

[REDACTED] 26 Oct. 2022 , 02:17pm

hi

Virtual Assistant, 26 Oct. 2022 , 02:17pm

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

[Read]

[REDACTED] 26 Oct. 2022 , 02:17pm

[REDACTED]

Virtual Assistant, 26 Oct. 2022 , 02:17pm

What would you like to do? You can type things like "Schedule an appointment" or "Shopping for a vehicle." You can also type "Help" for a list of options that I can assist with.

[Read]

[REDACTED], 26 Oct. 2022 , 02:17pm

warranty details for 2017 volt

Virtual Assistant, 26 Oct. 2022 , 02:17pm

Do you have a current vehicle concern?

[Read]

[REDACTED] 26 Oct. 2022 , 02:17pm

I want warranty details

Virtual Assistant, 26 Oct. 2022 , 02:17pm

Do you have a current vehicle concern?

[Read]

[REDACTED], 26 Oct. 2022 , 02:17pm  
specifically voltec

Virtual Assistant, 26 Oct. 2022 , 02:17pm  
Sorry, what was that?  
[Read]

[REDACTED], 26 Oct. 2022 , 02:17pm  
warranty

Virtual Assistant, 26 Oct. 2022 , 02:18pm  
Do you have a current vehicle concern?  
[Read]

[REDACTED], 26 Oct. 2022 , 02:18pm  
battery energy control module

Virtual Assistant, 26 Oct. 2022 , 02:18pm  
I missed that, type that again?  
[Read]

[REDACTED], 26 Oct. 2022 , 02:18pm  
no

Virtual Assistant, 26 Oct. 2022 , 02:18pm  
General information related to our warranties can be found here:  
<https://www.chevrolet.com/owners/warranty>  
[Read]

[REDACTED], 26 Oct. 2022 , 02:18pm

warranty manual not available

Virtual Assistant, 26 Oct. 2022 , 02:18pm

Log in to your account for information on vehicle-specific warranty coverage.

<https://experience.gm.com/ownercenter/myvehicle>

[Read]

Virtual Assistant, 26 Oct. 2022 , 02:18pm

Was this helpful?

[Read]

Virtual Assistant, 26 Oct. 2022 , 02:18pm

Do you have a current vehicle concern?

[Read]

[REDACTED], 26 Oct. 2022 , 02:18pm

I did log in and no manual listed for volt

Virtual Assistant, 26 Oct. 2022 , 02:18pm

General information related to our warranties can be found here:

<https://www.chevrolet.com/owners/warranty>

[Read]

Virtual Assistant, 26 Oct. 2022 , 02:18pm

Log in to your account for information on vehicle-specific warranty coverage.

<https://experience.gm.com/ownercenter/myvehicle>

[Read]

Virtual Assistant, 26 Oct. 2022 , 02:18pm

Was this helpful?

[Read]

[REDACTED], 26 Oct. 2022 , 02:19pm

NO VOLT is not listed under guides!!

Virtual Assistant, 26 Oct. 2022 , 02:19pm

What would you like to do next? You can ask another question or type "advisor" to message an advisor.

[Read]

[REDACTED], 26 Oct. 2022 , 02:19pm

advisor

Virtual Assistant, 26 Oct. 2022 , 02:19pm

We are connecting you to an advisor, and you will get a notification when we respond. In the meantime, let us know how we can help.

[Read]

[Privately] Virtual Assistant, 26 Oct. 2022 , 02:19pm

Transfer intent: warranty

[Sent]

Carlos, 26 Oct. 2022 , 02:21pm

It's a great day here at Chevrolet Customer Assistance Center. My name is Carlos. For us to check the Voltec warranty information for your 2017 Chevrolet Volt, may I have the VIN and current mileage, and how's your vehicle?

[Read]

[REDACTED], 26 Oct. 2022 , 02:22pm

[REDACTED]

[REDACTED], 26 Oct. 2022 , 02:22pm

[REDACTED]

[REDACTED], 26 Oct. 2022 , 02:23pm

I want to find details on the warranties - voltech in particular

[REDACTED], 26 Oct. 2022 , 02:23pm

my car is at dealer for battery energy control module replacement which I think is under warranty

[REDACTED], 26 Oct. 2022 , 02:24pm

part is on order and I'm trying to find information on estimated timing, I understand it takes a while to get this part

[REDACTED], 26 Oct. 2022 , 02:24pm

but I wanted the details on warranty to have on-hand, that specifically address the various parts

[REDACTED], 26 Oct. 2022 , 02:25pm

when looking at the manuals-guides section on website, selecting 2017 and chevrolet and then there is NO listing for volt to select vehicle! why not?

