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

August 19, 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 John Smith

Thank you for your recent correspondence regarding [redacted] and concerns with his 2006 Chevrolet HHR.

We are concerned to learn when a customer is dissatisfied with any phase of their experience with our product. For this reason, we would like a chance to review [redacted] concerns. Unfortunately, she has informed GM she will be out of town and will not be able to provide necessary documents to further review her complaint. Until [redacted] contacts us, we will be unable to provide assistance and we will proceed to close our file at this time.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

cc: FILE