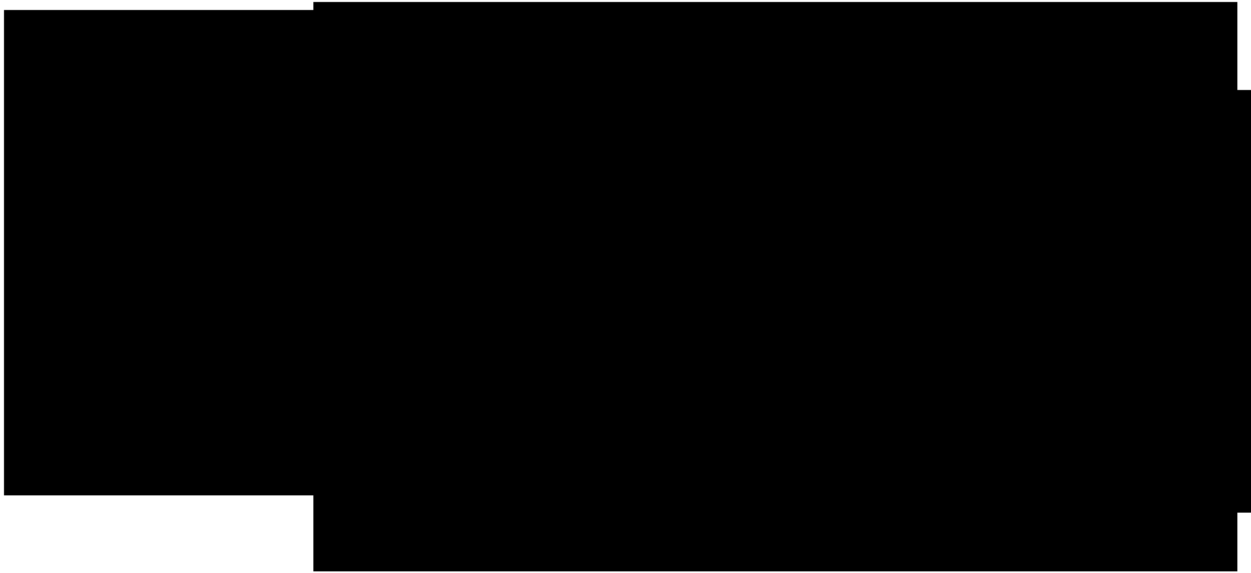




Team,

I'd like to bring to your attention that this failure is associated with case number N252494001, and GM is currently replacing my engine. My primary concern is the level of service provided to me and my family, followed by the generic response stating that you "did not have the opportunity" to provide assistance.

Had proper research been done, particularly regarding the OnStar call that was placed — you would have seen that while OnStar answered promptly, the hold time for the roadside assistance group was excessive.

Importantly, due to the location of my vehicle — eastbound on I-10 in Mississippi, within an active construction zone — the Harrison County Sheriff's Department remained on-site for approximately an hour, doing their best to manage the situation and traffic. Eventually, in the interest of public safety, they had no choice but to contact one of their own vendors to remove the vehicle, as roadside assistance had not yet arrived.

To be clear, I'm not seeking additional reimbursement or damages, as both GM and OnStar delivered excellent service. However, I do expect to be reimbursed for the out-of-pocket towing expense I incurred due to this breakdown in contracted service.

Please validate the details in the OnStar case file. Feel free to reach out with any questions.

Apologies for copying so many individuals, I've been transferred to no fewer than 4–5 different people each time I've called, and I am well past that point.



rote:

I need you to reconsider this. You are absolutely given the opportunity. OnStar reached out to your company and waited for 40 minutes. The issue here was that my vehicle was halfway in the interstate and halfway on the shoulder because it was in a construction zone please refer back to my exact GPS coordinates to validate this. The fact that you're unwilling to honor the service that your contracted to provide is unbelievable. Please reconsider partner with your vendor own star and validate my GPS coordinates this was absolutely a safety issue with me and my family.

On Thu, Jul 24, 2025, 9:44 AM GMRAP <GMRAP@responseroadservice.com> wrote:
Good morning,

Thank you for taking the time to contact Cadillac Roadside Assistance Claims concerning your reimbursement request.

We have reviewed your reimbursement request, and we determined that Cadillac roadside was not given the opportunity to provide roadside services. Tows initiated by a private vendor falls outside of the scope of coverage provided by our roadside assistance plans, therefore we must respectfully deny your complaint.

We understand that this decision may be disappointing, and we sincerely apologize for any inconvenience it may cause.

Should you require further clarification regarding our reimbursement policy or have any questions about your Roadside Assistance benefits, please contact Cadillac Customer Care at 1-800-333-4223.

Once again, we apologize for any inconvenience this situation may have caused and appreciate your understanding.

Sincerely,

GM RAP Response Team



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