BBB AUTO LINE
Customer Claim Form

Case number: KIA2318543
Contact Date: 05/10/23
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: Lenexa State: KS Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Kia Model: EV6 Year: 2022 Current mileage: 20400

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: McCarthy Nissan Lawrence, Lawrence, KS

Primary Servicing dealer/city/state: Robert Brogden Olathe Kia,

Acquired as ☐ new ☒ used ☐ demo ☐ leased Is your vehicle Certified Pre-Owned? ☒ yes ☐ no

Purchase/lease date: 06/04/22 Mileage at purchase/lease:

First repair attempt date: 03/30/23 First repair attempt mileage: 20400

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Is the vehicle in your possession? ☐ yes ☒ no

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

buyback of car or swapping for a new EV6. I have a new ev6 that arrived last week at Kia of Columbia Missouri. the car has been out of service since 33023, which is 41 days and Kansas lemon law is 30 days out of service. Case number with KIA is 15456813

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER KNDC3DLC0N5[redacted]

CCF

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Car will not start or run due to ICCU Failure		1		yes
Car will not start or run due to HV fuse failure		1		yes

Total days out of service for all problems: 43

Signature of Titled Owner(s) [redacted] Date **5/12/2023**

Printed Name of Titled Owner(s) [redacted]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
1676 International Drive, Suite 550
McLean VA, 22102
Fax: 703-247-9700