



K A R M A

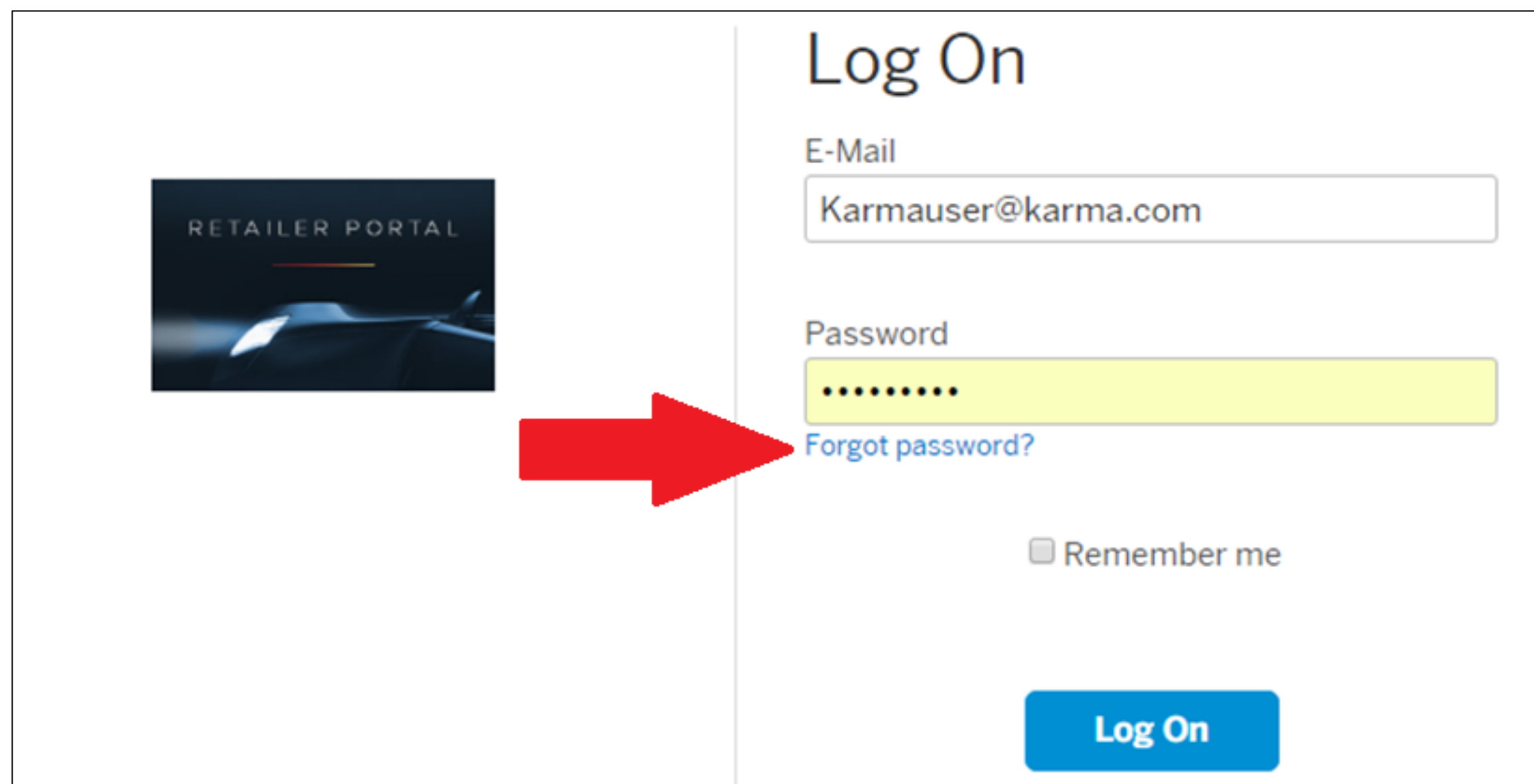
RETAILER PORTAL:
WARRANTY GUIDE

M A R C H 2 0 1 7

C1800ASD0014

ACCESSING THE WARRANTY SYSTEM

- URL: <http://retailer.karmaautomotive.com>
- Log into the Dealer Portal
 - If you forget your password, click “Forgot Password” and you will be e-mailed instructions to reset it.
 - If you haven’t been given access yet, contact Ashley Jaskulsky to request a log in.



Log On

E-Mail
Karmauser@karma.com

Password
.....

