

Visitor, 18 Jan. 2022 , 11:33pm

HI

Virtual Assistant, 18 Jan. 2022 , 11:33pm

Attempting to connect you to an advisor...

[Read]

Info [Automated], 18 Jan. 2022 , 11:33pm

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

[Read]

Visitor, 18 Jan. 2022 , 11:36pm

Hi

Kay, 18 Jan. 2022 , 11:38pm

It's a wonderful day here at GM! my name is Kay, how can I help you?

[Read]

Visitor, 18 Jan. 2022 , 11:38pm

My Volt is sitting at my dealership waiting for a part. it's been three weeks. When will I get my car back?

Kay, 18 Jan. 2022 , 11:41pm

I apologize for the inconvenience this have caused you, I'll see what I can do. Can I please have your name and the VIN?

[Read]

Visitor, 18 Jan. 2022 , 11:42pm

[REDACTED]

Kay, 18 Jan. 2022 , 11:43pm

Who am I chatting with please?

[Read]

Visitor, 18 Jan. 2022 , 11:43pm

██████████

Kay, 18 Jan. 2022 , 11:44pm

Thank you, ██████ One moment please.

[Read]

Kay, 18 Jan. 2022 , 11:44pm

Can I please have the dealership's name as well?

[Read]

Visitor, 18 Jan. 2022 , 11:44pm

Connell Chevrolet. This is not a complaint against them at all.

Kay, 18 Jan. 2022 , 11:48pm

I understand.

[Read]

Kay, 18 Jan. 2022 , 11:50pm

Would you be able to tell me the part number?

[Read]

Visitor, 18 Jan. 2022 , 11:50pm

Let me look back at my email. I know it's a sensor

Kay, 18 Jan. 2022 , 11:51pm

Okay.

[Read]

Visitor, 18 Jan. 2022 , 11:52pm

Email lists trouble codes found but not parts

Visitor, 18 Jan. 2022 , 11:53pm

U2619-U2624 is one

Visitor, 18 Jan. 2022 , 11:53pm

18-NA-261

Kay, 18 Jan. 2022 , 11:54pm

That's fine. I'll have this case forwarded to our Senior Advisor for review. They will be contacting you in 2 business days regarding the status of this case. Can you also provide me with a good callback number and email?

[Read]

Visitor, 18 Jan. 2022 , 11:54pm

Thank you so much. [REDACTED]

Kay, 18 Jan. 2022 , 11:56pm

You're welcome. Here's your case number for reference: [REDACTED] is there anything else for now?

[Read]

Visitor, 18 Jan. 2022 , 11:58pm

Thank you. Do you know what might be the area code the call will come from? I don't want it to get blocked or have me decline it.

Kay, 18 Jan. 2022 , 11:59pm

It's 586

[Read]