



Date: 11/20/2025

Case: [REDACTED]

We have made two attempts to contact you either by chat, email, or telephone to discuss your case. We need to hear from you before we can proceed with your claim. Please contact BBB AUTO LINE as soon as possible. To contact us quickly, please use the chat feature in your online portal. There is a messenger feature on the left hand side after logging in and a messenger button on far right after you click on the case number to access the details of your claim. You may also email or contact us at 800.955.5100.

The BBB AUTO LINE program operates in accordance with federal regulations that require us to complete each case within 40 days. Your help is necessary in order to move ahead. If we do not hear from you within 2 days from the date on this letter, we will have to close your case.

If your case is closed, and you later decide to pursue your case through the BBB AUTO LINE program, a new case will be opened. If a new case is filed, we will make a new eligibility determination based on the manufacturer Program Summary guidelines in effect at that time.

We look forward to helping you in the resolution of your claim and await hearing from you regarding your claim.

Sincerely,
Yonatan Garcia Ext:9367