

**BBB AUTO LINE
Customer Claim Form**Case number: [REDACTED]
Contact Date: [REDACTED]
Start Date: 10/6/2025

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]	
[REDACTED]	
Day phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Cadillac	Model: Escalade	Year: 2024	Current mileage: 26,738
Name(s) that appears on the vehicle: [REDACTED]			
Selling dealer/city/state: Ed Morse Cadillac Tampa		Tampa	Florida
Primary Servicing dealer/city/state: Ed Morse Cadillac Delray		Delray Beach	Florida
Acquired as ☐ new ☒ used ☐ demo ☐ leased		Is your vehicle Certified Pre-Owned? ☐ yes ☒ no	
Purchase/lease date: 6/12/2024		Mileage at purchase/lease: 293	
First repair attempt date: 4/22/2025		First repair attempt mileage: 19,000	
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)

I have reached out to GM corporate for over 5 months now. They continue to tell me they are going to get back to me and no one responds to my emails or my phone calls. My vehicle is currently at Autonation Cadillac for 2 weeks and I haven't received 1 phone call from anyone in the service department with a plan of action. I have broken down on the interstate 2 times. 1 time while doing 80 mph and the vehicle just shot off. This last time I was in the middle lane of an off ramp at midnight on a Saturday night. I'm lucky that I have not been killed at this point. This vehicle is unsafe for me and my children. It is sad that I have been ignored and continue to have engine issues and I'm told

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

VEHICLE IDENTIFICATION NUM [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
Complete engine failure. Car broke down on the interstate.	Ed Morse Cadillac Delray	5	4/22/20 19,525 Miles 65 Days	True

Total days out of service for

Signature of Titled Owner(s) _____ te 10.12.25 _____

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**