

Wednesday 3:13 PM

I just looked up this vin to verify the onstar was active and it's not active for her. We will need to advise her to do the following before I can move forward: Advise customer to Press the Blue OnStar Button to Activate/Reactivate the account. Tell customer to mention the "Complimentary Customer Assistance Package" to receive a free trial period for 1 month. Once OnStar is activated go back to Step 3 to verify OnStar account information. Ensure the customer has accepted the Terms and Conditions to active/reactivate OnStar Accounts. Please let me know when this is complete & I will check again. I can hold the case until 11/11. Thank you! 😊

Last read

Today

12:49 PM

i have not been able to get ahold of the customer

you can void - i am closing case pending

12:51 PM

I will return [REDACTED] shortly - once it's returned to you, you can click the approval drop down and it'll let you select void

Time a new message