

[REDACTED] 31 Jan. 2023 , 12:03pm

Virtual Assistant, 31 Jan. 2023 , 12:03pm

[Rich Content]

[Read]

[REDACTED] 31 Jan. 2023 , 12:03pm

Assistance on a vehicle I own

Virtual Assistant, 31 Jan. 2023 , 12:03pm

[Rich Content]

[Read]

[REDACTED], 31 Jan. 2023 , 12:03pm

Vehicle Recall

Virtual Assistant, 31 Jan. 2023 , 12:03pm

Are you located in the US?

[Read]

[REDACTED] 31 Jan. 2023 , 12:03pm

yes

Virtual Assistant, 31 Jan. 2023 , 12:03pm

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]

Virtual Assistant, 31 Jan. 2023 , 12:04pm

To look up recalls for your vehicle, please enter your 17 character vehicle identification number (VIN).

[Read]

[REDACTED], 31 Jan. 2023 , 12:04pm

[REDACTED]

Virtual Assistant, 31 Jan. 2023 , 12:04pm

I found your vehicle, just to be sure, are you wanting recall information on a 2017 Chevrolet Volt D2?

[Read]

[REDACTED] 31 Jan. 2023 , 12:04pm

Yes

Virtual Assistant, 31 Jan. 2023 , 12:04pm

At this time there are no active recalls on your vehicle.

[Read]

Virtual Assistant, 31 Jan. 2023 , 12:04pm

Was this helpful?

[Read]

[REDACTED] 31 Jan. 2023 , 12:04pm

Agent

Virtual Assistant, 31 Jan. 2023 , 12:04pm

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, 31 Jan. 2023 , 12:04pm

Transfer intent: recall

[Sent]

[REDACTED], 31 Jan. 2023 , 12:05pm

My volt [REDACTED] in the shop due to this repair:

[REDACTED] Jan. 2023 , 12:05pm

Low volt message - battery energy control module

Contact GM and file a claim

Vehicle need battery energy control module

Part number - 24296900

[REDACTED] Jan. 2023 , 12:05pm

The part is back ordered and they say it will be 1 to 2 months of a wait.

[REDACTED] 31 Jan. 2023 , 12:05pm

So the dealership told me to reach out for rental car options.

Khristel, 31 Jan. 2023 , 12:07pm

Thank you for contacting General Motors Customer Assistance Center, [REDACTED]. This is Khristel. I hope you are having a great day. I am sorry to know that the vehicle is in the shop and the part needed for the repair will be available after 1 to months. Let me assist you. I would like to collect some information to ensure that our system is updated with your most current information. May I please have your phone number, email and mailing address?

[Read]

[REDACTED] 31 Jan. 2023 , 12:08pm

[REDACTED]

[REDACTED] 31 Jan. 2023 , 12:08pm

[REDACTED]

[REDACTED] 31 Jan. 2023 , 12:08pm

[REDACTED] . SF, CA [REDACTED]

Khristel, 31 Jan. 2023 , 12:12pm

Thank you for providing. May I ask where did the parts been ordered?

[Read]

[REDACTED], 31 Jan. 2023 , 12:13pm

Boardwalk Chevrolet dealership: 1 Bair Island Rd

Redwood City, CA 94063

United States

[REDACTED], 31 Jan. 2023 , 12:14pm

boardwalkchevrolet.com

Khristel, 31 Jan. 2023 , 12:14pm

Thank you! When did they ordered the parts?

[Read]

[REDACTED], 31 Jan. 2023 , 12:14pm

I believe yesterday.

Khristel, 31 Jan. 2023 , 12:18pm

Thank you! Your time is very valuable, and we take your concerns seriously. A specialist who will continue to work directly with you and your dealership to address your concern will be handling your case. Due to the nature of your concerns, they may need to call you to discuss this matter personally. You can expect a follow up within one to two business days regarding next steps.

[Read]

[REDACTED], 31 Jan. 2023 , 12:19pm

I have already rented a car because I need one to get to work.

[REDACTED] 31 Jan. 2023 , 12:19pm

Is this reimbursed?

[REDACTED], 31 Jan. 2023 , 12:19pm

Can you give me information about how cases like this are handled?

Khristel, 31 Jan. 2023 , 12:20pm

Yes, you can send the invoice to the dealership.

[Read]

[REDACTED], 31 Jan. 2023 , 12:20pm

But they told me to reach out to GM. Is that just to file a claim?

Khristel, 31 Jan. 2023 , 12:21pm

I see! The specialist will be the one who will assist you regarding your reimbursement and will discuss the process.

[Read]

[REDACTED], 31 Jan. 2023 , 12:21pm

Ok but have I already filed a claim by talking with you? Do I have a claim number?

Khristel, 31 Jan. 2023 , 12:26pm

Yes. Here is the case number for your reference, [REDACTED].

[Read]

[REDACTED], 31 Jan. 2023 , 12:29pm

Ok and they will call or email as a follow up?

Khristel, 31 Jan. 2023 , 12:30pm

They will call you.

[Read]

Khristel, 31 Jan. 2023 , 12:38pm

Is there anything else I can assist you with?

[Read]

[REDACTED], 31 Jan. 2023 , 12:43pm

I think that was everything. And I should expect that call today or tomorrow?

Khristel, 31 Jan. 2023 , 12:47pm

They will call within one to two business days.

[Received]