

December 4, 2025

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

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

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.

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 offered 80,000 My GM Rewards Points. They declined. This offer was made to reaffirm General Motors' commitment to customer loyalty and satisfaction.

We appreciate you bringing this to our attention.

Sincerely,

Tausha
Mediation Liaison
General Motors
1-800-231-1841, Extension 52666