

April 28, 2025

State of North Carolina
Office of the Attorney General
Consumer Protection Division
Attention: Gary Raiford

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

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

Our review shows the vehicle was repaired at Tim Marburger Chevrolet. Chevrolet. We have confirmed they are satisfied with the repairs.

We reviewed their case and offered 75,000 My GM Rewards Points. They have accepted. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

We appreciate you bringing this matter to our attention. Please advise if anything else is needed.

Sincerely,

Afton

General Motors
Mediation Liaison
1-866-790-5600, Extension 5913569