INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 10/15/2025
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: FRANKLIN State: Tennessee Zip code: [redacted]

Day phone: Evening phone: [redacted] Cell phone:

Fax [redacted] E-mail address [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Cadillac Model: Escalade Year: 2024 Current mileage: 27,000

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

Selling dealer/city/state: Andrews Cadillac Brentwood Brentwood Tennessee

Primary Servicing dealer/city/state: Andrews Cadillac Brentwood Brentwood Tennessee

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

Purchase/lease date: 5/24/2025 Mileage at purchase/lease: 11

First repair attempt date: 6/6/2024 First repair attempt mileage: 332

How often is the vehicle used for business purposes (percentage): 70 % 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)

Due to the severity of the issues with the vehicle we desire a buyback (including down deposit, monthly auto payments, and monthly auto-insurance payments). All three incidences involved having to pull over the vehicle and towed twice. All three occasions the vehicle shook rapidly and was undriveable. My wife was driving the vehicle with my children ages 3 and 5 in the vehicle and we fear for their safety. We do not feel safe driving the vehicle for our business, which we use it for transportation of goods and deliveries. Moreover, we do not feel safe operating the vehicle with our children in the car. These problems have caused our family loss of time, stress, and anxiety. Also, it has made it difficult to operate a business without a vehicle of that size. It was in the shop for 30 days.

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**
Left Front Air Shock and seals replaced.	Andrews Cadillac Brentwood	1	5/31/2024 332 Miles 7 Days	False
Right Front Air Shock replaced	Andrews Cadillac Brentwood	1	6/26/2024 733 Miles 3 Days	False
Engine Recall Diagnostic Testing. Past all tests	Andrews Cadillac Brentwood	1	8/6/2025 22,692 Miles 1 Days	False
Loud noise coming from motor. Loss of propulsion. Engine replacement	Andrews Cadillac Brentwood	1	9/13/2025 26,150 Miles 14 Days	False

Total days out of service for all problems: 25

Signature of Titled Owner(s) [redacted] Date 10-18-25

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
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McLean VA, 22102
Fax: 703-247-9700