealership and notify them about your vehicle issue and concern. However, it would be better to reach out to them directly for further assistance.

[Read]

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Never mind.

[REDACTED] is my VIN#, 04 Jun. 2020 , 12:00am

That canned answer doesn't help.