

iOS Messages User 4ce13, 06 Oct. 2021 , 12:31pm

Hello

Virtual Assistant, 06 Oct. 2021 , 12:54pm

Thanks for contacting the GMC team. An Advisor will respond in a few minutes. Please know that the information you provide here is subject to GM's Privacy Statement, available at the link below.

[Received]

Virtual Assistant, 06 Oct. 2021 , 12:54pm

[Rich Content]

[Received]

Virtual Assistant, 06 Oct. 2021 , 12:54pm

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

[Received]

iOS Messages User 4ce13, 06 Oct. 2021 , 01:00pm

[REDACTED]

Virtual Assistant, 06 Oct. 2021 , 01:00pm

[Rich Content]

[Received]

iOS Messages User 4ce13, 06 Oct. 2021 , 01:00pm

I have case number

Virtual Assistant, 06 Oct. 2021 , 01:01pm

One moment while we connect you to a messaging advisor. Someone will respond in a few minutes.

[Received]

Info [Automated], 06 Oct. 2021 , 01:01pm

But, if you haven't yet, tell us how we can help.

[Received]

Katrina, 06 Oct. 2021 , 01:02pm

Thank you for contacting GMC Customer Assistance, [REDACTED] My name is Katrina. I can look into any updates on your case. Can you please provide your case reference number?

[Received]

iOS Messages User 4ce13, 06 Oct. 2021 , 01:04pm

[REDACTED]

Katrina, 06 Oct. 2021 , 01:05pm

Thank you for providing this information. One moment while I review your case.

[Received]

Katrina, 06 Oct. 2021 , 01:11pm

In reviewing your account, I do see that your senior advisor reached out to the dealer for updates on your vehicle. The dealer reports that there are no updates at this time, but that they engine will require disassembly to determine the cause of failure. The senior advisor will continue to work with the dealer for updates on the diagnosis and repair.

[Received]

iOS Messages User 4ce13, 06 Oct. 2021 , 01:14pm

Can somebody push to get me a loaner vehicle

Katrina, 06 Oct. 2021 , 01:24pm

We can reach out to see if there are any loaners vehicles available at your dealer. Loaners are based on the dealership discretion and availability.

[Received]

iOS Messages User 4ce13, 06 Oct. 2021 , 01:24pm

Wow

iOS Messages User 4ce13, 06 Oct. 2021 , 01:25pm

This car has been a night mare since I got it there's no way I should be going thru this I keep the truck up to par it was engine repaired going on 4 times

Katrina, 06 Oct. 2021 , 01:28pm

I understand your frustration. This is not the experience we want for our customers. Would you like me to contact your dealer to see if a loaner vehicle is available?

[Received]