

Visitor, 16 Aug. 2021 , 04:37pm
hi

Virtual Assistant, 16 Aug. 2021 , 04:37pm
Attempting to connect you to an advisor...
[Read]

Info [Automated], 16 Aug. 2021 , 04:37pm
A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.
[Read]

Alvin, 16 Aug. 2021 , 04:39pm
Thank you for contacting Chevrolet Customer Assistance Center. This is Alvin. To better assist you, may I please have your first and last name?
[Read]

Visitor, 16 Aug. 2021 , 04:39pm
[REDACTED]

Visitor, 16 Aug. 2021 , 04:39pm
My electrical system went haywire on my Chevy Volt 2018 and I brought it to the dealer who replaced a hybrid control module and "performed a recall". Since then the electrical system has not been acting correctly

Visitor, 16 Aug. 2021 , 04:40pm
The dealer had looked at it and sent data to GM engineering and they say that no codes are coming up so they cant do anything more.

Visitor, 16 Aug. 2021 , 04:41pm
The car is under electrical system warranty still and I would like to speak to someone about the problems being fixed. Who can I reach out to?

Alvin, 16 Aug. 2021 , 04:43pm
Hello, [REDACTED]. I'm sorry to know that you are experiencing an issue with your 2018 Chevrolet Volt regarding the electrical system. We appreciate your time reaching us and bringing this to our attention. To better assist you, may I please have your VIN and current mileage?
[Read]

Visitor, 16 Aug. 2021 , 04:44pm
[REDACTED]

Visitor, 16 Aug. 2021 , 04:44pm
83,000 miles

Alvin, 16 Aug. 2021 , 04:45pm
Thank you for providing the VIN.
[Read]

Alvin, 16 Aug. 2021 , 04:49pm

When was the vehicle last diagnosed or inspected by the dealer for the issue?

[Read]

Visitor, 16 Aug. 2021 , 04:49pm

last week

Visitor, 16 Aug. 2021 , 04:49pm

they have given up on it since it is not displaying any codes.

Visitor, 16 Aug. 2021 , 04:50pm

How can I contact GM engineering directly so I can have the issue addressed as the car is underwarranty

Alvin, 16 Aug. 2021 , 04:52pm

Thank you. For account research and documentation purposes, may I please have your phone number, email address and complete home address?

[Read]

Visitor, 16 Aug. 2021 , 04:52pm

[REDACTED]

Visitor, 16 Aug. 2021 , 04:53pm

[REDACTED]

Visitor, 16 Aug. 2021 , 04:53pm

[REDACTED] suffern NY [REDACTED]

Alvin, 16 Aug. 2021 , 04:55pm

I'm sorry to know that your vehicle has been serviced already on the dealership. However, the issue still there and I feel bad that they can't do anything any more. May I please have the name of your dealership that assessed and repairs the vehicle?

[Read]

Visitor, 16 Aug. 2021 , 04:56pm

Marchese Chevrolet

Visitor, 16 Aug. 2021 , 04:56pm

New york

Alvin, 16 Aug. 2021 , 04:57pm

Thank you for this information.

[Read]

Alvin, 16 Aug. 2021 , 05:00pm

Where is the vehicle currently located?

[Read]

Visitor, 16 Aug. 2021 , 05:00pm

my driveway

Alvin, 16 Aug. 2021 , 05:01pm

May I know your preferred contact time and best contact number?

[Read]

Visitor, 16 Aug. 2021 , 05:02pm

[REDACTED]

Visitor, 16 Aug. 2021 , 05:02pm

what are my options for time?

Alvin, 16 Aug. 2021 , 05:02pm

Yes, that's correct?

[Read]

Visitor, 16 Aug. 2021 , 05:03pm

what are my options for time? do I give you a specific time? or day?

Alvin, 16 Aug. 2021 , 05:04pm

Our senior advisor can contact you anytime within 2 business days.

[Read]

Visitor, 16 Aug. 2021 , 05:05pm

how about wednesday at 11 AM eastern time?

Alvin, 16 Aug. 2021 , 05:06pm

Okay, thank you. Based on the information that you have shared, 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 will be available to both your dealer and Senior Advisor. The Senior Advisor will contact you within 2 business days.

[Read]

Alvin, 16 Aug. 2021 , 05:06pm

Thank you for bringing this to our attention. I was able to collate all the necessary information you have given me, and I fully documented your account regarding the issue you are running into. Here is the case number

[REDACTED]

that will serve as a reference of our conversation which you can keep in handy for any related follow-ups. I sincerely apologize for the trouble.

[Read]

Visitor, 16 Aug. 2021 , 05:07pm

thanks

Visitor, 16 Aug. 2021 , 05:07pm

so I will be contacted on wednesday at 11?

Alvin, 16 Aug. 2021 , 05:11pm

My apology, [REDACTED] Let me double check this one for you. I have provided the wrong case number, please bear with me.

[Read]

Alvin, 16 Aug. 2021 , 05:15pm

Please stay connected, [REDACTED] I do apologize for the inconvenience.

[Read]

Visitor, 16 Aug. 2021 , 05:15pm

ok

Alvin, 16 Aug. 2021 , 05:20pm

Thank you for patiently waiting and I'm sorry for the inconvenience. I have successfully documented your concern and same case number [REDACTED]. I highly recommend to keep your lines open and expect a call with our senior advisor within 2 business days.

[Read]

Alvin, 16 Aug. 2021 , 05:20pm

May I assist you with anything else today?

[Read]

Visitor, 16 Aug. 2021 , 05:20pm

at what time?

Alvin, 16 Aug. 2021 , 05:21pm

At the time that you have provided to best contact you.

[Read]

Visitor, 16 Aug. 2021 , 05:21pm

ok thanks

Alvin, 16 Aug. 2021 , 05:22pm

Thank you for contacting Chevrolet Customer Assistance Center. I hope you and your family stay healthy and safe.

[Read]