

February 21, 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: Tausha

Dear Director of Mediation & Arbitration:

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

We reviewed their case. General Motors is currently waiting on parts. We will continue to monitor the part until arrival and work closely with [REDACTED] to resolve their concern. 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. Please advise if anything else is needed.

Sincerely,

Tausha

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