

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 3/8/2024
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: Oviedo | State: Florida Zip code: [REDACTED] |
| Day phone: | Evening phone: [REDACTED] Cell phone: |
| Fax: vdvderg | E-mail address: [REDACTED] |

SECTION 2: VEHICLE INFORMATION

| | | | |
|---|--|--|-------------------------|
| Make: Chevrolet | Model: Silverado 1500 | Year: 2020 | Current mileage: 58,000 |
| Name(s) that appears on the vehicle title: [REDACTED] | | | |
| Selling dealer/city/state: Coggin | | Jacksonville | Florida |
| Primary Servicing dealer/city/state: Carl black | | Orlando | Florida |
| 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: [REDACTED] | Mileage at purchase/lease: 57 | | |
| First repair attempt date: 7/31/2023 | First repair attempt mileage: 56,000 | | |
| 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)

Talking with service provider the new engine has an unknown ETA so repair could take more months. I work out of my truck and have been given cars and SUVs for rentals for over 5 months now. I do not know how many more engines need to be replaced before my truck is in working order

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

VEHICLE IDENTIFICATION NUMBER [REDACTED]

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 |
| Lifters went out on engine. GM tried different options but engine was replaced | Carl black | 3 | 7/31/2023 56,000 Miles 142 Days | False |
| Crankshaft bearing blew in new engine. Truck requires new engine now | Carl black | 58,000 | 2/6/2024 57,500 Miles 31 Days | True |
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Total days out of service _____
 Signature of Titled Owner(s) _____ Date 3-8-24
 Printed Name of Titled Owner _____

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
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