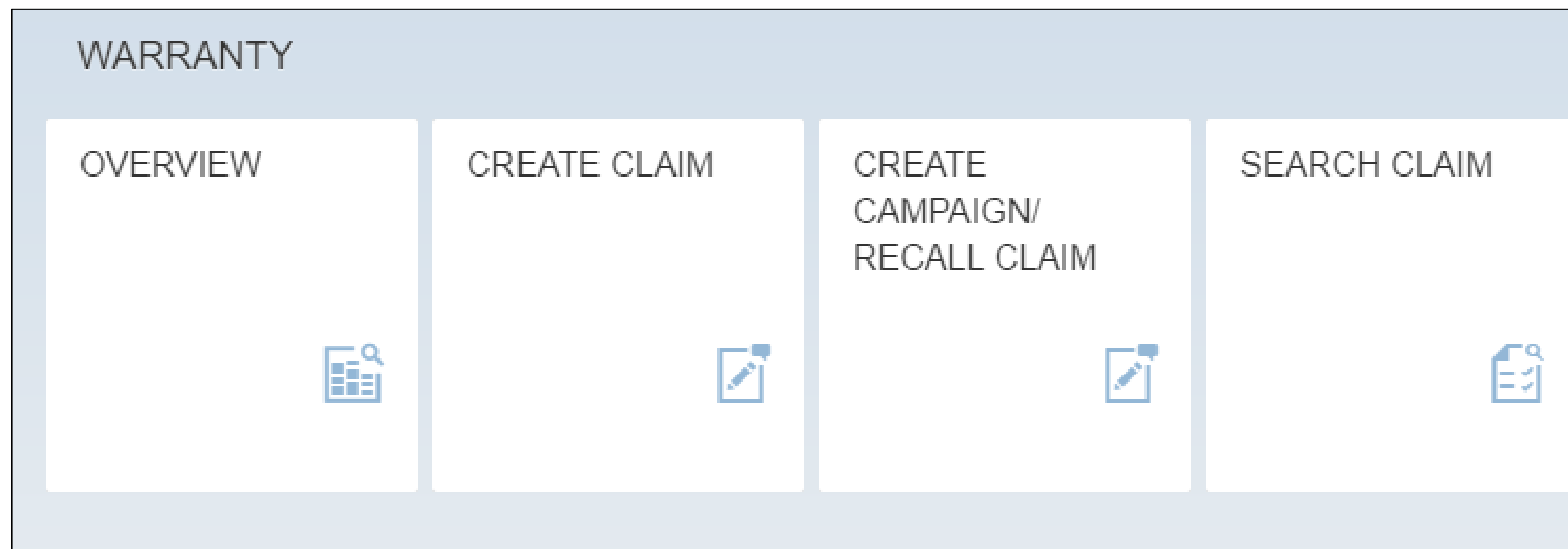
[Forgot password?](#)

☐ Remember me

Log On

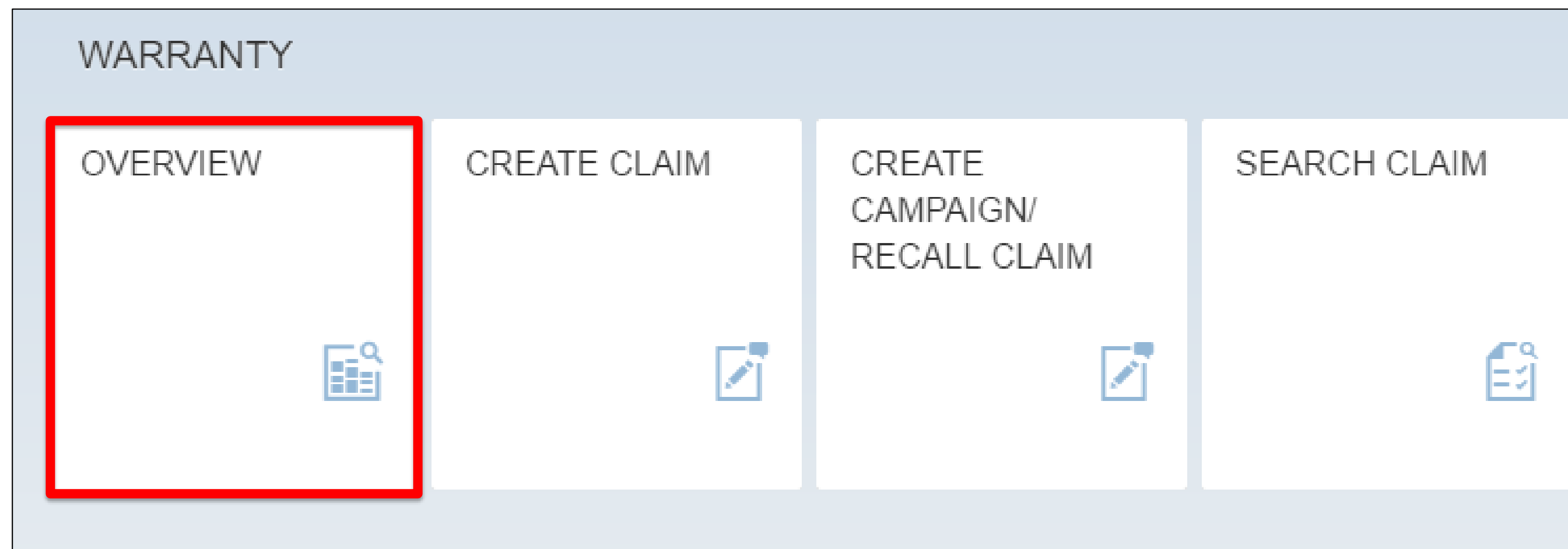
WARRANTY APPS

- There are 4 apps available under the Warranty section of the portal
 - Overview
 - View, print, download existing claims
 - Create Claim
 - Create Campaign/Recall Claim
 - Search Claim
 - Filter and search existing claims



OVERVIEW

- This app allows you to view, print, and download claims



OVERVIEW (CONT.)

