

[REDACTED] 13 Nov. 2022 , 02:46pm

Control Module - GM (24296900)

Virtual Assistant, 13 Nov. 2022 , 02:46pm

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] 13 Nov. 2022 , 02:46pm

Daisy? Customer Service

Virtual Assistant, 13 Nov. 2022 , 02:46pm

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] 13 Nov. 2022 , 02:47pm

Customer Service

Virtual Assistant, 13 Nov. 2022 , 02:47pm

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, 13 Nov. 2022 , 02:47pm

Transfer intent: no_origin_transfer

[Sent]

MaryAnn, 13 Nov. 2022 , 02:47pm

Hi, [REDACTED]s! It's a great day here at Chevrolet Customer Assistance Center! My name is Anne. How may I assist you?

[Read]

[REDACTED], 13 Nov. 2022 , 02:48pm

Hi Anne. I was speaking to Daisy to generate a support case but was disconnected.

[REDACTED], 13 Nov. 2022 , 02:50pm

My name is [REDACTED]. Contacting you in reference to generating a support case about a repair part needed for my 2018 Chevy Volt.

MaryAnn, 13 Nov. 2022 , 02:50pm

I apologize if you got disconnected from the previous advisor. I'll be assisting from here.

[Read]

[REDACTED] Nov. 2022 , 02:50pm

Part Number is 24296900 listed as a Battery Control Module

[REDACTED] 13 Nov. 2022 , 02:51pm

[REDACTED]

MaryAnn, 13 Nov. 2022 , 02:51pm

Thank you.

[Read]

MaryAnn, 13 Nov. 2022 , 02:52pm

May I know the current mileage please?

[Read]

[REDACTED] 13 Nov. 2022 , 02:53pm

56607

MaryAnn, 13 Nov. 2022 , 02:55pm

Thank you. Is the vehicle currently at a certified GM dealership?

[Read]

[REDACTED], 13 Nov. 2022 , 02:55pm

yes...

MaryAnn, 13 Nov. 2022 , 02:56pm

May I know the name of the dealership?

[Read]

[REDACTED] 13 Nov. 2022 , 02:56pm

Raceway Chevrolet in Bethlehem

[REDACTED] 13 Nov. 2022 , 02:56pm

1124 Hellertown Rd. Bethlehem PA 18015

MaryAnn, 13 Nov. 2022 , 02:56pm

And may I know how long are you waiting for parts?

[Read]

[REDACTED] 13 Nov. 2022 , 02:57pm

So far 4 weeks

[REDACTED] 13 Nov. 2022 , 02:57pm

October 8th it went into the shop for a second time for the same issue.

MaryAnn, 13 Nov. 2022 , 02:59pm

Have you reached out to the dealer's Customer Experience Manager about your concern?

[Read]

[REDACTED], 13 Nov. 2022 , 02:59pm

Yes and they were no help.

[REDACTED] 13 Nov. 2022 , 02:59pm

They claim that they have 2 others in front of me for the same part.

MaryAnn, 13 Nov. 2022 , 02:59pm

Did they confirm that the part is in back order?

[Read]

[REDACTED] Nov. 2022 , 03:00pm

Yes... and I've called around to all our local dealers that supposedly have them in stock - even as far out as Tennessee and Texas, but they're all spoken for - for other customers.

MaryAnn, 13 Nov. 2022 , 03:01pm

Thank you. Can you provide what issues are you having on the vehicle and what was the recommendation of the dealership for repairs?

[Read]

[REDACTED] 13 Nov. 2022 , 03:02pm

Propulsion Power is Limited is the error I get on the screen. It will only drive on the gas engine with no electric engine support.

[REDACTED] 13 Nov. 2022 , 03:02pm

Battery system doesn't charge at all.

[REDACTED], 13 Nov. 2022 , 03:02pm

So they recommended that part as being the fix to the issue.

MaryAnn, 13 Nov. 2022 , 03:04pm

Thank you.

[Read]

MaryAnn, 13 Nov. 2022 , 03:04pm

I'll be creating a case. May I have your email and mailing address for reference?

[Read]

[REDACTED] 13 Nov. 2022 , 03:08pm

[REDACTED]

[REDACTED] 13 Nov. 2022 , 03:08pm

[REDACTED] Bethlehem PA [REDACTED]

MaryAnn, 13 Nov. 2022 , 03:10pm

Thank you. Can you give me a few minutes please?

[Read]

[REDACTED], 13 Nov. 2022 , 03:11pm

Sure...thank you for the help

MaryAnn, 13 Nov. 2022 , 03:12pm

Thank you. Please stay connected.

[Read]

██████████ 13 Nov. 2022 , 03:15pm

Will do

Info [Automated], 13 Nov. 2022 , 03:15pm

An advisor should respond within 5 minutes.

[Read]

MaryAnn, 13 Nov. 2022 , 03:17pm

Thank you for waiting. Your Service Request # ██████████ .

[Read]

MaryAnn, 13 Nov. 2022 , 03:18pm

We are sorry for the delay in obtaining the required parts for your vehicle's repair. Please know that Chevrolet is working hard to get the needed parts as quickly as possible.

[Read]

MaryAnn, 13 Nov. 2022 , 03:19pm

I'm contacting the Customer Experience Manager in order to move your case forward towards a resolution. They may respond to us within 3 business days and we'll follow up with you as soon as we receive their reply.

[Read]

██████████ Nov. 2022 , 03:20pm

ok... sounds good.

██████████ 13 Nov. 2022 , 03:20pm

So I should expect to know something more by late week?

MaryAnn, 13 Nov. 2022 , 03:21pm

Yes, please.

[Read]

MaryAnn, 13 Nov. 2022 , 03:23pm

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]

 13 Nov. 2022 , 03:23pm

No that's all. Thank you for the help

MaryAnn, 13 Nov. 2022 , 03:25pm

You're welcome. It's my pleasure assisting you today. Be safe Out There!

[Received]