



March 23, 2020

Mary Arens, Esq.  
Erskine Law Group  
3995 E La Palma Ave  
Anaheim, CA 92807

RE: [REDACTED] v. General Motors  
Service Request: [REDACTED]  
GM Legal Staff Case: [REDACTED]  
2017 Chevrolet Volt  
Vehicle Identification Number: [REDACTED]  
Customer Relationship Specialist: [REDACTED]

Dear Ms. Arens:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the "Reason for Removal" section of the "Case Assessment" form.

In case you need to contact the designated Field Representative, his name is Jason Hawk at PH: [REDACTED].

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors