



INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

August 3, 2023

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

Customer: [REDACTED]
Reference number: [REDACTED]
General Motors Case Number: [REDACTED]
Customer Relationship Specialist: [REDACTED]

Dear Automotive Analyst [REDACTED]

Thank you for your recent correspondence regarding Mr. [REDACTED] and concerns with their 2021 Chevrolet Silverado.

The New Vehicle Limited Warranty on the 2021 Chevrolet Silverado is for 36 months and/or 36,000 miles whichever occurs first. The terms of the limited warranty specifically exclude damage caused by accident, misuse, abuse, or alteration of the vehicle. Based on our review of available information, General Motors has determined that the warranty coverage would not be applicable in this situation due to oil starvation. Therefore, General Motors will not be providing financial assistance. All available information was carefully evaluated, and all considerations allowed before this decision was reached.

If additional information is needed, please reach out to me at the number provided below. Thank you.

Sincerely,

Rebecca
Mediation Liaison
General Motors
1-866-790-5600, Extension 5912828