

Arbitration Program for Ford Extended Service, Contracts, and Maintenance Plans Customers



Consumer Information

NAME (last, first, middle)

STREET ADDRESS

CITY

STATE

ZIP

BEST DAYTIME NUMBER

EMAIL

Vehicle information

MAKE

MODEL

YEAR

CURRENT MILEAGE

VEHICLE IDENTIFICATION NUMBER

Contract Information

DEALER WHO SOLD CONTRACT

DATE CONTRACT WAS PURCHASED

DEALERSHIP WHERE VEHICLE WAS PRESENTED FOR WARRANTY COVERAGE

Other Information

DATE VEHICLE WAS PRESENTED FOR REPAIR AND MILEAGE

DESIRED OUTCOME (describe what you want done to resolve your concern)

Vehicle Problems (list primary problems 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?

SUBMIT COMPLETED AND SIGNED FORM TO BBB NATIONAL PROGRAMS

Along with your completed form, please be sure to send all documents relevant to your dispute, including:

- ✓ Copies of all available repair orders
- ✓ Copy of vehicle registration
- ✓ Copy of your sales/lease agreement
- ✓ Any other documentation that supports your position

VEHICLE OWNER'S SIGNATURE (form must be signed by vehicle owner):

DATE:

By signing and submitting this form, I am requesting arbitration under the *BBB National Programs Arbitration Rules for Ford Extended Service, Contracts, and Maintenance Plans Customers*

RETURN THIS FORM VIA MAIL, EMAIL, OR FAX TO:

BBB National Programs
ATTN: Ford Extended Service Plan
1676 International Drive, Suite 550 McLean, VA 22102
EMAIL: contactDR@bbbnp.org
FAX: 703-247-9700

