



A division of **BBB National Programs, Inc.**

**MANUFACTURER RESPONSE FORM
(CALIFORNIA ARBITRATION POSITION STATEMENT)**

Case Number: [REDACTED]

Vehicle: 2021 Cadillac Escalade

Customer Name: [REDACTED]

VIN: [REDACTED]

Probable Hearing Location: CA

Manufacturer's Position:

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We strive daily to maintain the highest levels of satisfaction with our products.

We do not believe Mr. [REDACTED] 2021 Cadillac Escalade meets the criteria of the California Lemon Law, or the General Motors Program Summary.

We respectfully ask that Mr. [REDACTED] request for repurchase of their 2021 Cadillac Escalade be denied and that Mr. [REDACTED] continue to work with General Motors per the terms of the written warranty.

Documentation Provided (please check):

- Technical Service Bulletin(s)
- Recall Notice(s)
- Vehicle Repair Records
- Purchase/Lease documentation
- Other: _____

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

GM will participate in a hearing By phone In person In writing

Form completed by: Ashley Date: 04/03/2024

Future Contact: Ayrton

Phone: 866-790-5600 Ext: 5911121 Fax: 866-215-9750

Please upload this form or return as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

CAMRF