

Jessica Silguero (C)

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From: Jessica Silguero (C)  
Sent: Thursday, April 06, 2017 12:25 PM  
To: 'deshone.valley@gm.com'  
Cc: Thomas M. Piette; Aubrey Parrott  
Subject: Case Recommendation for BBB Case VIN: 1G6AL1R36F0 [REDACTED], Columbiana Cadillac, BAC: 118176, Customer: [REDACTED], SR# [REDACTED]  
Attachments: Case Assessment.xls

Service Request: [REDACTED]

Customer Last Name: [REDACTED]

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

Dealership Contact: Marty Mallone

VIN: 1G6AL1R36F0 [REDACTED]

Vehicle: 2015 Cadillac ATS Coupe

Mileage: 14,700

Dear Deshone Valley,

I previously contacted you to notify you that [REDACTED] filed a complaint with the Better Business Bureau for their 2015 Cadillac ATS. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend that we offer the customer one MOC payment due to her inconvenience.

If the recommendation is a denial, or the customer does not accept the offer, are you willing to attend a hearing if/when it is scheduled?

Please respond with your agreement or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus.

Thank you,

Jessica Silguero