

December 4, 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: Tausha

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

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

(Goodwill Offered)

We reviewed their case and offered {insert goodwill type offered and parameters covered} {insert any other special instructions}. [REDACTED] has accepted. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

(Cost Assistance/Reimbursement Offered)

We reviewed their case and offered <financial assistance/reimbursement> for the <vehicle component> in the amount of {\$. This is {X%} toward the repairs. [REDACTED] has accepted. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

(Inspection and Applicable Warrantable Repairs with or without FSE Offered)

We reviewed their case and offered to inspect the vehicle <with the assistance of a Field Service Engineer>. We will perform applicable warrantable repairs, as appropriate, per the terms of the manufacturer's written warranty. [REDACTED] has accepted. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

(Diagnosis for Cost Assistance Review Offered)

The {New Vehicle Limited Warranty/Limited Powertrain Warranty} coverage on their 2022 Cadillac Escalade ESV is for {36/48 months or 36,000/50,000 miles or 60/72 months or 36,000/70,000 miles}, whichever occurs first. As a result, this vehicle is no longer covered by the {New Vehicle Limited Warranty/Limited Powertrain Warranty}. A current diagnosis is needed to determine if any financial assistance can be provided toward the cost of repairs. [REDACTED] has agreed to obtaining a current diagnosis so that a financial assistance decision can be made.

We appreciate you bringing this to our attention.

Sincerely,

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