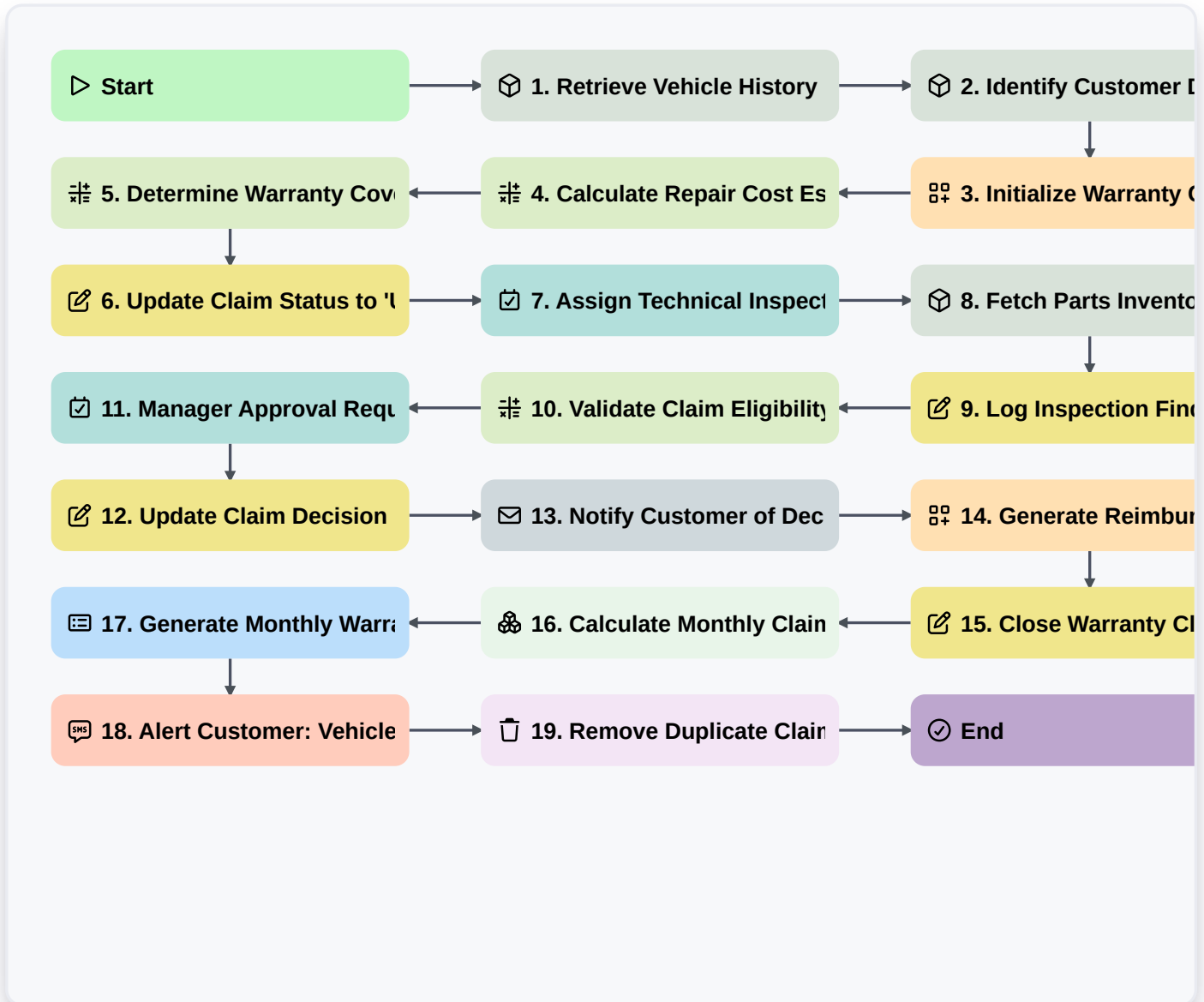


Automotive Warranty Claims Management



Start

Start of the Workflow/Process.

1. Retrieve Vehicle History

Fetch all previous service records and warranty claims associated with the specific VIN from the Vehicle Data Model.

2. Identify Customer Details

Retrieve contact information and ownership status from the Customer Data Model using the provided ID.

3. Initialize Warranty Claim

Create a new entry in the Warranty Claims Data Model with status 'Draft' and initial claim details.

4. Calculate Repair Cost Estimate

Calculate the total estimated cost by summing parts costs and labor hours multiplied by the labor rate.

5. Determine Warranty Coverage Ratio

Calculate the percentage of the total cost covered by the manufacturer warranty vs. customer responsibility.

6. Update Claim Status to 'Under Review'

Update the specific Warranty Claim entry to reflect that the technical inspection has begun.



7. Assign Technical Inspection

Create a task for a Service Technician to inspect the reported fault and document findings.

8. Fetch Parts Inventory Availability

Check the Parts Data Model to see if the required components for the repair are in stock.

9. Log Inspection Findings

Update the Warranty Claim entry with the technician's notes and photos of the defect.

10. Validate Claim Eligibility

Compare the vehicle mileage and manufacture date against the warranty terms stored in the Data Model.

11. Manager Approval Request

Create a task for the Service Manager to review and approve claims exceeding a specific monetary threshold.

12. Update Claim Decision

Update the claim entry status to 'Approved' or 'Denied' based on the manager's decision.

13. Notify Customer of Decision

Send an automated email to the customer informing them if their warranty claim has been approved or rejected.

14. Generate Reimbursement Request

Create a new entry in the Financial/Reimbursement Data Model to trigger payment from the manufacturer to the dealership.

15. Close Warranty Claim

Update the status of the original claim to 'Closed' once all repairs and payments are finalized.

16. Calculate Monthly Claim Volume

Aggregate the total number of warranty claims processed within the current month for management reporting.

17. Generate Monthly Warranty KPI Report

Create a comprehensive report summarizing claim approval rates, average cost per claim, and common failure parts.

18. Alert Customer: Vehicle Ready

Send an SMS to the customer's phone number notifying them that the repair under the warranty claim is complete.

19. Remove Duplicate Claims

Delete any duplicate claim entries identified during the validation process to maintain data cleanliness.

End

End of the Workflow/Process.