



IMP

January 2, 2026

RE: Customer Name: [REDACTED]
Better Business Bureau Autoline: [REDACTED]
Case Number: [REDACTED]
Year Make Model: 2024 Cadillac Escalade
Vehicle Identification Number: [REDACTED]

Manufacturer Unable to Comply.

We are advising that we are unable to complete the inspection and warrantable repairs with a General Motors Field Service Engineer. The consumer picked the vehicle up and has been unable to contact to schedule the appointment

If you have any questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Lori
Arbitration Specialist
General Motors Business Resource Center
Resolution Management Team

