

April 30, 2025

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.

After additional review of [REDACTED] concern, General Motors has offered rental reimbursement in the amount of \$553.62 and the offer was accepted. General Motors will be closing our file based on this resolution, please advise if anything else is needed, I can be reached at the phone number listed below.

We appreciate you bringing this matter to our attention.

Sincerely,

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