



April 30, 2025

State of North Carolina
Office of the Attorney General
Consumer Protection Division
Attention: [REDACTED]

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

Dear Consumer Protection Specialist [REDACTED]:

Thank you for your recent correspondence regarding [REDACTED] and concerns with their 2017 Chevrolet Volt.

We have reviewed [REDACTED] situation and find that they received \$383.03 in reimbursements and 50,000 My GM Rewards points. We will not be providing the request for additional reimbursement for mileage usage fee for using their personal vehicle. We believe every consideration was given and available information was carefully evaluated before this decision was reached.

Should you have further questions, please contact me at the contact information listed below. Thank you.

Sincerely,

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