✔ ChecklistGuro

Automotive Warranty Claim Processing Checklist

Claim Initiation & Verification

Initial steps to start the warranty claim process and confirm eligibility.

Claim Number

Enter a number...

Claim Submission Date

Enter date...

Warranty Type

- [ ] Limited Warranty
- [ ] Extended Warranty
- [ ] Federal Emissions Warranty

Claim Status

- [ ] New
- [ ] In Progress
- [ ] Pending Review
- [ ] Approved
- [ ] Rejected

VIN (Vehicle Identification Number)

Write something...

Brief Description of Issue (Initial)

Write something...

Customer Information & Vehicle Details

Gathering and verifying all necessary customer and vehicle information.

Customer First Name

Write something...

Customer Last Name

Write something...

Customer Phone Number

Write something...

Customer Email Address

Write something...

Vehicle VIN

Enter a number...

Vehicle Year

Write something...

Vehicle Make

Write something...

Vehicle Model

Write something...

Vehicle Mileage

Enter a number...

Failure Description & Diagnosis

Documenting the issue, diagnostic steps taken, and confirming warranty coverage.

Detailed Description of Failure

Write something...

Mileage at Time of Failure

Enter a number...

Date of Failure Observed

Enter date...

Initial Suspected Cause

☐ Mechanical

☐ Electrical

☐ Software/Electronic

☐ Manufacturing Defect

☐ Unknown

Diagnostic Procedures Performed

☐ Visual Inspection

☐ Scan Tool Diagnostics

☐ Component Testing

☐ Systematic Troubleshooting

☐ Pressure Testing

Results of Diagnostic Procedures

Write something...

Parts Identification & Ordering

Identifying and ordering the correct replacement parts covered by the warranty.

Parts Quantity

Enter a number...

Parts Vendor

☐ OEM

☐ Aftermarket - Tier 1

☐ Aftermarket - Tier 2

Parts Vendor Order Number

Write something...

Parts Description

Write something...

Parts Coverage (Warranty)

☐ 100%

☐ 50%

☐ Partial

☐ Not Covered

Parts Cost (Estimate)

Enter a number...

Parts Catalog/Reference Image

⬆ Upload File

Repair Authorization & Scheduling

Obtaining authorization for the repair and scheduling the service appointment.

Estimated Repair Cost

Enter a number...

Repair Authorization Status

☐ Pending

☐ Approved

☐ Denied

☐ Requires Further Review

Scheduled Service Date

Enter date...

Scheduled Service Time

Enter time...

Service Advisor Assigned

Authorization Notes (if applicable)

Write something...

Repair Execution & Documentation

Performing the repair and documenting all work completed, parts used, and labor hours.

Detailed Description of Repair Performed

Write something...

Labor Hours Used

Enter a number...

Mileage at Time of Repair

Enter a number...

Parts Replaced (Select All That Apply)

☐ Engine

☐ Transmission

☐ Brakes

☐ Suspension

☐ Electrical System

☐ Body Panels

☐ Other

Supporting Photos/Videos (e.g., Damage before/after repair)

⬆ Upload File

Repair Completion Date

Enter date...

Technician Signature

Claim Submission & Validation

Submitting the claim to the warranty provider and validating all information.

Claim Number

Enter a number...

Warranty Provider

☐ OEM Warranty

☐ Extended Warranty Provider A

☐ Extended Warranty Provider B

Submission Date

Enter date...

Summary of Repair Details (for validation)

Write something...

Supporting Documentation (e.g., Diagnostic Reports)

⬆ Upload File

Claim Status

☐ Submitted

☐ Pending Validation

☐ Validated

☐ Rejected

Authorized Signature (if required)

Write something...

Claim Payment & Reconciliation

Receiving payment from the warranty provider and reconciling the claim.

Claim Payment Amount Received

Enter a number...

Payment Received Date

Enter date...

Payment Reference Number

Write something...

Payment Notes (e.g., any discrepancies or adjustments)

Write something...

Labor Hours Billed (for reconciliation)

Enter a number...

Parts Cost Billed (for reconciliation)

Enter a number...

Payment Method

☐ Check

☐ Electronic Funds Transfer (EFT)

☐ Wire Transfer

Accountant/Finance Review Signature

Customer Communication & Follow-up

Keeping the customer informed throughout the process and addressing any concerns.

Initial Contact Date

Enter date...

Summary of Customer Concerns

Write something...

Communication Method (Initial)

☐ Phone

☐ Email

☐ In-Person

Date of Repair Authorization Notification

Enter date...

Notes from Repair Authorization Communication

Write something...

Date of Vehicle Ready Notification

Enter date...

Customer Satisfaction Level (Post-Repair)

- [ ] Very Satisfied
- [ ] Satisfied
- [ ] Neutral
- [ ] Dissatisfied
- [ ] Very Dissatisfied

Additional Comments or Follow-up Actions

Write something...

Record Keeping & Compliance

Ensuring all records are accurate, complete, and compliant with warranty regulations.

Claim Creation Date

Enter date...

Claim Submission Date

Enter date...

Claim Resolution Date

Enter date...

Claim Number

Enter a number...

Notes on Compliance Adherence

Write something...

Compliance Checklist Completed?

☐ Yes
☐ No

Supporting Documentation (e.g., repair orders, inspection reports)

⬆ Upload File

Authorized Signatory