



Auto Repair Shop Warranty Claim Checklist Template

 Show only Checklist

Display Style
Default 

Vehicle & Customer Information

Gather all relevant details about the vehicle and the customer making the claim.

Vehicle Year

Write something...

Vehicle Make

Write something...



Vehicle Model

Write something...

Vehicle VIN

Write something...

Customer Name

Write something...

Customer Phone Number

Write something...

Date of Purchase (Vehicle)

Enter date...

Warranty Coverage Verification

Confirm the specific components and labor covered by the warranty.

Warranty Type

- Manufacturer's Warranty
- Extended Warranty
- Service Contract

Coverage Period

- Mileage
- Time
- Both

Mileage Covered

Enter a number...

Warranty Start Date

Enter date...

Warranty Expiration Date

Enter date...

Specific Components Covered (Read Warranty Document)

Write something...

Parts Coverage

Full

Partial

Limited

Notes on Coverage Limitations

Write something...

Failure Diagnosis & Documentation

Thoroughly diagnose the failure and document all findings with photos and detailed notes.

Detailed Description of Failure

Write something...

Possible Failure Causes (Select all that apply)

- Manufacturing Defect
- Normal Wear and Tear
- Improper Installation
- External Damage
- Fluid Leak/Contamination

Mileage at Time of Failure

Enter a number...

Date of Failure Observation

Enter date...

Photo/Video Evidence of Failure (Optional)

 Upload File

Diagnostic Procedure Steps Taken

Write something...

Suspected Root Cause (Based on Diagnostics)

- Component Failure
- System Malfunction
- Software Issue
- Unknown

Repair Procedures & Parts Used

Record all repair procedures followed and the specific parts used, noting if original equipment manufacturer (OEM) parts were used.

Detailed Repair Procedure Description

Write something...

Repair Techniques Utilized

- OEM Recommended Procedure
- Alternative Procedure
- Diagnostic Flowchart Followed

Quantity of Part Used

Enter a number...

Part Number(s) Used

Write something...

Part Source

- OEM
- Aftermarket
- Remanufactured

Photos of Failed Part(s)

 Upload File

Notes on Parts Used or Repair Adjustments

Write something...

Warranty Claim Form Completion

Complete all required fields on the warranty claim form accurately and legibly.

Claim Number

Enter a number...

Warranty Type

- Parts Warranty
- Labor Warranty
- Extended Warranty

Date of Original Purchase

Enter date...

Date of Repair

Enter date...

Detailed Description of Failure

Write something...

Mileage at Time of Failure

Enter a number...

Reason for Claim Rejection/Approval

- Approved
- Rejected - Insufficient Documentation
- Rejected - Pre-existing Condition
- Rejected - Improper Maintenance

Shop Manager Signature


Supporting Documentation

Collect and attach all necessary supporting documents, such as repair orders, invoices, and photographs.

Original Repair Order

 Upload File

Invoice with Parts List

 Upload File

Photos of Failed Component (Before Repair)

 Upload File

Mileage at Time of Failure

Enter a number...

Date of Original Repair

Enter date...

Type of Warranty (e.g., Limited, Full)

- Limited Warranty
- Full Warranty
- Extended Warranty

Submission & Tracking

Submit the warranty claim and track its status until resolution.

Submission Date

Enter date...

Claim Submission Tracking Number (if applicable)

Write something...

Submission Method

- Online Portal
- Mail
- Fax

Days Since Submission

Enter a number...

Expected Response Date

Enter date...

Notes on Submission (e.g., contact person, any issues encountered)

Write something...

Resolution & Customer Communication

Document the resolution of the claim and communicate effectively with the customer.

Claim Status

- Approved
- Denied
- Pending Review
- Partial Approval

Resolution Notes (Internal)

Write something...

Customer Communication Summary

Write something...

Resolution Date

Enter date...

Communication Time

Enter time...

Customer Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Technician Signature

Claim Reference Number (From Warranty Provider)

Write something...