

[REDACTED] 04 Nov. 2022 , 10:03am

Hi

Virtual Assistant, 04 Nov. 2022 , 10:03am

Thanks! In order to best assist, please provide your first and last name.

[Read]

[REDACTED], 04 Nov. 2022 , 10:03am

[REDACTED]

Virtual Assistant, 04 Nov. 2022 , 10:03am

[Rich Content]

[Read]

[REDACTED], 04 Nov. 2022 , 10:03am

Assistance on a vehicle I own

Virtual Assistant, 04 Nov. 2022 , 10:03am

[Rich Content]

[Read]

[REDACTED] 04 Nov. 2022 , 10:03am

All Other Questions

Virtual Assistant, 04 Nov. 2022 , 10:04am

[Rich Content]

[Read]

[REDACTED], 04 Nov. 2022 , 10:04am

I'd prefer to chat with a customer service advisor

Virtual Assistant, 04 Nov. 2022 , 10:04am

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]

Precious Rona, 04 Nov. 2022 , 10:05am

Hi, [REDACTED]! It's a wonderful day here at General Motors Customer Assistance Center. My name is Precious. How are you doing today?

[Read]

[REDACTED], 04 Nov. 2022 , 10:05am

I have a 2017 chevy volt that has been at the dealership since 8/22/2022 for a repair that is under warranty. They have supplied a rental car but i really would like my car back. I am considering a lemon law request

[REDACTED], 04 Nov. 2022 , 10:06am

What are your thoughts on that?

[REDACTED] 04 Nov. 2022 , 10:08am

Did i lose you Precious?

Precious Rona, 04 Nov. 2022 , 10:09am

Oh, I am so sorry to know about the issue in your vehicle. Let us check on what we can do about this. Can you provide your VIN please?

[Read]

[REDACTED] 04 Nov. 2022 , 10:09am

let me look for it

[REDACTED], 04 Nov. 2022 , 10:10am

[REDACTED]

[REDACTED] 04 Nov. 2022 , 10:10am

it is at the Sandy, OR chevrolet dealership

Precious Rona, 04 Nov. 2022 , 10:13am

Thank you, [REDACTED] Would you mind telling me what was the issue on your car?

[Read]

[REDACTED], 04 Nov. 2022 , 10:13am

i think it is the battery energy control module that has failed BECM

[REDACTED] 04 Nov. 2022 , 10:14am

from what i see online it seems like a fairly regular issue at around 50k miles or so

Precious Rona, 04 Nov. 2022 , 10:16am

Oh, I see. My apologies for any inconvenience caused by this issue. How long have you been experiencing this? Is it a recurring concern for your car?

[Read]

[REDACTED], 04 Nov. 2022 , 10:17am

no, it just failed and then the car is inoperable. we took it into the dealership like i said 8/22/2022

[REDACTED], 04 Nov. 2022 , 10:19am

should i just call your hotline instead of using this chat?

Precious Rona, 04 Nov. 2022 , 10:21am

My apologies for the delay. I am reviewing your concern while attempting to set up a case. Can you provide your phone number, email address, and the current mileage of the car?

[Read]

[REDACTED] Nov. 2022 , 10:22am

[REDACTED]

[REDACTED] 04 Nov. 2022 , 10:22am

[REDACTED]

[REDACTED] , 04 Nov. 2022 , 10:22am

[REDACTED] Sandy OR [REDACTED]

[REDACTED] , 04 Nov. 2022 , 10:22am

[REDACTED]

[REDACTED] , 04 Nov. 2022 , 10:23am

approximately 50,000. I do not have the exact milage

[REDACTED] , 04 Nov. 2022 , 10:23am

the electric components are covered through 100k miles

Precious Rona, 04 Nov. 2022 , 10:25am

Thank you [REDACTED]. Would you mind if I place this conversation on hold for 3-5 minutes so I can check it for you?

[Read]

[REDACTED] , 04 Nov. 2022 , 10:25am

ok

Precious Rona, 04 Nov. 2022 , 10:31am

I am really sorry. I want to make sure that I will provide you the correct resolution to this. Please allow me to put this chat on hold for another 3-5 minutes.

[Read]

Precious Rona, 04 Nov. 2022 , 10:37am

Due to the nature of your concern, we would like to open a case and work alongside your dealership to further assist. To open a line of communication with our team, we recommend opting into our SMS experience. Is this something you would be interested in?

[Read]

██████████, 04 Nov. 2022 , 10:38am

sure.

██████████, 04 Nov. 2022 , 10:39am

i have reached out to the service department every week or so asking for updates and none have been available other than the parts on back order

██████████, 04 Nov. 2022 , 10:39am

what are my next steps to get some resolution?

██████████ 04 Nov. 2022 , 10:39am

2.5 months of not having my car is tough to deal with. I am not allowed to have my dog in the rental and this has become a pretty huge inconvenience

Precious Rona, 04 Nov. 2022 , 10:42am

I certainly understand your concern and the urgency on having this resolved. I know how important this is for you. Here's what will happen. You will receive an email from the senior advisor with opt-in instructions for SMS within 2 business days.

[Read]

[REDACTED], 04 Nov. 2022 , 10:43am

I will be honest. If forward progress is not happening within a week, i plan to initiate the lemon law/buy back process. 2 days to start recieving text messages does not feel like this is any kind of priority for GM

[REDACTED], 04 Nov. 2022 , 10:44am

can i just say no thank you to sms and we can begin the process now?

Precious Rona, 04 Nov. 2022 , 10:45am

I do understand the urgency of this matter, [REDACTED] I'll start setting up your case today. You'll receive a phone call from the senior advisor within 2 business days.

[Read]

[REDACTED], 04 Nov. 2022 , 10:46am

ok. thank you. I am sorry to make this feel like i am taking it out on you. just so far i have gotten no where with GM to move forward. my appologies for my tone of dissapointment

[REDACTED], 04 Nov. 2022 , 10:46am

i know you are just doing your job

Precious Rona, 04 Nov. 2022 , 10:52am

I totally understand, [REDACTED] No worries about that. I'll make sure to set up the case today, so you'll be assisted by a senior advisor as soon as possible. May I assist you with anything else today?

[Read]

[REDACTED], 04 Nov. 2022 , 10:52am

nope. have a nice day!

Precious Rona, 04 Nov. 2022 , 10:56am

You're very much welcome! Again, thank you for contacting General Motors Customer Assistance Center. Feel free to message us back here if you need any further assistance. Be safe out there!

[Sent]