

March 31, 2025

State of Missouri
Office of the Attorney General
Consumer Protection Division
Attention: Savanna Walton

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 2021 Cadillac Escalade ESV. We apologize for any inconvenience they may have experienced.

We reviewed their case and denied their request for a repurchase. General Motors offered a \$1,500.00 Owner Loyalty Certificate. [REDACTED] has not indicated acceptance or denial. 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