

[REDACTED], 23 Jun. 2022 , 11:03am

Hi

Virtual Assistant, 23 Jun. 2022 , 11:03am

Thanks! In order to best assist, please provide your first and last name.

[Read]

[REDACTED], 23 Jun. 2022 , 11:04am

[REDACTED]

Virtual Assistant, 23 Jun. 2022 , 11:04am

[Rich Content]

[Read]

[REDACTED], 23 Jun. 2022 , 11:04am

Assistance on a vehicle I own

Virtual Assistant, 23 Jun. 2022 , 11:04am

[Rich Content]

[Read]

[REDACTED] 23 Jun. 2022 , 11:04am

All Other Questions

Virtual Assistant, 23 Jun. 2022 , 11:04am

[Rich Content]

[Read]

[REDACTED], 23 Jun. 2022 , 11:04am

I'd prefer to chat with a customer service advisor

Virtual Assistant, 23 Jun. 2022 , 11:04am

Attempting to connect you to an advisor...

[Read]

Alyssa, 23 Jun. 2022 , 11:05am

It's a great day here at General Motors Customer Assistance Center, [REDACTED] My name is Alyssa, how can I help?

[Read]

[REDACTED], 23 Jun. 2022 , 11:08am

My2017 volt was diagnosed at Thomas Chevrolet in Media, PA with a bad battery energy control module (BECM) It has already been weeks waiting for the part. The car has times where it will not start or turn off.

Alyssa, 23 Jun. 2022 , 11:11am

I'm sorry to read that you are having this issue on your vehicle. May I have your VIN and current mileage to look into this further?

[Read]

[REDACTED], 23 Jun. 2022 , 11:11am

It also gets a low propulsion message and the AC does not work.

Alyssa, 23 Jun. 2022 , 11:12am

Just to clarify, where is the vehicle currently located?

[Read]

[REDACTED], 23 Jun. 2022 , 11:14am

[REDACTED]

[REDACTED], 23 Jun. 2022 , 11:15am

Mileage about 28000

[REDACTED], 23 Jun. 2022 , 11:15am

Located at home in Media, PA

Alyssa, 23 Jun. 2022 , 11:16am

Thank you. To keep your account information updated for any future notification or notices, may I please have your email address, complete mailing address and mobile phone number?

[Read]

[REDACTED], 23 Jun. 2022 , 11:16am

[REDACTED]

[REDACTED], 23 Jun. 2022 , 11:17am

[REDACTED], Media, PA

[REDACTED], 23 Jun. 2022 , 11:17am

[REDACTED]

Alyssa, 23 Jun. 2022 , 11:18am

Thank you for this information, [REDACTED]. Can you confirm if this is the location of the dealership: 1263 W Baltimore Pike, Media, PA 19063?

[Read]

[REDACTED], 23 Jun. 2022 , 11:18am

Yes

Alyssa, 23 Jun. 2022 , 11:19am

When was the vehicle diagnosed about the issue?

[Read]

[REDACTED], 23 Jun. 2022 , 11:20am

I do not remember exactly. About three weeks ago.

Alyssa, 23 Jun. 2022 , 11:21am

What was their diagnosis and did they mention that the part was on back order?

[Read]

[REDACTED], 23 Jun. 2022 , 11:21am

They told me at that time that they had another one on order for a month

Alyssa, 23 Jun. 2022 , 11:22am

When was the last time you contact them about the parts?

[Read]

[REDACTED], 23 Jun. 2022 , 11:22am

A few days ago

Alyssa, 23 Jun. 2022 , 11:23am

What did they say?

[Read]

[REDACTED], 23 Jun. 2022 , 11:24am

They had no idea when it might come

Alyssa, 23 Jun. 2022 , 11:25am

Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided me will be available to both your dealer and Senior Advisor. I will forward your case to them and the Advisor and Dealer will review your case and vehicle details, and one of them will be in contact with you within 2 business days to assist you further.

[Read]

[REDACTED], 23 Jun. 2022 , 11:26am

I also own a 2018 Volt, but am not happy with GM if it does not come soon

[REDACTED], 23 Jun. 2022 , 11:26am

Thank you for your response.

Alyssa, 23 Jun. 2022 , 11:27am

Rest assured that the information you have shared with me will be forwarded to the Senior Advisor who will be handling your case. Your reference number is [REDACTED]. Is there anything else I can assist you with? If not, thank you for contacting Chevrolet Customer Assistance Center. Feel free to reply here anytime. We're here to help.

[Read]

[REDACTED], 23 Jun. 2022 , 11:28am

Thank you. I also have a 2018 Volt which has no problems.

Alyssa, 23 Jun. 2022 , 11:29am

Glad to hear that you are not having an issue with your 2018 Chevrolet Volt. I hope you and your family stay safe and healthy. Have a nice day and Be Safe Out There! Always buckle up for SAFETY!

[Read]