

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

BBB AUTO LINE – Manufacturer Response FormCase Number:
Customer Name:
VIN:

[REDACTED]

Start Date:
State:10/20/2025
NYThis 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

As a settlement gesture to address [REDACTED] inconvenience with repairs made to their 2023 Chevrolet Silverado, General Motors has attempted to offer to inspect the vehicle and perform applicable warrantable repairs, per the terms of the manufacturer's written warranty. They have neither accepted nor declined.

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: 30 Days

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] 2023 Chevrolet Silverado meets the criteria of the New York Lemon Law, or the General Motors Program Summary.

We respectfully ask that [REDACTED] request for repurchase of their 2023 Chevrolet Silverado be denied and that [REDACTED] 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 writing

Completed by: Ashley Date: 10/29/2025
Future contact: Tarraya
Phone: 800-231-1841 EXT: 24623

MRF