

BBB AUTO LINE
Customer Claim Form

Case number: [REDACTED]
Contact Date: 1/7/2026
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:	[REDACTED]	State: [REDACTED]
Day phone:	Evening phone:	Cell phone:
[REDACTED]	[REDACTED]	[REDACTED]
Fax:	E-mail address:	
[REDACTED]	[REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: GMC	Model: Sierra 1500	Year: 2022	Current mileage: 52,898
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: wilson county buick gmc [REDACTED]			
Primary Servicing dealer/city/state: Courtesy Buick GMC [REDACTED]			
Acquired as ☒ new ☐ used ☐ demo ☐ leased		Is your vehicle Certified Pre-Owned? ☐ yes ☒ no	
Purchase/lease date: 12/7/2022		Mileage at purchase/lease: 23	
First repair attempt date: 8/27/2025		First repair attempt mileage: 50,000	
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)

Reimbursement for rental car and transportation due to vehicle in service for over 30 days of \$2208.99, and goodwill offer for loss of value due to less than market resale value having a 6.2L L87 engine. More than 1 GMC dealership was not willing to take the vehicle in on trade after the engine was replaced.

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
Complete engine failure	Courtesy Buick jepp gmc	1	11/14/26 51,868 Miles 32 Days	True

Total days out of service

Signature of Titled Owner(s)

Date 1/8/2026

Printed Name of Titled Owner

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**