

My name is [REDACTED] 08 Nov. 2022 , 12:53pm

Hi

Virtual Assistant, 08 Nov. 2022 , 12:53pm

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

[Read]

My name is [REDACTED], 08 Nov. 2022 , 12:53pm

My name is [REDACTED]

Virtual Assistant, 08 Nov. 2022 , 12:54pm

[Rich Content]

[Read]

My name is [REDACTED], 08 Nov. 2022 , 12:54pm

Assistance on a vehicle I own

Virtual Assistant, 08 Nov. 2022 , 12:54pm

[Rich Content]

[Read]

My name is [REDACTED], 08 Nov. 2022 , 12:54pm

All Other Questions

Virtual Assistant, 08 Nov. 2022 , 12:54pm

[Rich Content]

[Read]

My name is [REDACTED] 08 Nov. 2022 , 12:54pm

I'd prefer to chat with a customer service advisor

Virtual Assistant, 08 Nov. 2022 , 12:54pm

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]

My name is [REDACTED], 08 Nov. 2022 , 12:55pm

My 2017 Volt was diagnosed with a Battery Engine Control Module failure back in March through a GM dealership. There has been no word on getting a repair date.

My name is [REDACTED], 08 Nov. 2022 , 12:56pm

I am hoping to find a path forward since I have been without a drive-able vehicle since the failure.

Jane, 08 Nov. 2022 , 01:00pm

Hi [REDACTED] You've reached Chevrolet Customer Assistance Center. My name is Jane. I'm sorry you are having issue with the vehicle. Is the dealership awaiting for a part? What exactly did they tell you when you brought the vehicle to them?

[Read]

Jane, 08 Nov. 2022 , 01:00pm

When was the last time they inspected the vehicle?

[Read]

My name is [REDACTED] Nov. 2022 , 01:01pm

The dealership is very unresponsive. I originally brought it to them in march, they diagnosed but stated the part was on back order with no date on when it can be received. To avoid having my vehicle sit out in the summer sun I had it returned to my home until the part arrived. Which never happened.

My name is [REDACTED], 08 Nov. 2022 , 01:03pm

Since then my original service advisor left the job, I was forgotten about and had to re-establish a contact with someone else. So I don't have faith a part order was even put in.

Jane, 08 Nov. 2022 , 01:05pm

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]

My name is [REDACTED], 08 Nov. 2022 , 01:05pm

Yes that would be ideal

Jane, 08 Nov. 2022 , 01:07pm

Thank you. May I have the name and complete address of the dealership, the VIN and mileage, the part needed, your email address and phone number?

[Read]

My name is [REDACTED], 08 Nov. 2022 , 01:08pm

Earnhardt Chevrolet

My name is [REDACTED], 08 Nov. 2022 , 01:08pm

[REDACTED], Chandler, AZ [REDACTED]

My name is [REDACTED], 08 Nov. 2022 , 01:09pm

[REDACTED]

My name is [REDACTED], 08 Nov. 2022 , 01:10pm

I cannot get an accurate mileage since my battery is dead from my car sitting in my garage for so long. but it is in the 40,000s

My name is [REDACTED], 08 Nov. 2022 , 01:11pm

the part needed is the Battery Engine Control Module (BECM)

My name is [REDACTED], 08 Nov. 2022 , 01:11pm

[REDACTED]

My name is [REDACTED], 08 Nov. 2022 , 01:11pm

[REDACTED]

Jane, 08 Nov. 2022 , 01:13pm

Thank you for the details. One moment while I create the case.

[Read]

My name is [REDACTED], 08 Nov. 2022 , 01:17pm

Thank you

Jane, 08 Nov. 2022 , 01:18pm

Thank you for waiting. Here is the case number: [REDACTED], You will receive an email from the senior advisor with opt-in instructions for SMS within 2 business days.

[Read]

Jane, 08 Nov. 2022 , 01:18pm

You're welcome! Is there anything else I can check for you today?

[Read]

My name is [REDACTED], 08 Nov. 2022 , 01:19pm

That should be it. Thank you for the help

Jane, 08 Nov. 2022 , 01:20pm

You're welcome! We hope that you and your family will stay safe and healthy. Thank you for contacting Chevrolet Customer Assistance Center. Have a great day!

[Received]

