

January 16, 2026

State of Pennsylvania
Office of the Attorney General
Consumer Protection Division
Attention: Caroline Wilson

Customer: [REDACTED]
Reference Number: [REDACTED]
General Motors Case Number: [REDACTED]
Mediation Liaison: Afton

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.

Our review shows the vehicle was repaired at Kelly Cadillac. We have confirmed they are satisfied with the repairs.

In addition, we offered 50,000 My GM Rewards points. They have accepted. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

We appreciate you bringing this to our attention.

Sincerely,

Afton

Mediation Liaison
General Motors
1-800-231-1841, Extension 35156