

Conversation [REDACTED]

Case number: [REDACTED]

[REDACTED], 11 Oct. 2021 , 04:59pm

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

[Sent]

[REDACTED] 11 Oct. 2021 , 05:00pm

Yes

Tracy, 11 Oct. 2021 , 05:01pm

Excellent! I wanted to touch base let you know I will be your senior advisor here at Chevrolet and will be with you until we get the vehicle repaired. Could you please confirm the email and address we would have on file please?

[Sent]

[REDACTED] 11 Oct. 2021 , 05:03pm

[REDACTED]

[REDACTED] . Frisco ,Texas [REDACTED]

Tracy, 11 Oct. 2021 , 05:06pm

Thank you for that information!

[Sent]

Tracy, 11 Oct. 2021 , 05:08pm

I am seeing an update that states the part is in transit to a shipping facility and should arrive the week of the 11th. I will continue to monitor this for you and update you as soon as I see or hear anything new. Could you confirm for me what date it was that you originally took vehicle in for diagnosis and part ordering?

[Sent]

[REDACTED] 11 Oct. 2021 , 05:16pm

Took the car to dealer 8/9. Is that the Nov 11th or Oct 11th?

Tracy, 11 Oct. 2021 , 05:36pm

This week by what I can see so I will keep an eye on it for you and update you when I know anything different. Could you confirm your information for me please so I know I have it correct?

[Sent]

[REDACTED] 11 Oct. 2021 , 05:37pm

What information would you like

Tracy, 11 Oct. 2021 , 05:38pm

I apologize, your email and address please?

[Sent]

[REDACTED] 11 Oct. 2021 , 05:39pm

[REDACTED]
[REDACTED]
[REDACTED]. Frisco Texas [REDACTED]

Tracy, 11 Oct. 2021 , 06:16pm

Thank you for that information! I will keep monitoring this for you and update you on anything new. Can I have the best time to contact you?

[Sent]

[REDACTED], 11 Oct. 2021 , 06:20pm

Any time, since I am retired.

Tracy, 11 Oct. 2021 , 06:22pm

Wonderful! I will update you as soon as I see anything new. Would you also prefer to stay with SMS contact as well?

[Sent]

[REDACTED], 11 Oct. 2021 , 06:23pm

Yes

Tracy, 11 Oct. 2021 , 06:24pm

Okay, no problem! So, I will contact you again Wednesday afternoon to update you, sooner if I see anything new. May I assist you further before I let you go?

[Sent]

[REDACTED] 11 Oct. 2021 , 06:25pm

No, thank you

Tracy, 11 Oct. 2021 , 06:28pm

Okay, you have a great evening and I will be in touch soon. Thanks for trusting Chevrolet!

[Sent]