

BBB AUTO LINE Customer Claim Form

Case number: [REDACTED]

Contact Date: [REDACTED]

Start Date: [REDACTED]

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: ELGIN	State: South C	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Cadillac	Model: Escalade	Year: 2021	Current mileage: 74,065
Name(s) that appears on the vehicle title: Leventis Armstrong			
Selling dealer/city/state: #1 Cochran Of Monroeville		Monroeville	South Carolina
Primary Servicing dealer/city/state: Jim Hudson Cadillac		Columbia	South Carolina
Acquired as ☐ new ☒ used ☐ demo ☐ leased		Is your vehicle Certified Pre-Owned? ☒ yes ☐ no	
Purchase/lease date: 3/24/2023		Mileage at purchase/lease: 27,579	
First repair attempt date: 10/10/2023		First repair attempt mileage: 40,918	
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 am filing this complaint regarding my Cadillac Escalade due to repeated engine failures. The vehicle has required two engine replacements, and after the second replacement it immediately began making abnormal engine noises, indicating the issue was not resolved. The vehicle is currently at the dealership for ongoing mechanical concerns. Despite multiple repair attempts, the vehicle has not been restored to a reliable or safe condition, resulting in excessive time out of service. I have lost confidence in the vehicle and am requesting a buyback or replacement under the BBB Auto Line program.

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

VEHICLE IDENTIFICATION NUMBER [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
Rattling noise under vehicle and motor knocking	Jim Hudson Cadillac	6	10/10/26 40,918 Miles 17 Days	Yes
			07/12/21 51864 52	yes
			06/17/21 69041 1	Yes
			08/01/26 69821 21	yes
			10/10/21 71915 29	yes
			11/28/21 73506 18	yes
			12/11/21 still there	yes

Total days out of service

Signature of Titled Owner

Date 12/30/25

Printed Name of Titled Owner(s)

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