

**Jessica Silguero (C)**

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**From:** Jessica Silguero (C)  
**Sent:** Monday, March 06, 2017 1:47 PM  
**To:** 'deshone.valley@gm.com'  
**Cc:** Thomas M. Piette  
**Subject:** Initial Notification of BBB Case VIN: 1G6AL1R36F0 [REDACTED] Columbiana Cadillac, BAC: 118176, Customer: [REDACTED], SR# [REDACTED]  
**Attachments:** 2.CCF.pdf

Service Request: [REDACTED]

Customer Last Name: [REDACTED]

Involved Dealership: Columbiana Cadillac, BAC 118176, Columbiana, OH

Dealership Contact: Marty Malone

VIN: 1G6AL1R36F0 [REDACTED]

Vehicle: 2015 Cadillac ATS Coupe

Mileage: 14,700

Dear Deshone Valley,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2015 Cadillac ATS Coupe. The customer has stated that she has been having electrical problems with the vehicle and is seeking to either have the vehicle bought back or would like a trade in of the vehicle. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,  
Jessica Silguero