



October 17, 2022

State of North Carolina  
Office of the Attorney General  
Consumer Protection Division  
Attention: Nathan Drosopoulos

Customer: [REDACTED]  
Reference Number: [REDACTED]  
General Motors Case Number: [REDACTED]  
Mediation Liaison: Robin

Dear Consumer Protection Specialist, Nathan Drosopoulos:

Thank you for your recent correspondence regarding [REDACTED] 2017 Chevrolet Volt. We are sorry for any inconvenience they may have experienced. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We reviewed their case and offered 50,000 My GM Rewards points and reimbursement for gasoline while vehicle was waiting for the part that arrived on October 12, 2022. They have accepted. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

We appreciate you bringing this to our attention.

Sincerely,

Robin

Mediation Liaison  
General Motors  
1-866-790-5600, Extension [REDACTED]