Carlos, 26 Oct. 2022 , 02:25pm

I'm sorry to hear that you weren't able to find any documents online about the warranty information for Voltect. Based on the VIN, Voltec Component Limited Warranty is still active until 02/07/2025 or 100,049 miles whichever comes first. Please give me a few more minutes to check the specific details on the components covered. By the way, are you having issues with the battery or charger of your car?

[Read]

[REDACTED], 26 Oct. 2022 , 02:27pm

yes I already knew the warranty in place from my owner dashboard

[REDACTED], 26 Oct. 2022 , 02:27pm

I'm trying to find DETAILS for warranties and it's very difficult to find exact information .There must be some sort of list or something - it's like it's intentionally not available

[REDACTED], 26 Oct. 2022 , 02:28pm

for example I had some other work done that was under warranty a while back and the dealer at first told me it was not under warranty. But I knew from other volt owners that this was incorrect. So I called chev customer service to confirm and informed the dealer

[REDACTED], 26 Oct. 2022 , 02:28pm

I would like to have the detailed information available next time so I can verify what is still under warranty

[REDACTED], 26 Oct. 2022 , 02:29pm

I don't know why it's so difficult to have that information here or why the volt is not listed on the guides page, that's just weird...

[REDACTED], 26 Oct. 2022 , 02:29pm

I'm talking about here <https://www.chevrolet.com/support/vehicle/manuals-guides>

[REDACTED], 26 Oct. 2022 , 02:29pm

if you go there, select 2017 and chev, there is no volt under the vehicles.

[REDACTED], 26 Oct. 2022 , 02:29pm

as for my charger it seems to be working fine I think - why is there a problem? I went to the dealer w/ a check engine light and they said it was the BECM

Carlos, 26 Oct. 2022 , 02:30pm

Thank you for patiently waiting, [REDACTED]. For the 2017 Chevrolet Electric Vehicles, warranty stipulation is documented under the 2017 Chevrolet Warranty Manual.

[Read]

[REDACTED], 26 Oct. 2022 , 02:31pm

as far as I know it was charging fine - so is this part not in need of replacement after all? kind of at the mercy of the dealer b/c they needed to check the code

Carlos, 26 Oct. 2022 , 02:31pm

You may find information starting from page 14 Drive Motor Battery Coverage.

[Read]

[REDACTED], 26 Oct. 2022 , 02:31pm

yes but why is the 2017 chev warranty manual not there on the page w/ manual selection

Carlos, 26 Oct. 2022 , 02:32pm

That's interesting. Let me take note of this feedback and share it with the team. Thank you for bringing this to our attention. Rest assured that our Chevrolet dealership has a list of items or components covered under Voltec Warranty. I'm also glad that your car is charging fine.

[Read]

[REDACTED], 26 Oct. 2022 , 02:32pm

I'm looking at general warranty page right now on the website and it has the following:

[REDACTED], 26 Oct. 2022 , 02:33pm

bumper to bumper, powertrain, emission control, roadside assistance, courtesy transportation, corrosion protection, rust-through protection, and first maintenance visit.

[REDACTED], 26 Oct. 2022 , 02:33pm

nothing listed as 2017 Chevrolet Warranty Manual

[REDACTED], 26 Oct. 2022 , 02:34pm

is there a link to this you can give me?

Carlos, 26 Oct. 2022 , 02:34pm

Have you created a profile on Chevrolet Owner Center yet?

[Read]

Carlos, 26 Oct. 2022 , 02:34pm

[<https://www.chevrolet.com/owners>](<https://www.chevrolet.com/owners>)

[Read]

[REDACTED], 26 Oct. 2022 , 02:34pm

YES. I already know my remaining coverage etc. I'm trying to find the MANUAL

[REDACTED], 26 Oct. 2022 , 02:34pm

MANUAL

[REDACTED], 26 Oct. 2022 , 02:35pm

it should be easy to find on the site so I don't know why I cannot find it! I don't have the paper copy in my possession right now so trying to find it online. mine is in my car that is at the dealers!

