

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

November 26, 2024

Better Business Bureau
of Detroit & Eastern Michigan
Attention: Director of Mediation & Arbitration

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

Dear Director of Mediation & Arbitration,

Thank you for your recent correspondence regarding [REDACTED] and concerns with their 2019 GMC Sierra 1500. We apologize for any inconvenience they may have experienced.

We reviewed their case and offered financial assistance for the infotainment system repair in the amount of \$46.54. This is 10% toward the repairs. They have declined. We will be closing our file based on this resolution.

Thank you for bringing this matter to our attention. Please advise if anything else is needed.

Sincerely,

Juanita
Mediation Liaison
General Motors
1-866-790-5600, Extension 5910828