

Visitor, 02 Dec. 2022 , 05:15pm

Hi

Virtual Assistant, 02 Dec. 2022 , 05:15pm

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]

Visitor, 02 Dec. 2022 , 05:16pm

my Chevy volt is being repaired for the third time in six months, with this current repair taking over a month with no ETA for completion

Alvin, 02 Dec. 2022 , 05:19pm

It's a great day here at Chevrolet Customer Assistance Center. My name is Alvin. I appreciate your time reaching us and I hope that you're having a great day. How can I help you today?

[Read]

Visitor, 02 Dec. 2022 , 05:20pm

My Chevy volt has been at the dealership for a repair for the past month with no ETA for completion as they have not gotten the parts needed yet

Visitor, 02 Dec. 2022 , 05:20pm

This is the third repair in 6 months for my car and wanted to 'now if anything can be done

Alvin, 02 Dec. 2022 , 05:21pm

I can understand your frustration, especially since you have spent your time and energy on looking for a resolution on your own, with these dealerships. I would feel similarly, if I were in your position. To best assist you, may I have your VIN and current mileage please?

[Read]

Visitor, 02 Dec. 2022 , 05:24pm

I believe the mileage was around 40000 when I dropped it off

Alvin, 02 Dec. 2022 , 05:25pm

Thank you! May I have your VIN please?

[Read]

Visitor, 02 Dec. 2022 , 05:26pm

[REDACTED]

Alvin, 02 Dec. 2022 , 05:27pm

Thank you! Is this for your 2017 Volt?

[Read]

Visitor, 02 Dec. 2022 , 05:27pm

YES

Alvin, 02 Dec. 2022 , 05:28pm

To ensure that your information on file is updated and for documentation purposes. Would you mind providing your contact number, email address and complete home address please?  
[Read]

Visitor, 02 Dec. 2022 , 05:29pm

[REDACTED]

Visitor, 02 Dec. 2022 , 05:29pm

[REDACTED]

Visitor, 02 Dec. 2022 , 05:30pm

[REDACTED] fort Myers, FL [REDACTED]

Alvin, 02 Dec. 2022 , 05:30pm

Thank you! May I know the name of your dealership please?

[Read]

Visitor, 02 Dec. 2022 , 05:30pm

Estero Bay Chevrolet

Alvin, 02 Dec. 2022 , 05:31pm

Got it! To address you properly, may I have your full name please?

[Read]

Visitor, 02 Dec. 2022 , 05:31pm

[REDACTED]

Alvin, 02 Dec. 2022 , 05:32pm

Thank you [REDACTED]. I understand that your vehicle is waiting for the part to get fixed, is that correct?

[Read]

Visitor, 02 Dec. 2022 , 05:32pm

yes

Alvin, 02 Dec. 2022 , 05:33pm

Okay. May I know when was your vehicle diagnosed and what is the diagnosis please?

[Read]

Visitor, 02 Dec. 2022 , 05:35pm

the car was dropped off on October 24th, they never gave a diagnosis, and have only said the part is on back order

Alvin, 02 Dec. 2022 , 05:36pm

I see. May I know what is the part that is on back order?

[Read]

Visitor, 02 Dec. 2022 , 05:37pm

they never told me

Alvin, 02 Dec. 2022 , 05:37pm

That's okay. May I know the issue that you are experiencing on your vehicle please?

[Read]

Visitor, 02 Dec. 2022 , 05:39pm

a check engine light and the message that said reduced propulsion, resulting in it going very slow and not using the electric battery system

Alvin, 02 Dec. 2022 , 05:40pm

Thank you!

[Read]

Visitor, 02 Dec. 2022 , 05:42pm

i also had the car repaired twice in July for not turning on and a check engine light

Alvin, 02 Dec. 2022 , 05:45pm

I understand that's really frustrating and I would feel the same in your situation. Just to verify, may I know the current location of your vehicle please?

[Read]

Visitor, 02 Dec. 2022 , 05:46pm

it is at Estero Bat Chevrolet

Visitor, 02 Dec. 2022 , 05:46pm

Estero bay Chevrolet

Alvin, 02 Dec. 2022 , 05:49pm

Thank you!

[Read]

Alvin, 02 Dec. 2022 , 05:49pm

Based on the information that you have shared, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided will be available to both your dealer and Senior Advisor. The Senior Advisor will contact you within 2 business days.

[Read]

Alvin, 02 Dec. 2022 , 05:49pm

Please allow me 3-5 minutes while I document your concern.

[Read]

Visitor, 02 Dec. 2022 , 05:49pm

Ok

Alvin, 02 Dec. 2022 , 05:55pm

Thank you for bringing this to our attention. I was able to collate all the necessary information you have given me, and I fully documented your account regarding the issue you are running into. Here is the case

number [REDACTED] that will serve as a reference of our conversation. I sincerely apologize for the trouble. May I assist you with anything else today?

[Read]

Visitor, 02 Dec. 2022 , 05:56pm

No that is all for now

Alvin, 02 Dec. 2022 , 05:56pm

Thank you for reaching Chevrolet. Stay healthy and be safe!

[Received]