

[REDACTED] 15 Dec. 2021 , 10:01am

Yes

General Motors, 15 Dec. 2021 , 10:01am

Thanks. Can we get your first and last name?

[Sent]

[REDACTED], 15 Dec. 2021 , 10:01am

[REDACTED]

General Motors, 15 Dec. 2021 , 10:01am

Attempting to connect you to an advisor...

[Sent]

Info [Automated], 15 Dec. 2021 , 10:01am

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.

[Sent]

Info [Automated], 15 Dec. 2021 , 10:07am

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.

[Sent]

Nicole, 15 Dec. 2021 , 10:12am

Hello [REDACTED]! Thank you for contacting GMC Customer Assistance. My name is Nicole. How may I assist you today?

[Sent]

[REDACTED] 15 Dec. 2021 , 10:13am

[2/2] des can cause a failure. [REDACTED]

██████████, 15 Dec. 2021 , 10:13am

[1/2] I have my truck in the shop to have lifters changed. I am being told they are only doing a partial replacement of one side. When it is known that both si

Nicole, 15 Dec. 2021 , 10:14am

I understand. Thank you for providing your case number. Please allow me a few moments to pull up the case and to review.

[Sent]

██████████ 15 Dec. 2021 , 10:14am

Ok

Nicole, 15 Dec. 2021 , 10:17am

After reviewing your case, I do see here that your advisor is planning on following up with you on Thursday, 12/16/2021, in regards to your case. Is there anything additional you'd like to add to the case for your advisor to be aware of?

[Sent]

██████████ 15 Dec. 2021 , 10:17am

Yes

██████████ 15 Dec. 2021 , 10:18am

[2/2] the line. If you wait till tomorrow the work may already be done

██████████ 15 Dec. 2021 , 10:18am

[1/2] I need someone to address with the dealership to replace both sides of lifters on the engine. It is a known issue and I don't want to deal with this down

Nicole, 15 Dec. 2021 , 10:22am

I completely understand [REDACTED] and I can assure you that I have noted this in your case for your advisor to see. I have also notified your advisor, as well. Is there anything else that I may assist you with today?

[Sent]