

BBB AUTO LINE – Manufacturer Response FormCase Number:
Customer Name:
VIN:Start Date: 10/06/2025
State: FLThis claim is
Has the customer contacted you regarding the claim?
Is the VIN listed above, correct?
If you checked NO, please indicate the correct VIN:

☒ IN Warranty	☐ OUT of Warranty
☒ YES	☐ NO
☒ YES	☐ NO

SETTLEMENT INFORMATION

General Motors has extended no settlement offer. We will continue to honor the terms of the manufacturer's written warranty.

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

☐ The customer accepted the offer on ____/____/____☐ The customer rejected the offer on ____/____/____☐ The customer has not indicated a response to the offer.If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: N/A**ARBITRATION INFORMATION**

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We strive daily to maintain the highest levels of satisfaction with our products.

We do not believe Ms. Day's 2024 Cadillac Escalade meets the criteria of the Florida Lemon Law, or the General Motors Program Summary.

We respectfully ask that Ms. Day's request for repurchase of their 2024 Cadillac Escalade be denied and that Ms. Day continue to work with General Motors per the terms of the written warranty.

I will participate
Return this form as soon as possible.
To:
BBB AUTO LINE☒ By phone ☐ In person ☐ In writingCompleted by: Ashley Date: 10/16/2025Future contact: AprilPhone: 800-231-1841 EXT: 17774

MRF