

Visitor, 15 Jan. 2022 , 05:32am

Hi

Virtual Assistant, 15 Jan. 2022 , 05:32am

Attempting to connect you to an advisor...

[Read]

Info [Automated], 15 Jan. 2022 , 05:32am

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.

[Read]

Ann, 15 Jan. 2022 , 05:33am

It's a wonderful day here at Chevrolet Customer Assistance Center. My name is Ann. It is my pleasure to assist you. I hope you are having a great day. How may I help you today?

[Read]

Visitor, 15 Jan. 2022 , 05:35am

Hi Ann. I had my CPO Volt in to Bergeys Chevrolet for a replacement BECM. They were unable to obtain a rental vehicle for me and I had to source my own. They suggested I reach out to Chevrolet directly for reimbursement.

Visitor, 15 Jan. 2022 , 05:37am

Is there an email address I can send the paperwork to?

Ann, 15 Jan. 2022 , 05:39am

I understand that you are requesting for reimbursement however we only have mailing address which is P.O. Box 33170

Detroit, MI 48232-5170

[Read]

Visitor, 15 Jan. 2022 , 05:40am

Ok. I will mail my information to that address

Visitor, 15 Jan. 2022 , 05:40am

Should I address to anyone or a specific department?

Ann, 15 Jan. 2022 , 05:42am

Only Chevrolet in general. I can try to check what I can do as well. However I need to gather more information.

[Read]

Visitor, 15 Jan. 2022 , 05:42am

Ok

Ann, 15 Jan. 2022 , 05:42am

Can I have your name, phone number, email, mailing address, vin and mileage please?

[Read]

Visitor, 15 Jan. 2022 , 05:43am

[REDACTED]

Visitor, 15 Jan. 2022 , 05:43am

[REDACTED]

Visitor, 15 Jan. 2022 , 05:43am

[REDACTED]

Visitor, 15 Jan. 2022 , 05:44am

[REDACTED] Bethlehem PA [REDACTED]

Visitor, 15 Jan. 2022 , 05:46am

63230 miles

Ann, 15 Jan. 2022 , 05:46am

Thank you [REDACTED]. Can I have the name of dealer and how much was the rental?

[Read]

Visitor, 15 Jan. 2022 , 05:47am

Bergeys Chevrolet in Colmar Pennsylvania

Ann, 15 Jan. 2022 , 05:49am

Thank you [REDACTED]. Can I have the vin please?

[Read]

Visitor, 15 Jan. 2022 , 05:50am

[REDACTED]

Ann, 15 Jan. 2022 , 05:52am

Appreciate it [REDACTED]. May I know how much is the rental and when was this rental used?

[Read]

Visitor, 15 Jan. 2022 , 05:54am

\$1862.37

Visitor, 15 Jan. 2022 , 05:56am

09/30/21 - 11/05/21

Ann, 15 Jan. 2022 , 05:57am

Thank you [REDACTED]. May I know when was the last time that you r vehicle was at the dealer?

[Read]

Visitor, 15 Jan. 2022 , 05:58am

That was the last time

Ann, 15 Jan. 2022 , 06:00am

Thank you Emile. I am going to check into this for you. Please give me a few minutes and I will be right back.

[Read]

Visitor, 15 Jan. 2022 , 06:01am

Ok

Ann, 15 Jan. 2022 , 06:05am

Thanks for waiting [REDACTED]. Upon checking, the bumper to bumper warranty that can cover the rental by that time was already expired since 08/23/2019. Therefore, rental reimbursement is not applicable at this time. I suggest to reach out to Customer Experience Manger at that dealership so they can check for further assistance regarding this reimbursement.

[Read]

Visitor, 15 Jan. 2022 , 06:06am

This was part of the hybrid system which was still under warranty

Visitor, 15 Jan. 2022 , 06:06am

The dealership told me to come to you.

Ann, 15 Jan. 2022 , 06:09am

I understand [REDACTED]. I was able to document and create a case file. What I can do now is escalate this further to one of our Senior Advisors which from the next level support of GM, they are the one who will further review this and coordinate with dealership. Please expect the callback from our Senior Advisor

within 2 business days to further discuss this concern. Here is your case number [REDACTED].
Anything else that I can help you with?

[Read]

Visitor, 15 Jan. 2022 , 06:10am

That is all. Thank you Ann. Have a good weekend

Ann, 15 Jan. 2022 , 06:12am

You too [REDACTED] Thank you for your time chatting with us here in Chevrolet Customer Assistance. This is
Ann. Have a great weekend!

[Read]