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

December 4, 2025

State of South Carolina
Office of the Attorney General
Consumer Protection Division
Attention: Dia Pieere

Customer: [redacted]
Reference Number: [redacted]
[redacted] Case Number: [redacted]
Mediation Liaison: [redacted]

Thank you for your recent correspondence regarding [redacted]'s 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.

We have reviewed their concern and have denied their request for a repurchase at this time. Our review also shows the vehicle was repaired at Jim Hudson Buick GMC. We have confirmed they are not satisfied with the repairs, as they have experienced multiple issues since the last engine replacement.

In addition, General Motors would like to offer [redacted] My GM Rewards Points. We have not been able to reach the customer to present the offer, but we will continue our attempts to contact [redacted] approval. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

We appreciate you bringing this to our attention.

Sincerely,

[redacted]
Mediation Liaison
General Motors
[redacted], Extension [redacted]