

**BBB AUTO LINE – Manufacturer Response Form**

Case Number: [REDACTED]  
Customer Name: [REDACTED]  
VIN: [REDACTED]

Start Date: 03/05/2024  
State: NY

This claim is  IN Warranty  OUT of Warranty  
Has the customer contacted you regarding the claim?  YES  NO  
Is the VIN listed above correct?  YES  NO  
If you checked NO, please indicate the correct VIN: \_\_\_\_\_

**SETTLEMENT INFORMATION**

General Motors has extended no settlement offer. We will continue to honor the terms of the manufacturer’s written warranty.

Has this offer been communicated to the customer?  YES  NO  
If you checked YES, please indicate the customer’s response below:

- The customer accepted the offer on \_\_\_/\_\_\_/\_\_\_
- The customer rejected the offer on \_\_\_/\_\_\_/\_\_\_
- The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: NA

**ARBITRATION INFORMATION**

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 [REDACTED] 2024 Cadillac Escalade meets the criteria of the New York Lemon Law, or the General Motors Program Summary.

We respectfully ask that Ms. [REDACTED] request for repurchase of their 2024 Cadillac Escalade be denied and that Ms. [REDACTED] continue to work with General Motors per the terms of the written warranty.

I will participate  By phone  In person  In writing

Return this form as soon as possible

To: Completed by: Ashley Date: 03/14/2025  
BBB AUTO LINE Future contact: Tiffany  
Phone: 866-790-5600 Ext: 5914205