

February 25, 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: Ashley

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 rental reimbursement in the amount of \$553.62. They have accepted. 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,

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