

**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]  
Contact Date: [REDACTED]  
Start Date: [REDACTED]

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

**SECTION 2: VEHICLE INFORMATION**

|                                                                                                                                                 |                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Make:                                                                                                                                           | [REDACTED]                                                                                                              |
| Name(s) that appears on title:                                                                                                                  | [REDACTED]                                                                                                              |
| Selling dealer/city/state:                                                                                                                      | [REDACTED]                                                                                                              |
| Primary Servicing dealer:                                                                                                                       | [REDACTED]                                                                                                              |
| Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased | Is your vehicle Certified Pre-Owned? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no                |
| Purchase/lease date: 9/19/2024                                                                                                                  | Mileage at purchase/lease: 12,406                                                                                       |
| First repair attempt date: 8/19/2025                                                                                                            | First repair attempt mileage: 21,998                                                                                    |
| How often is the vehicle used for business purposes (percentage): 0 %                                                                           | Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no |
| Is the vehicle in your possession?                                                                                                              | <input checked="" type="checkbox"/> yes <input type="checkbox"/> no                                                     |
| Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no                        | Date of accident:                                                                                                       |
| Description of damage:                                                                                                                          |                                                                                                                         |

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

The AutoCheck history confirms that the only previous owner was an online dealer. I am the first private consumer and owner of this vehicle. I purchased a 2023 Silverado ZR2 in September of 2024 from Burien Chevrolet. It had 12k miles on it. I paid extra for all the possible end to end warranty's to include the electronics with the total cost of financing through the bank being 95,000 dollars. Later that year I received a recall notification for the motor. Burien Chevrolet serviced the motor. On August 16 of 2025 the vehicle froze as the engine seized up on the highway lost complete power while driving on the freeway. It was towed to Burien Chevrolet, I worked with a service person named Henry. Henry told me that I would have to get the initial rental vehicle out of pocket and I would be reimbursed for that rental after analysis, if the recall and

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

**VEHICLE IDENTIFICATION 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? |
|----------------------------------------------------------------------------------|-------------------------|----------------------|-------------------------------------------------------------------------|-----------------------------|
| <b>Example:</b>                                                                  |                         |                      |                                                                         |                             |
| <b>A/C won't cool properly</b>                                                   | <b>Any Dealer, Inc.</b> | <b>2</b>             | <b>4/23/06 3,500 miles 5 days<br/>6/10/07 12,700 miles 1 day</b>        | <b>yes</b>                  |
| 2025 the vehicle froze as the engine seized up on the highway lost complete powe | Burien Chevrolet        |                      | 8/9/2025 21,998 Miles 91 Days                                           | True                        |
|                                                                                  |                         |                      |                                                                         |                             |
|                                                                                  |                         |                      |                                                                         |                             |
|                                                                                  |                         |                      |                                                                         |                             |
|                                                                                  |                         |                      |                                                                         |                             |
|                                                                                  |                         |                      |                                                                         |                             |
|                                                                                  |                         |                      |                                                                         |                             |
|                                                                                  |                         |                      |                                                                         |                             |
|                                                                                  |                         |                      |                                                                         |                             |

**Total days out of service for all problems:** 91

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

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 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**