

BBB AUTO LINE
Customer Claim Form

Case number	
Contact Date	
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:	
Mailing address	
City:	
Day phone	
Fax:	

SECTION 2: VEHICLE INFORMATION

Make: GMC	Model: Sierra 1500	Year: 2024	Current mileage: 14,750
Name(s) that appears on the vehicle title:			
Selling dealer/city/state:			
Primary Servicing dealer/city/state: folsom buick gmc			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is your vehicle Certified Pre-Owned? ☐ yes ☒ no	
Purchase/lease date: 1/30/2024		Mileage at purchase/lease: 10	
First repair attempt date: 2/2/2025		First repair attempt mileage: 9,528	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: ☒ yes ☐ no	
Is the vehicle in your possession?			
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)

gm had to put new motor in the truck , out for 3 weeks

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

VEHICLE IDENTIFICATION NUMBER	
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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
running board would not retract	folsom buick gmc	2	2/2/2025 9,528 Miles 7 Days	False

Total days out of service for all problems: 7

Signature of Titled Owner(s) _____ Date _____

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
1676 International Drive, Suite 550
McLean VA, 22102
Fax: 703-247-9700