

Emily, 06 Jan. 2023 , 09:12am

Good morning [REDACTED], my name is Emily with Chevrolet customer care's part delay team. I am reaching out to you regarding case number [REDACTED]. At this time I have taken over the case and am happy to further assist you. Currently, after doing some research there is not an ETA available for the part. I will continue to work your case and keep you updated. I apologize for the frustration this situation is causing for you. At this time we are able to provide you with 10,000 Rewards points on a monthly basis until repair completion, however I did notice you are not an enrolled rewards member, if you can provide me with your best email address I can send you enrollment instructions so you can take advantage of that awesome program!

[Received]

Laine, 06 Jan. 2023 , 09:23am

It's a wonderful day here at GM Customer Assistance Center! My name is Laine. I hope you are having a lovely day. How may I assist you today?

[Received]

iOS Messages User [REDACTED], 06 Jan. 2023 , 09:31am

[REDACTED]

Laine, 06 Jan. 2023 , 09:33am

[REDACTED]

[Received]

Laine, 06 Jan. 2023 , 09:33am

How may I assist you today?

[Received]

iOS Messages User [REDACTED] 06 Jan. 2023 , 09:34am

I need a BECM module. Can you get me one of those please?

Laine, 06 Jan. 2023 , 09:35am

Is this regarding the Battery Control Module?

[Received]

iOS Messages User [REDACTED] 06 Jan. 2023 , 09:35am

Yes

Laine, 06 Jan. 2023 , 09:38am

It shows here that the previous advisor created a case for you which is the [REDACTED] This case has been escalated to the higher end. The latest update of the case is that the part has been received at the processing center. The ETA to shipping facility is on the week of 01/02/2023. They will provide more information when the part has been received at the shipping facility.

[Received]

iOS Messages User [REDACTED] 06 Jan. 2023 , 09:39am

Thank you. This is good news!

Laine, 06 Jan. 2023 , 09:40am

May I assist you with anything else today?

[Received]

iOS Messages User [REDACTED] , 06 Jan. 2023 , 09:41am

No. Thanks so much for the update

Laine, 06 Jan. 2023 , 09:41am

I appreciate you taking the time to chat in with us and allowing me the opportunity to assist you today. Thank you for contacting GM Customer Assistance Center. Once again, my name is Laine. If you need an assistance in the future, please feel free to reach us back. Happy holidays and be safe out there!

[Received]