

**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]  
 Contact Date: 8/30/2024  
 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: Ventura	State: California	Zip code: [REDACTED]
Day phone:	Evening phone: [REDACTED]	Cell phone:
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: GMC	Model: Sierra 1500	Year: 2020	Current mileage: 45,580
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: CarMax		Oxnard	California
Primary Servicing dealer/city/state: Kingman Chevrolet		Kingman	Arizona
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 type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: [REDACTED]		Mileage at purchase/lease: 39,275	
First repair attempt date: 6/6/2024		First repair attempt mileage: 45,165	
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)**

The repair required a complete engine replacement with a refurbished engine. GMC currently has a class action lawsuit pending for bad lifters, this is the exact issue that my vehicle experienced. I am not confident in the repairs that were performed on my vehicle because a refurbished engine was installed and not a new one, which by all accounts will submit to the same failure based on my research and other owners experience with GMC Sierra's. I was without my vehicle for 55 days with no offer of a rental car and quite frankly I do not trust this vehicle to drive the 450 miles I need to drive across the desert every other month.

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

<b>VEHICLE IDENTIFICATION NUMBER</b>	[REDACTED]
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