

[REDACTED], 26 Sep. 2022 , 02:01pm

I have a 2018 Chevy volt that needs major electrical service. What service center near me is equipped for Chevy Volts electrical systems?

Virtual Assistant, 26 Sep. 2022 , 02:01pm

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

[Read]

[REDACTED], 26 Sep. 2022 , 02:01pm

[REDACTED]

Virtual Assistant, 26 Sep. 2022 , 02:01pm

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], 26 Sep. 2022 , 02:02pm

help

[REDACTED], 26 Sep. 2022 , 02:02pm

Agent

Virtual Assistant, 26 Sep. 2022 , 02:02pm

You can type things like:

- Shop for a vehicle
- Schedule service
- Check order status
- OnStar/Connectivity
- Locate dealer

[Read]

Virtual Assistant, 26 Sep. 2022 , 02:02pm

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, 26 Sep. 2022 , 02:02pm

Transfer intent: advisor

[Sent]

[REDACTED], 26 Sep. 2022 , 02:03pm

I have a 2018 Chevy Volt that needs major electrical service. Where is a dealer equipped to do this service near me?

Jay, 26 Sep. 2022 , 02:05pm

Hello, [REDACTED] It's a great day here at Chevrolet Customer Assistance Center. I hope you're having a great week! My name is Jay and to better assist you, allow me to transfer you to the proper department. One moment please.

[Read]

[REDACTED], 26 Sep. 2022 , 02:05pm

OK Jay

Jamahn, 26 Sep. 2022 , 02:07pm

Thank you for contacting EV Concierge, my name is also Jay! I see that you have some concerns regarding a Volt correct, [REDACTED]

[Read]

[REDACTED], 26 Sep. 2022 , 02:07pm

Yes Jay

[REDACTED], 26 Sep. 2022 , 02:08pm

I need a service center that can handle major electric service on my 2018 volt

Jamahn, 26 Sep. 2022 , 02:08pm

I see! Here at the EV Concierge, this would not be one of the vehicles we can help with. Let me get you back to the Customer Assistance Center, as this is one of the vehicles they can provide assistance with. Sorry for the confusion, [REDACTED]

[Read]

[Privately] Jamahn, 26 Sep. 2022 , 02:09pm

Customer needs assistance with VOLT

[Sent]

[REDACTED], 26 Sep. 2022 , 02:09pm

OK

[REDACTED], 26 Sep. 2022 , 02:12pm

???

Ashley, 26 Sep. 2022 , 02:13pm

It's a great day here at GMC Customer Assistance Center. I hope you're having a lovely day, [REDACTED]. My name is Ashley. May I have your phone number and email address, please? Let me check on what options we can do to help you with your electric service. May I ask if you have already been to the dealership to have your vehicle checked?

[Read]

[REDACTED], 26 Sep. 2022 , 02:14pm

Hello Ashley

[REDACTED], 26 Sep. 2022 , 02:16pm

At the moment my vehicle id dead, so I haven't taken it to the dealer. The code readout is U2603 BECM lost communications with the Hybrid.EV Battery Interface. The dealer would have to confirm, but my nearest 2 dealers can't work on this vehicle.

[REDACTED] Sep. 2022 , 02:16pm

I am [REDACTED] Phone [REDACTED]

[REDACTED], 26 Sep. 2022 , 02:17pm

[REDACTED]

Ashley, 26 Sep. 2022 , 02:20pm

Thank you for the information. I understand that your vehicle is important to your everyday use. Let me check on what's going on with your vehicle and find you a dealership that can help. May I also ask for your VIN number and your mailing address, please?

[Read]

[REDACTED] Sep. 2022 , 02:22pm

VIn = [REDACTED]

[REDACTED], 26 Sep. 2022 , 02:23pm

Address - [REDACTED]

[REDACTED] 26 Sep. 2022 , 02:23pm

[REDACTED]

Ashley, 26 Sep. 2022 , 02:27pm

Thank you, [REDACTED] give me 3-5 minutes.

[Read]

██████████, 26 Sep. 2022 , 02:27pm

OK I'll wait here

Ashley, 26 Sep. 2022 , 02:35pm

Thank you for waiting. We're looking at an open recall on vehicles from 2016 to 2018. That may be the reason why you're experiencing a high voltage battery that may gradually lose the ability to maintain voltage. Our dealers will need to complete a software update on the Hybrid Powertrain Control Module 2. The update is intended to increase the amount of warning time provided. We understand that you have already visited two dealerships that are unable to assist you. May I ask the name of the dealership? We'll look for another dealer who can help you out. Give me 2-3 minutes.

[Read]

██████████ 26 Sep. 2022 , 02:37pm

Wes Haney in Live Oak Fl

██████████, 26 Sep. 2022 , 02:37pm

Prince Chevy in Valdosta GA

██████████, 26 Sep. 2022 , 02:38pm

I only talked to them on the phone and neither is equipped to fix this vehicle.

John, 26 Sep. 2022 , 02:50pm

Hi ██████████ Thank you for contacting Chevrolet Customer Assistance Center. My name is ██████████ I apologize for the concern you are experiencing with your vehicle. To better assist you, I am going to transfer you to the EV Chevrolet Concierge. Please hold one moment and you will be directed to an agent. Thank you for your patience while I transfer you.

