

BBB AUTO LINE®A division of **BBB National Programs, Inc.****BBB AUTO LINE – Manufacturer Response Form**

Case Number: [REDACTED]
 Customer Name: [REDACTED]
 VIN: [REDACTED]

Start Date: 12/16/2025
 State: VA

This claim is
 Has the customer contacted you regarding the claim?
 Is the VIN listed above, correct?
 If you checked NO, please indicate the correct VIN:

✓ IN Warranty ☐ OUT of Warranty
 ✓ YES ☐ NO
 ✓ YES ☐ NO

SETTLEMENT INFORMATION

General Motors has extended no settlement offer. We will continue to honor the terms of the manufacturer's written warranty.

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

- ☐ The customer accepted the offer on _____/_____/_____
☐ The customer rejected the offer on _____/_____/_____
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____ N/A

ARBITRATION INFORMATION

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We strive daily to maintain the highest levels of satisfaction with our products.

We do not believe Mr. Phalin's 2023 Chevrolet Silverado meets the criteria of the Virginia Lemon Law, or the General Motors Program Summary.

We respectfully ask that Mr. Phalin's request for repurchase of their 2023 Chevrolet Silverado be denied and that Mr. Phalin continue to work with General Motors per the terms of the written warranty.

I will participate
 Return this form as soon as possible.
 To:
 BBB AUTO LINE

✓ By phone ☐ In person ☐ In writing

Completed by: Ashley Date: 12/24/2025
 Future contact: Bhavna
 Phone: 800-231-1841 EXT: 97337

MRF