

[REDACTED], 19 May. 2022 , 02:43pm

hello my 2017 volt was repaired under warranty last yer, it took 90 days and 3 trips back to finally have it fixed, I was supposed to get reimbursed for 3 car payments and have yet to see the check

Virtual Assistant, 19 May. 2022 , 02:43pm

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

[Read]

[REDACTED] 19 May. 2022 , 02:43pm

[REDACTED]

Virtual Assistant, 19 May. 2022 , 02:43pm

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], 19 May. 2022 , 02:44pm

hello my 2017 volt was repaired under warranty last yer, it took 90 days and 3 trips back to finally have it fixed, I was supposed to get reimbursed for 3 car payments and have yet to see the check

Virtual Assistant, 19 May. 2022 , 02:44pm

Do you have a current vehicle concern?

[Read]

[REDACTED], 19 May. 2022 , 02:44pm

no

Virtual Assistant, 19 May. 2022 , 02:44pm

General information related to our warranties can be found here:

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

[Read]

Virtual Assistant, 19 May. 2022 , 02:44pm

Log in to your Owner Center account for vehicle-specific warranty coverage.

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

[Read]

Virtual Assistant, 19 May. 2022 , 02:44pm

Was this helpful?

[Read]

[REDACTED], 19 May. 2022 , 02:44pm

no read the damn message I sent

Virtual Assistant, 19 May. 2022 , 02:44pm

Type that one more time?

[Read]

[REDACTED] 19 May. 2022 , 02:44pm

hello my 2017 volt was repaired under warranty last yer, it took 90 days and 3 trips back to finally have it fixed, I was supposed to get reimbursed for 3 car payments and have yet to see the check

Virtual Assistant, 19 May. 2022 , 02:44pm

Do you have a current vehicle concern?

[Read]

[REDACTED] 19 May. 2022 , 02:45pm

get me a live person

Virtual Assistant, 19 May. 2022 , 02:45pm

Let me transfer you to an advisor who can help.

[Read]

██████████, 19 May. 2022 , 02:46pm

ok

Phoebe, 19 May. 2022 , 02:47pm

Hello, ██████████ It's a great day here at Chevrolet Customer Assistance Center. My name is Phoebe. I hope you are doing well! I understand that you are checking regarding the reimbursement for your car payment. May I know if the dealership is the one that have advised you this?

[Read]

██████████, 19 May. 2022 , 02:48pm

this was from senior advisor at customer service rondo

██████████ 19 May. 2022 , 02:48pm

not the dealer

Phoebe, 19 May. 2022 , 02:49pm

I see. Let me check this. May I have the full VIN?

[Read]

██████████, 19 May. 2022 , 02:50pm

████████████████████

Phoebe, 19 May. 2022 , 02:53pm

Thanks.

[Read]

Phoebe, 19 May. 2022 , 02:53pm

Please give me a moment to review this.

[Read]

[REDACTED] May. 2022 , 02:53pm

OK

Phoebe, 19 May. 2022 , 02:54pm

My apologies. The VIN you have provided is not showing any results. Can you check it again?

[Read]

[REDACTED], 19 May. 2022 , 02:55pm

[REDACTED]

Phoebe, 19 May. 2022 , 02:58pm

Thank you. Please give me a moment to review this.

[Read]

[REDACTED] 19 May. 2022 , 02:58pm

OK

Phoebe, 19 May. 2022 , 02:59pm

Thank you.

[Read]

Phoebe, 19 May. 2022 , 03:04pm

Thank you for waiting. I have reviewed the case for your vehicle however it was closed since the advisor was not able to contact you regarding this issue.

[Read]

[REDACTED], 19 May. 2022 , 03:05pm

WHAT I HAD 35 CALLS FROM RONDO ON THE REIMBERSEMENT WAS APPROVED AND YOU WOULD BE MAILING THE CHECK

[REDACTED] 19 May. 2022 , 03:06pm

check his call logs

Phoebe, 19 May. 2022 , 03:10pm

Please give me 3-5 minutes to check again.

[Read]

[REDACTED], 19 May. 2022 , 03:10pm

ok

Phoebe, 19 May. 2022 , 03:17pm

I am still checking. I am sorry for the delay.

[Read]

[REDACTED], 19 May. 2022 , 03:17pm

ok thank you

Phoebe, 19 May. 2022 , 03:25pm

Thank you for waiting.

[Read]

Phoebe, 19 May. 2022 , 03:28pm

Since the case for this concern has been closed. I will re-escalate your case and a senior advisor will contact you within 3-5 business days.

[Read]

Phoebe, 19 May. 2022 , 03:29pm

Here is your service request number [REDACTED]. Please reference this number if you need any further assistance regarding this concern. Is there anything else I can help you with?

[Read]

[REDACTED], 19 May. 2022 , 03:29pm

why cannot you resolve this and send me my reimbursement

Phoebe, 19 May. 2022 , 03:29pm

Our team do not handle reimbursement. I am sorry.

[Read]

[REDACTED] 19 May. 2022 , 03:30pm

ok thank you

Phoebe, 19 May. 2022 , 03:30pm

Do you have any other questions that I may assist you with today?

[Read]

[REDACTED], 19 May. 2022 , 03:30pm

nope

Phoebe, 19 May. 2022 , 03:31pm

Thank you for contacting Chevrolet Customer Assistance Center. Please feel free to contact us if assistance is needed in the future. Have a great day and be safe out there!

[Sent]