

December 31, 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.

Our review shows the vehicle was repaired at RonRich Cadillac. We have confirmed with [REDACTED] [REDACTED] that they are satisfied with the repairs. General Motors offered 80,000 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,

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