

[REDACTED], 08 Dec. 2022 , 08:16am

Talk to a person

Virtual Assistant, 08 Dec. 2022 , 08:16am

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

[Read]

[REDACTED] 08 Dec. 2022 , 08:16am

[REDACTED]

Virtual Assistant, 08 Dec. 2022 , 08:16am

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], 08 Dec. 2022 , 08:16am

Talk to a person

Virtual Assistant, 08 Dec. 2022 , 08:16am

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, 08 Dec. 2022 , 08:16am

Transfer intent: advisor

[Sent]

Ann, 08 Dec. 2022 , 08:18am

It's a wonderful day here at Chevrolet Customer Assistance Center. My name is Ann. It is my pleasure to assist you [REDACTED]. I hope you are having a great day. How may I help you today?

[Read]

[REDACTED], 08 Dec. 2022 , 08:18am

I just bought a 2016 Chevy Volt still under the voltec warranty. I only got to drive the car home before it broke, the car was towed to Chevy and I was told today that the BECM is bad and needs to be replaced. I was also told this could take months as the part is not available

[REDACTED], 08 Dec. 2022 , 08:19am

So now I'm going to be paying for insurance and making a car payment for months on a car that got to drive a total of 30 miles home

[REDACTED], 08 Dec. 2022 , 08:19am

What can be done to get this part quickly?

[REDACTED], 08 Dec. 2022 , 08:20am

And on top of it somehow I didn't even get a charging cord with the vehicle...

[REDACTED], 08 Dec. 2022 , 08:21am

Can Chevy at least as a goodwill gesture send me an official charging cable?

Ann, 08 Dec. 2022 , 08:22am

I was reading your concern and I understand this situation may be frustrating and I would certainly like to gather some additional information regarding this, [REDACTED] May I know what part needed for your vehicle?

[Read]

[REDACTED], 08 Dec. 2022 , 08:22am

P/N 24296900 the Battery energy control module

Ann, 08 Dec. 2022 , 08:24am

Thank you, [REDACTED]. Can I have your phone number, email, mailing address, vin and mileage please?

[Read]

[REDACTED], 08 Dec. 2022 , 08:24am

[REDACTED]

[REDACTED], 08 Dec. 2022 , 08:24am

[REDACTED]

[REDACTED] 08 Dec. 2022 , 08:24am

[REDACTED] apple valley MN [REDACTED]

[REDACTED] 08 Dec. 2022 , 08:25am

78498 is the millage

[REDACTED] 08 Dec. 2022 , 08:25am

[REDACTED]

Ann, 08 Dec. 2022 , 08:27am

Thank you, [REDACTED] Can I have the name of dealer please?

[Read]

[REDACTED], 08 Dec. 2022 , 08:27am

The dealer I bought it at or the dealer this is servicing the car?

Ann, 08 Dec. 2022 , 08:28am

The dealer that servicing the car, Bryan.

[Read]

[REDACTED], 08 Dec. 2022 , 08:28am

Luther Brookdale Chevrolet is where the car is for service right now

[REDACTED], 08 Dec. 2022 , 08:29am

My other concern is the car sitting in a park lot for months on below freezing temperatures...

[REDACTED], 08 Dec. 2022 , 08:29am

What is that going to do the health of the battery pack just sitting there

Ann, 08 Dec. 2022 , 08:29am

Thank you, [REDACTED] May I know when did they order the part?

[Read]

[REDACTED], 08 Dec. 2022 , 08:29am

I'm hoping today but I was not told

[REDACTED], 08 Dec. 2022 , 08:29am

All they said is it needs a BECM before they can do anything

[REDACTED], 08 Dec. 2022 , 08:30am

And that it could be two weeks to two years before they see it

Ann, 08 Dec. 2022 , 08:31am

May I know who you spoke to at the dealer?

[Read]

[REDACTED] 08 Dec. 2022 , 08:32am

It was Nicklaus VanDeusen

Ann, 08 Dec. 2022 , 08:33am

Is it a service advisor or service manager?

[Read]

[REDACTED], 08 Dec. 2022 , 08:33am

I'm not sure

[REDACTED] 08 Dec. 2022 , 08:33am

I have a pretty high level of frustration with it all

[REDACTED], 08 Dec. 2022 , 08:33am

Glad the only drive I got to take in my new car was a drive home

[REDACTED], 08 Dec. 2022 , 08:34am

Really makes me question owning a chevy

[REDACTED], 08 Dec. 2022 , 08:36am

From a broken car to not even getting a dang charging cable I don't know about it

Ann, 08 Dec. 2022 , 08:36am

I understand that you are not expecting this to happen. Let me check what we can do, [REDACTED]. Please allow me few minutes to check this for you.

[Read]

[REDACTED], 08 Dec. 2022 , 08:36am

Ok

Ann, 08 Dec. 2022 , 08:44am

Thanks for waiting, [REDACTED] I understand your frustration as your dealer told you that it could take months. For now, I highly suggest to speak with our Customer Experience Manager (not a service advisor) which is the point contact of GM at the dealership so they can check further if they can get the part as soon as possible as they are the one who's ordering it.

[Read]

[REDACTED] 08 Dec. 2022 , 08:45am

Ok

[REDACTED], 08 Dec. 2022 , 08:46am

How do I get to one of them?

Ann, 08 Dec. 2022 , 08:48am

You can look for the Customer Experience Manager at the dealership and speak with him/her directly so they can check what further they can do, [REDACTED]

[Read]

[REDACTED] 08 Dec. 2022 , 08:49am

Ok well thanks for "help" I'll make everyone I meet I let them know to avoid a Chevy at all cost

Ann, 08 Dec. 2022 , 08:52am

Anything else I can help you aside from this, [REDACTED]?

[Sent]