



Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

3/24/2023

Shelly Samuel
General Motors Corporation
PO Box 33170
Detroit MI 48232

Re: ID # [REDACTED]

Dear Shelly Samuel:

Thank you for your cooperation in responding to the above consumer's complaint and for the opportunity to assist you with resolving their concerns.

We notified [REDACTED] of your response and requested notification of whether or not a satisfactory resolution had been reached. BBB has not heard back from the consumer. Therefore, the complaint has been closed and will be included in your company's BBB Business Profile as: **"Answered - BBB has not heard back from the consumer as to their satisfaction with the business's response."**

The text of your response may be publicly posted on BBB's website. BBB reserves the right to not post in accordance with BBB policy, and we may edit your response to protect privacy rights and to remove inappropriate language. In the event the consumer contacts BBB again regarding this issue, we may reach out to you to review any new or additional information we've received from the consumer.

We appreciate your cooperation in addressing this issue, and hope we can be of service to you in the future.

Regards,

Better Business Bureau
Candice Rugenstein
Customer Engagement Manager
Phone: (248) 799-0339 Fax: 248-356-5156
crugenstein@easternmichiganbbb.org