

[REDACTED], 22 Jan. 2022 , 01:09am

Hi

Virtual Assistant, 22 Jan. 2022 , 01:09am

Thanks! To better assist you, please provide your first and last name.

[Read]

[REDACTED], 22 Jan. 2022 , 01:09am

[REDACTED]

Virtual Assistant, 22 Jan. 2022 , 01:09am

What would you like to do? You can say things like "Schedule an appointment" or "Shopping for a vehicle." You can also type "Help" for a list of options that I can assist with.

[Read]

[REDACTED], 22 Jan. 2022 , 01:10am

Customer Service

Virtual Assistant, 22 Jan. 2022 , 01:10am

Let me transfer you to an advisor who can help.

[Read]

Info [Automated], 22 Jan. 2022 , 01:10am

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

[Read]

[REDACTED], 22 Jan. 2022 , 01:10am

Thank you

Miles, 22 Jan. 2022 , 01:12am

Hello [REDACTED] It's a lovely day here at Chevrolet Customer Assistance Center. My name is Miles. How can I help you today?

[Read]

[REDACTED], 22 Jan. 2022 , 01:12am

Hello Miles. I was supposed to receive a call days ago and never did. [REDACTED]

Miles, 22 Jan. 2022 , 01:13am

I apologize if you have not receive any update with your case. Please allow me 3-5 minutes to review your case.

[Read]

[REDACTED], 22 Jan. 2022 , 01:13am

A part is needed for my Volt and the dealership has had my car for almost one month. This is not a complaint about them but I do need someone from GM to call me.

[REDACTED], 22 Jan. 2022 , 01:13am

Thank you.

Miles, 22 Jan. 2022 , 01:19am

Please bear with me.

[Read]

[REDACTED], 22 Jan. 2022 , 01:19am

Sure

Miles, 22 Jan. 2022 , 01:24am

Thank you for waiting. I'm sorry for the delay. I have review your case and I see that your concern has been escalated to a Senior Advisor and they're currently working with your case. What I can do is to notify the Senior Advisor to contact you back as soon as possible for update.

[Read]

Miles, 22 Jan. 2022 , 01:24am

Is there a best time to call you back?

[Read]

[REDACTED], 22 Jan. 2022 , 01:25am

Thank you for doing that. They have my cell and I plan to answer my phone whenever I see them call. The sooner the better of course. :)

[REDACTED], 22 Jan. 2022 , 01:25am

Can I get the name of the senior advisor handling my case?

Miles, 22 Jan. 2022 , 01:28am

His name is Tyler. I will have it noted. May I have your email, contact number and address?

[Read]

[REDACTED], 22 Jan. 2022 , 01:28am

Yes and thank [REDACTED]

Miles, 22 Jan. 2022 , 01:30am

Thank you. Is there anything else that I can assist you with?

[Read]

[REDACTED], 22 Jan. 2022 , 01:30am

Not unless you can get my car back, no thank you. I appreciate you sending a note to have me contacted.

[REDACTED], 22 Jan. 2022 , 01:32am

:)

Miles, 22 Jan. 2022 , 01:34am

I hope I could help you with that but for now, I have notified the SA and rest assure that we will do our best to help. I have requested for a call back as soon as possible.

[Read]

Miles, 22 Jan. 2022 , 01:34am

Thank you for chatting with Chevrolet Connected Chat Services. Please be safe.

[Read]