

[REDACTED] 14 Aug. 2021 , 12:22am

Hi

Virtual Assistant, 14 Aug. 2021 , 12:22am

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

[Read]

[REDACTED], 14 Aug. 2021 , 12:22am

[REDACTED]

Virtual Assistant, 14 Aug. 2021 , 12:22am

[Rich Content]

[Read]

[REDACTED], 14 Aug. 2021 , 12:22am

Assistance on a vehicle I own

Virtual Assistant, 14 Aug. 2021 , 12:22am

[Rich Content]

[Read]

[REDACTED] 14 Aug. 2021 , 12:23am

All Other Questions

Virtual Assistant, 14 Aug. 2021 , 12:23am

[Rich Content]

[Read]

[REDACTED], 14 Aug. 2021 , 12:23am

Service

Virtual Assistant, 14 Aug. 2021 , 12:23am

Just a moment...

[Read]

Info [Automated], 14 Aug. 2021 , 12:23am

First, are you located in the United States?

[Read]

██████████, 14 Aug. 2021 , 12:23am

Yes

Virtual Assistant, 14 Aug. 2021 , 12:23am

In a few words, tell me what you have a question about.

[Read]

██████████ 14 Aug. 2021 , 12:23am

I need part 24296900

Virtual Assistant, 14 Aug. 2021 , 12:23am

[Rich Content]

[Read]

Virtual Assistant, 14 Aug. 2021 , 12:23am

Was this helpful?

[Read]

██████████, 14 Aug. 2021 , 12:23am

Show More

Virtual Assistant, 14 Aug. 2021 , 12:23am

In most instances, normal driving will recharge the battery unless there is an issue with the vehicle. If your vehicle does not start after driving it, it's recommended that you take your vehicle to your nearest Certified Service experts to have a diagnosis performed.

[Read]

Virtual Assistant, 14 Aug. 2021 , 12:23am

Was this helpful?

[Read]

██████████, 14 Aug. 2021 , 12:23am

No

Virtual Assistant, 14 Aug. 2021 , 12:23am

What would you like to do next? You can ask another question about Service, select another topic, or type "advisor" to chat with an advisor.

[Read]

██████████, 14 Aug. 2021 , 12:24am

My dealer says part 24296900 is on national backorder, with no ETA. I have been unable to drive my car for 6 weeks.

Virtual Assistant, 14 Aug. 2021 , 12:24am

Of course, you can upgrade your conventional blades quickly and easily to the latest technology in beam blades.

[Read]

Virtual Assistant, 14 Aug. 2021 , 12:24am

Was this helpful?

[Read]

██████████ 14 Aug. 2021 , 12:24am

No. WTF are beam blades?

Virtual Assistant, 14 Aug. 2021 , 12:24am

What would you like to do next? You can ask another question about Service, select another topic, or type "advisor" to chat with an advisor.

[Read]

██████████ 14 Aug. 2021 , 12:25am

advisor

Virtual Assistant, 14 Aug. 2021 , 12:25am

I'm connecting you to an advisor now.

[Read]

Christopher, 14 Aug. 2021 , 12:34am

Thank you for contacting Chevrolet Customer Assistance Ed ! My name is Chris, I am here to assist you.

[Read]

██████████, 14 Aug. 2021 , 12:35am

Hi Chris, I wanted to reach out regarding part availability. My 2017 Volt has been inoperable for 6 weeks, waiting on Control Module 24296900, which my dealer says is on national backorder with no ETA. Is that correct?

Info [Automated], 14 Aug. 2021 , 12:45am

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies. How can we help?

[Read]

Ann, 14 Aug. 2021 , 12:51am

Thank you for contacting the Chevrolet Customer Assistance. My name is Ann. I am sorry to read that your vehicle is inoperable for 6 weeks. Can I have your vin and mileage please?

[Read]

[REDACTED], 14 Aug. 2021 , 12:55am

VIN [REDACTED]

[REDACTED] 14 Aug. 2021 , 12:55am

Mileage is about 43,000

Ann, 14 Aug. 2021 , 12:58am

Thank you. Can I have your phone number, email and mailing address please?

[Read]

[REDACTED], 14 Aug. 2021 , 12:59am

[REDACTED]

[REDACTED] 14 Aug. 2021 , 12:59am

[REDACTED]

[REDACTED], 14 Aug. 2021 , 01:00am

[REDACTED], Sammamish, WA [REDACTED]

Ann, 14 Aug. 2021 , 01:01am

Appreciate it [REDACTED]. Can I have the name of dealership please?

[Read]

██████████, 14 Aug. 2021 , 01:02am

Evergreen Chevrolet

Ann, 14 Aug. 2021 , 01:03am

Thank you. Is this the one located at 1601 18th Ave NW, Issaquah, WA 98027?

[Read]

██████████, 14 Aug. 2021 , 01:04am

yes

Ann, 14 Aug. 2021 , 01:06am

Thank you. Just to verify, is your vehicle at the dealership?

[Read]

██████████ 14 Aug. 2021 , 01:07am

No longer. I took it in on 6/30/21, and it sat in the sun in their parking lot until yesterday, when I went in to retrieve it so that I can keep it in my garage. The module is faulty and dealer says the car can strand me if I drive it.

██████████, 14 Aug. 2021 , 01:08am

No loaner, nothing.

Ann, 14 Aug. 2021 , 01:09am

I am sorry about the experience ██████████. Please allow me 3-5 minutes to check this for you.

[Read]

Ann, 14 Aug. 2021 , 01:11am

Thank you so much for patiently waiting ██████████. 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 investigate this and coordinate with dealership to further review. 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]