

BBB AUTO LINE*

A division of **BBB National Programs, Inc.**

BBB AUTO LINE – Manufacturer Response Form

Case Number: [REDACTED]
Customer Name: [REDACTED]
VIN: [REDACTED]

Start Date: 10/22/2025
State: TN

This claim is IN Warranty OUT of Warranty
Has the customer contacted you regarding the claim? YES NO
Is the VIN listed above, correct? YES NO
If you checked NO, please indicate the correct VIN: _____

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 [REDACTED] 2024 Cadillac Escalade meets the criteria of the Tennessee Lemon Law, or the General Motors Program Summary.

We respectfully ask that [REDACTED] request for repurchase of their 2024 Cadillac Escalade be denied and that [REDACTED] continue to work with General Motors per the terms of the written warranty.

I will participate By phone In person In writing

Return this form as soon as possible.

To: **BBB AUTO LINE**
Completed by: Ashley Date: 11/03/2025
Future contact: Tarraya
Phone: 800-231-1841 EXT: 24623

MRF