[Read]

██████████ 26 Sep. 2022 , 02:50pm

OK

Tina, 26 Sep. 2022 , 02:51pm

Hello, ! Thank you for messaging in to EV Concierge. My name is Tina. I would be happy to assist you.

[Read]

Tina, 26 Sep. 2022 , 02:51pm

Please allow me a few moments to look into this for you.

[Read]

[REDACTED], 26 Sep. 2022 , 02:51pm

Hi Tina

[REDACTED], 26 Sep. 2022 , 02:51pm

OK

Karen, 26 Sep. 2022 , 02:58pm

Hi [REDACTED] I apologize for any inconvenience this concern may have caused you, you were transferred to the incorrect team I need to connect you to the right department please hold one moment and you will be directed to our Chevrolet EV concierge.

[Read]

[REDACTED], 26 Sep. 2022 , 02:59pm

OK

DeDe, 26 Sep. 2022 , 03:01pm

Hi Kurt! My name is DeDe with Chevrolet's EV Concierge! It appears you are inquiring about a Chevrolet Volt, correct?

[Read]

[REDACTED], 26 Sep. 2022 , 03:01pm

Hi DeDe Yes A Volt

[Privately] DeDe, 26 Sep. 2022 , 03:02pm

Customer is inquiring about a VOLT not a BOLT. EV Concierge does not handle VOLTS. CAC transfer.

[Sent]

DeDe, 26 Sep. 2022 , 03:03pm

Thank you for confirming that for me! I will need to get you connected to our Customer Assistance Center to best assist you. I apologize for the miscommunication. Someone will be right with you!

[Read]

[REDACTED], 26 Sep. 2022 , 03:03pm

OK, you are number 5 so far

Karen, 26 Sep. 2022 , 03:11pm

My apology [REDACTED] since the vehicle was not physically assess at the dealership what I can do is to locate the nearest dealership in your area. Please bear with me.

[Read]

[REDACTED], 26 Sep. 2022 , 03:12pm

I need a dealer that can work on this car. I don't want someone who can't do the work and have to move it again. It is not drivable right now

Karen, 26 Sep. 2022 , 03:14pm

I understand. Have you try to visit Big Bend Chevrolet Buick located at 1424 N Young Blvd Chiefland, FL you can reach their service specialist at (352)493-4263?

[Read]

[REDACTED], 26 Sep. 2022 , 03:15pm

Can they do full service on the battery pack?

Karen, 26 Sep. 2022 , 03:15pm

We need to have your vehicle situation diagnosed by a Certified Chevrolet Dealer. Only then will we understand the nature of your situations, what's causing them, what needs to be service, and what warranty coverage, if any, might be available to apply toward the costs of diagnosis and service.

[Read]

Karen, 26 Sep. 2022 , 03:17pm

You may also visit Davis Gainesville Chevrolet located at 2600 N Main Street Gainesville, FL their service specialist phone number is (352)376-7581, 602.

[Read]

Karen, 26 Sep. 2022 , 03:18pm

Here is the link [<https://www.chevrolet.com/electric/dealer-locator?q=Live+Oak%2C+Florida+32060%2C+United+States>](<https://www.chevrolet.com/electric/dealer-locator?q=Live+Oak%2C+Florida+32060%2C+United+States>) where you can find the dealers for Electric Vehicle's.

[Read]

[REDACTED], 26 Sep. 2022 , 03:18pm

I will have to call each one to see if they can do it. Otherwise once the diagnosis is done, the vehicle needs to be hauled to the next dealer

Karen, 26 Sep. 2022 , 03:19pm

In case you need assistance we have Customer Experience Managers at each of our Dealerships. They are our eyes and ears at the Dealership. They have the privilege of working with you and your vehicle directly, in-person.

The Customer Experience Manager is a proactive advocate for you, working to resolve any uneasiness you may have. The Customer Experience Manager is there to provide support, guidance, and a resolution to your questions, by being your main point of contact and a liaison within the dealership. They have many resources and contacts available to them to address and resolve your apprehension in a timely manner.

[Read]

[REDACTED], 26 Sep. 2022 , 03:19pm

Great. That link might save several days chasing around. I have been here 1.3 hours and you are agent number 7

Karen, 26 Sep. 2022 , 03:21pm

Please do not hesitate to contact Bolt EV Concierge Phone #: 1-833-EVCHEVY (1-833-382-4389) for further. May I ask did you purchased the vehicle brand new? Was this vehicle purchased solely under your name?

[Read]

[REDACTED], 26 Sep. 2022 , 03:22pm

No, I got it last year February with 27,000 miles on it. Now I have 40,000 miles.

Karen, 26 Sep. 2022 , 03:23pm

Thank you, 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]

[REDACTED], 26 Sep. 2022 , 03:23pm

No, I'll try calling the dealers until I find one that can do it. Thank you. Good bye

Karen, 26 Sep. 2022 , 03:24pm

You're welcome. Thank you for contacting Chevrolet Customer Assistance Center. Please feel free to message us if assistance is needed in the future. We are here to help. Stay healthy and be safe!

[Read]