

December 15, 2025

State of Pennsylvania
Office of the Attorney General
Consumer Protection Division
Attention: Laura Ukmata

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

Thank you for your recent correspondence regarding [REDACTED] 2023 Cadillac Escalade Super Cruise 2023. 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 reviewed their case and confirmed with RonRich Cadillac that the needed parts have been received and repairs are underway. We will work closely with the dealership and [REDACTED] until the repairs are complete. Please advise if anything else is needed. I can be reached at the phone number listed below.

We appreciate you bringing this to our attention.

Sincerely,

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