

November 28, 2025

State of {enter state}
Office of the Attorney General
Consumer Protection Division
Attention: {insert AG details here}

Customer: [REDACTED]

Reference Number:

General Motors Case Number: [REDACTED]

Mediation Liaison: Afton

Dear {Insert First and Last Name of AG Contact}:

Thank you for your recent correspondence regarding [REDACTED] 2022 Cadillac Escalade ESV Super Cruise 2022. We are sorry for any inconvenience they may have experienced. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We have reviewed their case and contacted the dealership involved. We spoke with <Sales Manager's Name>, Sales Manager, at KELLY CADILLAC. The Sales Manager would like to have [REDACTED] come in and discuss their concerns regarding <Enter Concern>. We will work to coordinate the meeting.

We appreciate you bringing this to our attention.

Sincerely,

Afton

Mediation Liaison
General Motors
1-866-790-5600, Extension <insert extension>