

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

02:10pm

Attempting to connect you to an advisor...

General Motors

02:10pm

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies. How can we help?

02:10pm

Thank you for contacting Cadillac [REDACTED] Care, my name is [REDACTED] I will be assisting you today.

Hello [REDACTED] How may I help you?

02:10pm

[1/2] I just want to report an ongoing issue as a complaint - camera in XT6 2020. Hasn't worked - have tried to have it repaired multiple times. It is dangerous

[2/2] s that this feature doesn't work. Very frustrated

02:11pm

Thank you for being a member of the Cadillac family! I understand you are having an issue with your vehicle's camera system, this is not the experience Cadillac wants you to have with your vehicle.

Is this for your 2020 XT6?

02:12pm

Yes

02:12pm

Is it not working again? I can see the system was replaced and the CUE.

02:13pm

Not working at all

[REDACTED]

|

02:13pm

Have you setup an appointment with the dealer yet?

[REDACTED]

02:14pm

They can't get the replacement part from you to fix it

[REDACTED]

|

02:15pm

Is that Wilson Chevrolet where the last repairs were completed?

[REDACTED]

02:16pm

Yes

[REDACTED]

|

02:16pm

I have created this case, [REDACTED] for the repairs and part delay.

[REDACTED]

02:17pm

Thank you

[REDACTED]

|

02:17pm

When did the dealer order the part?

[REDACTED]

02:17pm

Over 2 months ago at least probably more

[REDACTED]
|
02:18pm

I am escalating the case, so we can ensure that all steps are being followed for the part order. Please confirm that the number that you messaged in on, is the number that you would like to be contacted on.

[REDACTED]
|
02:19pm

You're welcome, please have a great rest of your day and enjoy your Cadillac!

[REDACTED]
|
02:29pm

[Re](#)



December 10, 2020

State of MO
Office of the Attorney General
Consumer Protection Division
Attention: [REDACTED]

Customer: [REDACTED]
Reference number: [REDACTED]
Service request: [REDACTED]
Customer Relationship Specialist: [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent correspondence regarding Ms. [REDACTED] and concerns with her 2020 Cadillac XT6. We apologize for any inconvenience Ms. [REDACTED] may have experienced.

We have reviewed Ms. [REDACTED] situation and find that she has filed with the Better Business Bureau Autoline. General Motors is a participant in the Better Business Bureau Autoline process and will abide by any decision rendered by an Arbitrator in this matter. Please note any decision made by the Better Business Bureau would be binding on GM, but not on Ms. [REDACTED]. Accordingly, GM will take no further action in this matter unless the customer elects to reject a decision made by the Better Business Bureau and seeks to reopen this file.

If you have further questions, please contact our Cadillac Customer Assistance Center at 1-800-458-8006 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,

Jennifer
General Motors
Business Resource Center



December 9, 2020

State of MO
Office of the Attorney General
Consumer Protection Division
Attention [REDACTED]

Customer: [REDACTED]
Reference number: [REDACTED]
Service request: [REDACTED]
Customer Relationship Specialist: Jennifer

Dear Mr. [REDACTED]

Thank you for your recent correspondence regarding Ms. [REDACTED]. We are sorry she is dissatisfied with her 2020 Cadillac XT6. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Cadillac 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 we review Ms. [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

Jennifer
General Motors
Business Resource Center



December 10, 2020

State of MO
Office of the Attorney General
Consumer Protection Division
Attention: [REDACTED] [REDACTED]

[REDACTED] [REDACTED] [REDACTED]
Reference number: [REDACTED]
Service request: 9-[REDACTED]
[REDACTED] Relationship Specialist: Jennifer

Dear Mr. [REDACTED]

Thank you for your recent correspondence regarding Ms. [REDACTED] and concerns with her 2020 Cadillac XT6. We apologize for any inconvenience Ms. [REDACTED] may have experienced.

We have reviewed Ms. [REDACTED] situation and find that she has filed with the Better Business Bureau Autoline. General Motors is a participant in the Better Business Bureau Autoline process and will abide by any decision rendered by an Arbitrator in this matter. Please note any decision made by the Better Business Bureau would be binding on GM, but not on Ms. [REDACTED]. Accordingly, GM will take no further action in this matter unless the [REDACTED] elects to reject a decision made by the Better Business Bureau and seeks to reopen this file.

If you have further questions, please contact our Cadillac [REDACTED] Assistance Center at 1-800-458-8006 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 [REDACTED] Relationship Specialists will be pleased to assist you.

Sincerely,

Jennifer
General Motors
Business Resource Center



















































































