

June 20, 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 2021 GMC Yukon XL. We apologize for any inconvenience they may have experienced.

We have reviewed their concern and have denied their request for a repurchase at this time. Our review also shows the vehicle was repaired at Beaman GMC. We have confirmed they are not satisfied with the repairs.

In addition, General Motors has offered rental reimbursement or vehicle payment reimbursement while waiting on the part. We have also offered an Engine Component Coverage letter for 24 months or 30,000 miles, whichever comes first. They have declined. 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,

Tausha

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