

November 13, 2025

[REDACTED]  
c/o RockPoint Law P.C.

[REDACTED]  
Lake Success, NY [REDACTED]

Service Request: 81663789

VIN: [REDACTED]

Customer Relationship Specialist: James

Dear [REDACTED]:

Thank you for your recent correspondence received November 10, 2025 regarding your client's 2024 GMC Sierra Crew Cab. We are sorry to hear that they are dissatisfied with their vehicle. At General Motors, Customer satisfaction is very important to us, and we strive to provide excellence in every aspect of the Customer Experience.

This letter is to confirm that per our email communication November 13, 2025, that we are awaiting further information from your office confirming the current existing concerns or symptoms for the vehicle in order to coordinate a repair attempt.

If you have any further questions, please contact our GMC Business Resource Center at 1-800-310-0310. Monday through Friday between 8:00 a.m. and 5:00 p.m. (EST). Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

General Motors