INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

August 11, 2016

State of South Carolina
Office of the Attorney General
Consumer Protection Division
Attention: John Smith

Customer: [redacted]
Reference number: [redacted]
Service request: [redacted]
Customer Relationship Specialist: Nichole

Dear Consumer Complaint Analyst Smith:

Thank you for your recent correspondence dated August 2, 2016 and received by GM on August 10, 2016 regarding [redacted]. We are sorry she is dissatisfied with her 2006 Chevrolet HHR. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After General Motor's review [redacted] concerns, and General Motors has completed their investigation, General Motors will provide a fax copy of our position and/ or resolution to the agency involved.

Sincerely,

General Motors

cc: FILE