

Visitor, 30 Aug. 2021 , 04:40pm
Hello

Virtual Assistant, 30 Aug. 2021 , 04:40pm
Attempting to connect you to an advisor...
[Read]

Info [Automated], 30 Aug. 2021 , 04:40pm
A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.
[Read]

Visitor, 30 Aug. 2021 , 04:41pm
I have a Chevy Volt 17 which is having an issue - I cannot charge the vehicle and its getting the dreaded msg 'propulsion power is reduced'

Alvin, 30 Aug. 2021 , 04:41pm
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, 30 Aug. 2021 , 04:41pm
[REDACTED]

Visitor, 30 Aug. 2021 , 04:43pm
Also, I've already had the car sent to a dealership to reflash the hybrid powertrain control module 2

Visitor, 30 Aug. 2021 , 04:43pm
VIN is [REDACTED]

Alvin, 30 Aug. 2021 , 04:44pm
We appreciate your time reaching us today and bringing this to our attention, [REDACTED]. I'm sorry to know that you are experiencing vehicle issue regarding the charging on your vehicle and it has a message that power is reduced.
[Read]

Alvin, 30 Aug. 2021 , 04:44pm
Thank you for providing the VIN can I also have the current mileage of your vehicle please?
[Read]

Visitor, 30 Aug. 2021 , 04:45pm
Its in the shop right now but it just broke 52000 miles yesterday

Alvin, 30 Aug. 2021 , 04:46pm
Thank you. Can you please help me confirm your VIN, I tried to check the VIN. However, there's no record found on the system.
[Read]

Visitor, 30 Aug. 2021 , 04:46pm

Sorry, let me check again

Alvin, 30 Aug. 2021 , 04:47pm
That's okay no need to say sorry.
[Read]

Visitor, 30 Aug. 2021 , 04:48pm
[REDACTED]

Alvin, 30 Aug. 2021 , 04:48pm
Thank you so much.
[Read]

Alvin, 30 Aug. 2021 , 04:49pm
May I please have your phone number, email and complete home address for account research and documentation purposes, please?
[Read]

Visitor, 30 Aug. 2021 , 04:49pm
[REDACTED]

Visitor, 30 Aug. 2021 , 04:50pm
[REDACTED]

Visitor, 30 Aug. 2021 , 04:50pm
Richmond, CA [REDACTED]

Alvin, 30 Aug. 2021 , 04:50pm
Thank you for this information. May I please have your email address?
[Read]

Visitor, 30 Aug. 2021 , 04:51pm
[REDACTED]

Alvin, 30 Aug. 2021 , 04:52pm
Thank you. May I know the name of your dealership please?>
[Read]

Visitor, 30 Aug. 2021 , 04:52pm
Do you mean the location where I purchased the car?

Visitor, 30 Aug. 2021 , 04:52pm
Or where I had the recall performed?

Alvin, 30 Aug. 2021 , 04:52pm
The dealership that is currently working with the issue?
[Read]

Visitor, 30 Aug. 2021 , 04:53pm

I have it at a local shop because the dealership was too busy

Visitor, 30 Aug. 2021 , 04:53pm

<https://argonautgarage.com/>

Alvin, 30 Aug. 2021 , 04:53pm

May I know the name of the local shop?

[Read]

Alvin, 30 Aug. 2021 , 04:53pm

Thank you.

[Read]

Alvin, 30 Aug. 2021 , 04:57pm

Your time is very valuable, and we take your concerns seriously. A specialist who will continue to work directly with you and your dealership to address your concern will be handling your case, and will return a call within one to two business days. What is the best time of day for you to be reached? Can I also confirm the best phone number to call you back at?

[Read]

Visitor, 30 Aug. 2021 , 04:58pm

This phone number [REDACTED] is the best phone number and the afternoon (1PM and onwards) will be a good time.

Alvin, 30 Aug. 2021 , 04:58pm

Thank you for this information.

[Read]

Visitor, 30 Aug. 2021 , 04:59pm

A side question, do you know if replacing the Hybrid Powertrain Control Module is covered for warranty?

Visitor, 30 Aug. 2021 , 04:59pm

For vehicles sold in the United States, in addition to the Bumper-to-Bumper Coverage described previously, Chevrolet will warrant certain components for Each Chevrolet Volt, and Bolt EV, and Malibu Hybrid for 8 years or 100,000 miles (160,000 kilometers), whichever comes first, from the original in-service date of the vehicle, against warrantable repairs to the specific electric propulsion components of the vehicle.

Alvin, 30 Aug. 2021 , 05:01pm

The dealership can determine if replacing the Hybrid Powertrain Control Module is covered for applicable warranty. Once a proper diagnosis has been done, the best first step to take is bringing your vehicle to a GM certified dealership for diagnosis.

[Read]

Alvin, 30 Aug. 2021 , 05:01pm

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

██████████ 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]

Alvin, 30 Aug. 2021 , 05:01pm

May I assist you with anything else today?

[Read]