

Mazda North American Operations - Warranty Claim

Claim Number: MNAO-20240505-1357

Date Received: May 05, 2024

Claim Status: Rejected - Abuse - Improper Fluid

Dealer Information:

- Dealer Code: MA7890
- Dealer Name: Island City Mazda
- Address: 2468 Ocean View Blvd, Anytown, USA 98765
- Phone: (555) 555-7890

Vehicle Information:

- Year: 2020
- Make: Mazda
- Model: CX-5
- Engine: 2.5L
- VIN: JM1KF2D45LP987654
- Mileage at Failure: 48,500

Component Information:

- Component: Automatic Transmission
- Part Number: FN4A-EL
- Alleged Failure Mode: Severe transmission malfunction, no gear engagement, loud grinding noises present.

Description of Claim:

The vehicle was towed to Island City Mazda with a complete loss of transmission function. The customer reported hearing loud noises coming from the transmission before it failed. Upon inspection, the technician discovered a substantial amount of metallic debris within the transmission pan, indicating catastrophic internal damage. The dealership is requesting warranty coverage for a transmission replacement.

Repair Information:

- Date of Repair: Pending
- Estimated Repair Cost: \$6,200 (including parts, labor, and fluids)

Supporting Documentation:

- Copy of repair order with customer concern and technician notes
- Photos of the transmission pan showing metallic debris

Reason for Rejection:

Analysis of the transmission fluid removed from the vehicle revealed the presence of an inappropriate fluid type. The fluid did not meet the required specifications for use in this transmission, which has resulted in severe damage.

Explanation:

The use of improper fluids or lubricants in critical vehicle systems like the transmission is considered abuse and voids the manufacturer's warranty. It is the owner's responsibility to ensure that all fluids are serviced with the correct type and specification as outlined in the vehicle owner's manual.

Claimant Options:

Unfortunately, due to the nature of the damage resulting from the use of improper fluid, this repair will not be covered under warranty. The repair costs are the sole responsibility of the vehicle owner.

Authorized Signature:

Date: _____