

[REDACTED] Oct. 2021 , 02:18pm

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

[Sent]

Allison, 18 Oct. 2021 , 02:19pm

For reference, your case number is [REDACTED]

[Sent]

[REDACTED] 18 Oct. 2021 , 02:48pm

Yes I have time

Allison, 18 Oct. 2021 , 02:54pm

Great! Thanks so much for your response. Is it correct that you're currently waiting on a part for your 2017 Chevrolet Volt?

[Sent]

[REDACTED] Oct. 2021 , 02:55pm

Yes, since August 9th

Allison, 18 Oct. 2021 , 02:56pm

Thanks for verifying that for me. At this time, your part is currently on its way from the part manufacturer to the shipping & distribution facility. I don't have an exact ETA for you right at the moment, but once your part leaves the facility, we will be able to obtain an ETA and tracking number for the part and will let you know when it has arrived at your dealer. Then, once your vehicle has been repaired, you will discuss with your Senior Advisor Tracy the best way to compensate you for the inconvenience of your part delay. Does that sound okay?

[Sent]

[REDACTED] 18 Oct. 2021 , 02:57pm

Were is the manufacturer

Allison, 18 Oct. 2021 , 02:58pm

Unfortunately, we are not privy to that information here at Customer Care.

[Sent]

Allison, 18 Oct. 2021 , 02:58pm

However, we will continue to actively monitor your case for updates and will provide them to you as they are made available.

[Sent]

██████████ Oct. 2021 , 03:03pm

Not much I can do, but keep waiting, but it's very frustrating

Allison, 18 Oct. 2021 , 03:06pm

I'm so sorry for the delay, ██████████. I know it's incredibly frustrating. But please rest assured that we are doing everything in our power to help, and that once your vehicle is repaired, we will pursue options available to compensate you for this negative experience. In the meantime, if you have any questions for us, please don't hesitate to ask.

[Sent]

Allison, 18 Oct. 2021 , 03:07pm

Your Senior Advisor Tracy is out of the office today but can be reached from 11:30am-8pm EST at 866-790-5600 ext: ██████████.

[Sent]

Allison, 18 Oct. 2021 , 03:17pm

If you have no further questions at this time, have a wonderful day ██████████

[Sent]