BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 7/8/2025
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: STERLING HEIGHTS State: Zip code: [redacted]

Day phone: Evening phone: [redacted] l phone:

Fax: [redacted] E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Cadillac Model: Escalade Year: 2023 Current mileage: 30,070

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

Selling dealer/city/state: Empire Auto Collection Michigan

Primary Servicing dealer/city/state: Serra Chevrolet Sterling Heights Michigan

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

Purchase/lease date: 6/16/2024 Mileage at purchase/lease: 18,000

First repair attempt date: 6/1/2024 First repair attempt mileage: 27,000

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? ☑ 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)

Replace with a new Escalade

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

VEHICLE INDENTIFICATION NUMBER

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 keeps breaking down, engine related	Serra Chevrolet	2	6/1/2024 27,000 Miles 14 Days	True

Total days out of service for all problems: 14

Signature of Titled Owner(s) _____ Date _____

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 <u>copies</u> 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