

Conversation ID: [REDACTED]

Case [REDACTED]

Tracy, 02 Nov. 2021 , 07:18pm

Good evening [REDACTED]. It is Tracy from Chevrolet Customer Care. Do you have time to discuss your case with me today?

[Sent]

[REDACTED] 02 Nov. 2021 , 07:19pm

Yes

Tracy, 02 Nov. 2021 , 07:20pm

Excellent sir! Just wanted to touch base with you and let you know I am not seeing any changes as of yet to that estimated time of arrival. I will of course continue to monitor for you and update you as soon as I see anything new. have you happened to hear from the dealership at all?

[Sent]

[REDACTED] 02 Nov. 2021 , 07:22pm

Actual dealer call

Tracy, 02 Nov. 2021 , 07:23pm

To confirm, are you saying you have heard from them?

[Sent]

[REDACTED] 02 Nov. 2021 , 07:25pm

Called this morning to let me know that the part had arrived and they needed to put a 12v battery in and now it should be ready in the AM

Tracy, 02 Nov. 2021 , 07:26pm

That is wonderful news! Thank you for that update! When you pick the vehicle up please send a copy of the repair order over so I can see if there is anything we may be able to offer for the time down, okay? I will send that email out now.

[Sent]

██████████ 02 Nov. 2021 , 07:27pm

Will do

Tracy, 02 Nov. 2021 , 07:27pm

Excellent! Thank you for speaking with me tonight. May I assist you further before I let you go?

[Sent]

██████████ 02 Nov. 2021 , 07:28pm

No

Tracy, 02 Nov. 2021 , 07:41pm

Alright, thanks for trusting Chevrolet and I will talk to you on Thursday evening to discuss possible offer. Have a great night!

[Sent]