

Vehicle Component Warranty Claim

Claim Number: WC-20230821-1029

Date Received: August 21, 2023

Claim Status: Approved

Claimant Information:

- Name: Jane Smith
- Address: 789 Elm Street, Apt. 4B, Springfield, IL 62701
- Phone: (217) 555-8765
- Email: janesmith@email.com

Vehicle Information:

- Year: 2021
- Make: Honda
- Model: CR-V
- VIN: 2H2RD5F67J8K9L0123
- Mileage at Failure: 28,500

Component Information:

- Component: CVT Transmission
- Part Number: 21000-RBB-305
- Date of Vehicle Purchase: July 05, 2021
- Selling Dealer: Springfield Honda

Description of Failure:

While driving, the vehicle began to exhibit a loud whining noise coming from the transmission. The noise increased in intensity as the vehicle accelerated. The vehicle also experienced intermittent loss of power and shuddering during acceleration. The vehicle was taken to the selling dealership, where it was diagnosed with a faulty CVT transmission requiring replacement.

Repair Information:

- Date of Repair: August 18, 2023
- Repairing Facility: Springfield Honda
- Address: 1234 Motorway Drive, Springfield, IL 62702
- Phone: (217) 555-1234
- Repair Invoice Number: S003452
- Total Repair Cost: \$4,800.00 (including parts and labor)

Supporting Documentation:

- Copy of vehicle purchase agreement
- Copy of repair invoice
- Diagnostic report from Springfield Honda

Reason for Claim Approval:

The reported symptoms and diagnostic findings align with a known manufacturing defect affecting a limited number of CVT transmissions used in the 2021 Honda CR-V model year. This defect is covered under the terms of the manufacturer's powertrain warranty.

Coverage Details:

The manufacturer will cover the full cost of the CVT transmission replacement, including parts and labor, as per the terms of the powertrain warranty.

Claimant Responsibility:

There is no cost to the claimant for this repair.

Authorized Signature:

Date: _____