

**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]  
Contact date: 05/16/23  
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: HONOLULU	State: HI	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax:	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Volt	Year: 2016	Current mileage: 75655
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: CAPITOL CHEVROLET, SAN JOSE, CA			
Primary Servicing dealer/city/state: JN Chevrolet, HONOLULU, HI			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: <del>02/14/16</del> 02/13/16		Mileage at purchase/lease: 22	
First repair attempt date: 01/24/23		First repair attempt mileage: 75652	
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles registered in California by vehicle owner/lessee:	Is the vehicle in your possession? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no AT JN CHEVROLET SVC DEPT	
Date of sale or termination of lease:		Date of accident:	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

Vehicle Buyback

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

<b>VEHICLE IDENTIFICATION NUMBER</b>	[REDACTED]
Lienholder/Leasing Company	N/A
Phone Number	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number [REDACTED]

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?
<b>Example:</b>				
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
Battery Energy Control Module BECM replacement	JN CHEVROLET	1	18 JAN 2023 75,652 123 DAYS	yes
VEHICLE WILL NOT START (INTERMITTENT)	JN CHEVROLET	1	18 JAN 2023 75,652 123 DAYS	YES
VEHICLE WILL NOT TURN OFF - "SHIFT TO PARK" (INTERMITTENT)	JN CHEVROLET	1	18 JAN 2023 75,652 123 DAYS	YES

Total days out of service for all problems: 123

Signature of Titled Owner [REDACTED] Date 5/20/2023  
 I am submitting this dispute under the BBB AUTO LINE [REDACTED] I agree to arbitrate the dispute

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