

December 18, 2023

State of Minnesota
Office of the Attorney General
Consumer Protection Division
Attention: Gerardo Orozco Guzman

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

Dear Consumer Services, Gerardo Orozco Guzman:

Thank you for your recent correspondence regarding [REDACTED] 2019 Chevrolet Silverado 1500. We are sorry for any inconvenience they may have experienced. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We reviewed their case and offered 50% reimbursement for two vehicle payments totaling \$556.58. [REDACTED] has accepted. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

We appreciate you bringing this to our attention.

Sincerely,

Tausha

Mediation Liaison
General Motors
1-866-790-5600, Extension 5911791