

[REDACTED], 24 Jun. 2021 , 09:15pm

hi

Virtual Assistant, 24 Jun. 2021 , 09:15pm

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

[Read]

[REDACTED], 24 Jun. 2021 , 09:16pm

[REDACTED]

Virtual Assistant, 24 Jun. 2021 , 09:16pm

[Rich Content]

[Read]

[REDACTED], 24 Jun. 2021 , 09:16pm

Assistance on a vehicle I own

Virtual Assistant, 24 Jun. 2021 , 09:16pm

[Rich Content]

[Read]

[REDACTED], 24 Jun. 2021 , 09:16pm

All Other Questions

Virtual Assistant, 24 Jun. 2021 , 09:16pm

[Rich Content]

[Read]

[REDACTED], 24 Jun. 2021 , 09:16pm

Other

Virtual Assistant, 24 Jun. 2021 , 09:16pm

Attempting to connect you to an advisor...

[Read]

MaryAnn, 24 Jun. 2021 , 09:17pm

Hi, [REDACTED]! Thank you for contacting Chevrolet Customer Assistance Center! My name is Anne. How may I help you today?

[Read]

[REDACTED], 24 Jun. 2021 , 09:18pm

My 2017 Chevy Volt is in the shop for the 3rd time now with the same codes

MaryAnn, 24 Jun. 2021 , 09:20pm

I'm sorry to know you're having issues with the vehicle. To further assist, can you please provide the VIN and current mileage?

[Read]

[REDACTED], 24 Jun. 2021 , 09:22pm

The first time I took it in with check engine light on. They replaced the hybrid control module and reflashed the computer. Next time check engine light came on they said they did not put enough coolant in it. This time they say its the coolant water shut off valve and want to charge me over \$600. I emailed gm priority and left them my name and number with no luck. Vin is [REDACTED] mileage is "82255"

MaryAnn, 24 Jun. 2021 , 09:25pm

Thank you. Can you tell me the name of the dealership?

[Read]

[REDACTED], 24 Jun. 2021 , 09:25pm

Hendrick Chevrolet in Hoover Alabama.

MaryAnn, 24 Jun. 2021 , 09:26pm

And what is their recommendation this time?

[Read]

[REDACTED], 24 Jun. 2021 , 09:30pm

Me pay over \$600 to repair a part that has to due with the coolant. However when I took it back the 2nd time I was told it was low on anti-freeze. I at 1 point was a certified GM tech. I know they dropped the battery to replace the part. The battery has a coolant system that runs thru it. So they had to drain the coolant to make the repair. I also believe that the "fixes" are not the issue but they are "certified" and know what they are doing.

MaryAnn, 24 Jun. 2021 , 09:31pm

Thank you. Were you able to speak with the Customer Experience Manager about the issue?

[Read]

[REDACTED], 24 Jun. 2021 , 09:34pm

no I got pissed because I hate that dealership and only have my car there because they are the only dealership in the area to have a "certified guy" to work on volts. I have had a horrible experiance before there thats why I bought my 2021 Chevy 1500 duramax rst and 2021 chevy blazer rst else where

MaryAnn, 24 Jun. 2021 , 09:36pm

Can you give me 3-5 minutes while I look into this for you?

[Read]

MaryAnn, 24 Jun. 2021 , 09:38pm

Please allow me 3-5 minutes to look this up. May you verify your phone number, email and mailing address for future reference?

[Read]

[REDACTED], 24 Jun. 2021 , 09:40pm

phone number is [REDACTED] email is [REDACTED] and address is [REDACTED]
Pell City Alabama [REDACTED]. It also might be under the wifes name [REDACTED]

MaryAnn, 24 Jun. 2021 , 09:42pm

Thank you. Can you give me 3-5 minutes while I look into this for you?

[Read]

[REDACTED], 24 Jun. 2021 , 09:43pm

On star sent the wife a message stating "An issue with the lithium-ion battery in your 2017 Chevy Volt has been detected" yet they say there is only 1 code in the system for the "coolant water switch". Yes that is fine I'll wait

MaryAnn, 24 Jun. 2021 , 09:44pm

Thank you. Please stay connected.

[Read]

[REDACTED], 24 Jun. 2021 , 09:44pm

I will thank you for hearing me out.

MaryAnn, 24 Jun. 2021 , 09:50pm

Please give me a few more minutes.

[Read]

[REDACTED], 24 Jun. 2021 , 09:50pm

okay

MaryAnn, 24 Jun. 2021 , 09:50pm

Thank you. Please hold on.

[Read]

MaryAnn, 24 Jun. 2021 , 09:59pm

I apologize for the long wait. I'm still checking. Hold on.

[Read]

[REDACTED], 24 Jun. 2021 , 10:00pm

Thats fine

[REDACTED], 24 Jun. 2021 , 10:00pm

I'm going to step out for a min I'll be right back I'll message you

MaryAnn, 24 Jun. 2021 , 10:01pm

Sure. Thank you for your patience.

[Read]

[REDACTED], 24 Jun. 2021 , 10:07pm

Im back sorry I run a Mechanical shop

MaryAnn, 24 Jun. 2021 , 10:09pm

I'm still here. I'm still working on the Service Request.

[Read]

[REDACTED], 24 Jun. 2021 , 10:10pm

take your time I'm here till 5:30 CST

MaryAnn, 24 Jun. 2021 , 10:12pm

Thanks.

[Read]

MaryAnn, 24 Jun. 2021 , 10:20pm

Thank you for waiting. Can you please verify when was the last time the vehicle was repaired prior to the last?

[Read]

[REDACTED], 24 Jun. 2021 , 10:23pm

Sure it went in originally May 3rd stayed there until May 20th or so. Went back on May 23rd got it back May 27th. Then brought back the 3rd time on Jun 18th and has been there since. I live over a hour away so it takes me a while with my schedule to get it to them.

MaryAnn, 24 Jun. 2021 , 10:27pm

Thank you.

[Read]

MaryAnn, 24 Jun. 2021 , 10:28pm

Thank you for waiting. Your Service Request # is [REDACTED]

[Read]

[REDACTED], 24 Jun. 2021 , 10:29pm

I took a picture of that number. I don't know what it is for...

MaryAnn, 24 Jun. 2021 , 10:30pm

That is your reference number.

[Read]

[REDACTED], 24 Jun. 2021 , 10:30pm

got ya

MaryAnn, 24 Jun. 2021 , 10:30pm

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. The Senior Advisor will contact you within 2 business days. Is there anything else I can help you with today?

[Read]

[REDACTED], 24 Jun. 2021 , 10:32pm

Should I be expecting a cal from the senior advisor or dealer? Because I really don't want to talk to the dealership unless I have to.

MaryAnn, 24 Jun. 2021 , 10:32pm

It will be from a Senior Advisor.

[Read]

[REDACTED], 24 Jun. 2021 , 10:33pm

okay. You have been a blessing just to let you know. Thanks a million [REDACTED]

MaryAnn, 24 Jun. 2021 , 10:34pm

You're welcome! It's my pleasure assisting you today. Thank you for contacting Chevrolet Customer Assistance Center. Please feel free to contact us if assistance is needed in the future. Be safe Out There!

[Read]

[REDACTED], 24 Jun. 2021 , 10:34pm

You to and may GOD bless you more than he has me!

MaryAnn, 24 Jun. 2021 , 10:34pm

Thanks!

[Read]