Carlos, 26 Oct. 2022 , 02:36pm

I'm also checking what happened as a soft copy should also be available on our website.

[Read]

[REDACTED], 26 Oct. 2022 , 02:36pm

what about courtesy transportation - alternate transportation or reimbursement? how would I get that covered?

[REDACTED], 26 Oct. 2022 , 02:36pm

my car is probably goind to be at the dealer's for several months as I hear that these parts are in short supply and take a while to get

[REDACTED], 26 Oct. 2022 , 02:37pm

is there a way for you to check on ordering of that part? whether my dealer has ordered it, when it's expected, etc.? they have just told me they do not know when they will get it.

Carlos, 26 Oct. 2022 , 02:38pm

In the event that the vehicle is taken to the dealership for warranty repair, they would need to determine the estimated date of repair completion and they'll check on options of courtesy transportation such as rental.

[Read]

[REDACTED], 26 Oct. 2022 , 02:38pm

so the dealer takes care of that? but what is covered under warranty. we are back to the fact I cannot find the warranty information!

Carlos, 26 Oct. 2022 , 02:39pm

Let me create a case for [REDACTED]. May I know the name of the dealership and the symptoms of your vehicle, as well as your contact details such as phone number and email address

[Read]

[REDACTED], 26 Oct. 2022 , 02:39pm

the detail of warranty info that is available to the dealer should also be available to the owner!! that is just very poor customer service IMO. also that the volt is not even listed under manuals and guides.

Carlos, 26 Oct. 2022 , 02:39pm

This has definitely been noted.

[Read]

[REDACTED], 26 Oct. 2022 , 02:42pm

trying to find my dashboard and acct info at the moment to give you info. dealer is Jerry's Chevrolet in Leesburg, VA - symptom was check engine light on; my info is [REDACTED] 571-521-9109

Carlos, 26 Oct. 2022 , 02:45pm

Thank you. Here is the case created: [REDACTED] like to add the following information on file: When was the vehicle taken to the dealer, beside the check engine light, has the dealership given additional information such repair estimate cost or if this was covered under warranty?

[Read]

[REDACTED], 26 Oct. 2022 , 02:46pm

taken to dealer 10-18-22; the dealer only said they "think" it is covered under voltec warranty and they do not know when they will recv the part. that is all.

[REDACTED], 26 Oct. 2022 , 02:46pm

when not when

[REDACTED], 26 Oct. 2022 , 02:47pm

have already been w/o it for over a week. luckily I am working from home but otherwise I would be in trouble w/o a vehicle; still have had to borrow etc.

Carlos, 26 Oct. 2022 , 02:49pm

That's must be frustrating. I will be endorsing this case to our specialist who will work directly with you and your dealership towards resolution. Please expect a call within 2 business days. What would be a good time to contact you?

[Read]

[REDACTED], 26 Oct. 2022 , 02:49pm

I can be contacted from 10-10 daily

Carlos, 26 Oct. 2022 , 02:51pm

This is added on file. 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], 26 Oct. 2022 , 02:51pm

it would be helpful if I could get a warranty booklet or link to one online - the reason I first started this chat!

Carlos, 26 Oct. 2022 , 02:52pm

We will also look into this, [REDACTED] it's noted in the file too.

[Read]

[REDACTED], 26 Oct. 2022 , 02:52pm

OK thanks. Can I possibly be mailed a warranty booklet?

Carlos, 26 Oct. 2022 , 02:53pm

I'll include in the request.

[Read]

[REDACTED], 26 Oct. 2022 , 02:53pm

OK thank you I think my info is all in my account on the website

Carlos, 26 Oct. 2022 , 02:53pm

Thank you for giving us complete details. We really appreciate it.

[Read]

[REDACTED] 26 Oct. 2022 , 02:54pm

thank you very much for your help and patience - I appreciate it!

Carlos, 26 Oct. 2022 , 02:55pm

It's my [REDACTED]. Thank you for contacting Chevrolet Customer Assistance Center. Be safe out there.

[Read]

[REDACTED], 26 Oct. 2022 , 02:56pm

Thanks you too! Sure wish Chevy still made the volt though - it is a wonderful car. the bolt does not even compare LOL

[REDACTED], 26 Oct. 2022 , 02:56pm

take care, have a good day.