

BBB AUTO LINE Customer Claim Form

Case number: [REDACTED]
Contact Date: 04/17/23
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: Felton	State: DE	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: GMC	Model: Sierra 1500	Year: 2020	Current mileage: 30200
Name(s) that appears on the vehicle title: [REDACTED] - owner financed			
Selling dealer/city/state: Lawrence Cheverlet, Mechanicsburg, PA			
Primary Servicing dealer/city/state: IG Burton Milford,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 05/28/22		Mileage at purchase/lease:	
First repair attempt date: 08/08/22		First repair attempt mileage: 22429	
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? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no
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)

Having my unit replaced with new engine with extended warranty incase this happens again.
If not new truck upgrade

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

VEHICLE IDENTIFICATION NUMBER _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: XXXXXXXXXX

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
Lifter issue, replaced once now back in shop		2		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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