

My name is [REDACTED] and I have sent a message before, 21 Sep. 2022 , 09:39pm

Hi

Virtual Assistant, 21 Sep. 2022 , 09:39pm

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

[Read]

My name is [REDACTED] and I have sent a message before, 21 Sep. 2022 , 09:40pm

My name is [REDACTED] and I have sent a message before

Virtual Assistant, 21 Sep. 2022 , 09:40pm

[Rich Content]

[Read]

My name is [REDACTED] and I have sent a message before, 21 Sep. 2022 , 09:46pm

I have a 2018 Chevy Volt that is in the dealership for repair of a failed BECM. I believe it's under warranty, but the service department has not contacted me since dropping the vehicle off. I've sent many unreturned messages. I believe I am entitled to a loaner vehicle with this long of a wait for repair (3weeks and counting), but but it's as if they are avoiding me. Is there any help from GM on resolving this or is my state's Attorney General my only avenue?

Virtual Assistant, 21 Sep. 2022 , 09:46pm

I'm sorry. I didn't understand your response. Please try again

[Read]

Virtual Assistant, 21 Sep. 2022 , 09:46pm

[Rich Content]

[Read]

My name is [REDACTED] and I have sent a message before, 21 Sep. 2022 , 09:47pm

Attorney General it is.

Virtual Assistant, 21 Sep. 2022 , 09:47pm

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]

Ralph, 21 Sep. 2022 , 09:49pm

Hi [REDACTED]! It's a great day here at Chevrolet Customer Assistance Center, my name is Ralph! I understand that you're experiencing issues with your vehicle and have not heard back anything from your GM Dealership. May I ask for the VIN and mileage of the vehicle to further check that for you?

[Read]

My name is [REDACTED] and I have sent a message before, 21 Sep. 2022 , 09:52pm

The VIN is [REDACTED]

My name is [REDACTED] and I have sent a message before, 21 Sep. 2022 , 09:53pm

Mileage is about 32000

Ralph, 21 Sep. 2022 , 09:55pm

Thank you! Let me go ahead and check that for you. By the way, to keep your account information updated for any future notification or notices, may I please have your phone number, email and mailing address?

[Read]

My name is [REDACTED] and I have sent a message before, 21 Sep. 2022 , 09:57pm

Phone is [REDACTED], e-mail is [REDACTED], address is [REDACTED], Austin TX [REDACTED]

Ralph, 21 Sep. 2022 , 10:00pm

Thanks! May I verify the dealership you're working with is AutoNation Chevrolet West Austin?

[Read]

My name is [REDACTED] and I have sent a message before, 21 Sep. 2022 , 10:02pm

That is correct. Patrick Moore is the care specialist.

Ralph, 21 Sep. 2022 , 10:05pm

Thank you for that information. Please allow me 3-5 minutes to look into that for you.

[Read]

Ralph, 21 Sep. 2022 , 10:15pm

Thank you for waiting [REDACTED] 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] and I have sent a message before, 21 Sep. 2022 , 10:16pm

Yes, that's fine.

Ralph, 21 Sep. 2022 , 10:18pm

Great! You will receive an email from the senior advisor with opt-in instructions for SMS within 2 business days. Your reference number to the case that we're escalating to our senior advisor is [REDACTED]

[Read]

My name is [REDACTED] and I have sent a message before, 21 Sep. 2022 , 10:23pm

Okay, I have the number. I need to wait for the email for further updates?

Ralph, 21 Sep. 2022 , 10:25pm

Yes, you will be contacted back within 2 business days and our Senior Advisor will contact you back thru messaging platform(SMS) who will work directly with you and with your GM dealership. Please be advised that all the information you shared with me will also be available to the senior advisor.

[Read]

Ralph, 21 Sep. 2022 , 10:31pm

May I assist you with anything else today?

[Read]