

February 17, 2023

Better Business Bureau  
of Detroit & Eastern Michigan  
Attention: Director of Mediation & Arbitration

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

Dear Director of Mediation & Arbitration,

Thank you for your recent correspondence regarding [REDACTED] and concerns with their 2017 Chevrolet Volt. We apologize for any inconvenience they may have experienced.

We reviewed their case and offered 30,000 My GM Reward Points regarding their electrical concern. They have declined. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

Thank you for bringing this matter to our attention. Please advise if anything else is needed.

Sincerely,

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