

Vehicle Component Warranty Claim

Claim Number: WC-20230317-5678

Date Received: March 17, 2023

Claim Status: Rejected

Claimant Information:

- Name: John Doe
- Address: 123 Main Street, Anytown, CA 54321
- Phone: (555) 123-4567
- Email: johndoe@email.com

Vehicle Information:

- Year: 2020
- Make: Toyota
- Model: Camry
- VIN: 1T1ABC2E3FG4H56789
- Mileage at Failure: 45,000

Component Information:

- Component: Alternator
- Part Number: 27060-0H010
- Date of Purchase: August 10, 2019
- Original Invoice Number: 123456
- Selling Dealer: Anytown Toyota

Description of Failure:

The alternator warning light illuminated on the vehicle dashboard while driving. The vehicle experienced a loss of electrical power and stalled. The vehicle was towed to a certified mechanic who diagnosed the alternator as faulty and requiring replacement.

Repair Information:

- Date of Repair: March 15, 2023
- Repairing Facility: Bob's Auto Repair
- Address: 456 Oak Avenue, Anytown, CA 54321
- Phone: (555) 987-6543
- Repair Invoice Number: 789012
- Total Repair Cost: \$650.00 (including parts and labor)

Supporting Documentation:

- Copy of original component purchase invoice
- Copy of repair invoice
- Photos of failed component (optional)

Reason for Claim Rejection:

Upon review of the submitted documentation and inspection of the failed component, it has been determined that the alternator failure was due to external damage caused by a loose battery cable. This type of damage is not covered under the terms of the manufacturer's warranty, which specifically excludes failures caused by improper installation, maintenance, or external factors.

Explanation:

The manufacturer's warranty covers defects in materials and workmanship under normal use and service. Damage resulting from external factors like a loose battery cable is considered consequential damage and falls outside the scope of the warranty.

Claimant Options:

While this claim has been rejected, the claimant may wish to contact their insurance company to determine if coverage is available under their specific policy.

Authorized Signature:

Date: _____