- This is where you can see claims that you have created, are pending review, returned for corrections, accepted, and rejected

Warranty Overview

Claims Overview

All Claims¹⁴

New⁵

Pending¹

Returned¹

Accepted⁵

Rejected¹

Return Parts¹

Recalls/Campa...¹⁴

Claims

Print Refresh Download Clear

	Claim No	Repair Orde...	Claim Status...	Claim Type	Claim Total Amount	VIN	Causal Part	Defect Code	Claim Status
	100055600	03/23/2017	03/23/2017	Goodwill	776.87	YH4K10BA4CA000082	C161113201001	00-99-25-98	Rejected
	100055599	03/23/2017	03/23/2017	Goodwill	1031.72	YH4K10BA4CA000082	C161113201001	00-99-25-98	Accepted
	100055596	03/23/2017	03/01/2017	Goodwill	4290.00	YH4K14AA3CA000521	C120047900000	12-10-01-10	New
	100055595	03/23/2017	03/01/2017	Goodwill	2430.00	YH4K14AA3CA000521	C120009300000	10-10-01-05	New
	100055592	02/01/2017	01/31/2017	Service Parts Warranty	181.25	YH4K14AA0CA000542	C121110900100	16-25-03-33	Accepted
	100055591	01/31/2017	01/26/2017	Goodwill	150.00	YH4K10BA1CA000007	C131118101900	00-99-25-98	Accepted
	100055590	01/31/2017	01/26/2017	Goodwill	131.68	YH4K14AA8CA001471	C131163406002	70-50-44-11	Accepted
	100055587	01/31/2017	01/01/2017	Goodwill	164.34	YH4K14AA4CA002536	WTY-FR	00-99-25-21	New
	100055586	01/31/2017	01/01/2017	Service Parts Warranty	14.34	YH4K14AA4CA002536	C131163406002	16-20-02-33	
	100055585	01/31/2017	01/01/2017	Goodwill	14.34	YH4K14AA4CA002536	C131163406002	16-20-02-33	Accepted

Claim No: 100055600

Claim Status: Rejected

Claim Type: Goodwill

VIN Number: YH4K10BA4CA000082

Model Description: 2012 Karma Signature

Claim Created Date: 03/23/2017

Repair Order Open Date: 03/23/2017

Repair Order Closed Date: 03/23/2017

Amount Approved: 0.00 USD

Amount Claimed: 776.87 USD

OVERVIEW (CONT.)

- The top row will show how many claims are in each status.
 - **All** – Claims in all statuses will be shown
 - **New** – Claims saved but have not been submitted yet (claims must be submitted to be reviewed/paid)
 - **Pending** – Claims have been submitted and are awaiting review by KA
 - **Returned** – Claims have been returned by KA. Review KA's remarks and correct the claim and resubmit
 - **Accepted** – KA has accepted the claim.
 - **Rejected** – KA has rejected the claim. Rejected claims cannot be resubmitted.

Warranty Overview ▾

Claims Overview

There are 5 claims in "New" status

14 5 1 1 5 1 1 14

All Claims New Pending Returned Accepted Rejected Return Parts Recalls/Campa...

Claims

Print

Claim No	Repair Order No	Claim Status	Claim Type	Claim Total Amount	VIN	Causal Part
100055600	03/23/2017	03/23/2017	Goodwill	776.87	YH4K10BA4CA000082	C161113201001
100055500	03/23/2017	03/23/2017	Goodwill	1001.70	YH4K10BA4CA000000	C161113201001

OVERVIEW (CONT.)

- Click on the bubble from the navigation bar to display claims in the corresponding status below.
- Click on the line to highlight the claim. A summary of the claim details will be displayed below.

Click these bubbles to display claims in that status

Claim summary below of selected claim

All Claims¹⁴ New⁵ Pending¹ Returned¹ Accepted⁵ Rejected¹ Return Parts¹ Recalls/Campa...¹⁴									
Claims Print Refresh Download Clear									
	Claim No	Repair Orde...	Claim Status...	Claim Type	Claim Total Amount	VIN	Causal Part	Defect Code	Claim Status
	100055600	03/23/2017	03/23/2017	Goodwill	776.87	YH4K10BA4CA000082	C161113201001	00-99-25-98	Rejected
	100055599	03/23/2017	03/23/2017	Goodwill	1031.72	YH4K10BA4CA000082	C161113201001	00-99-25-98	Accepted
	100055596	03/23/2017	03/01/2017	Goodwill	4290.00	YH4K14AA3CA000521	C120047900000	12-10-01-10	New
	100055595	03/23/2017	03/01/2017	Goodwill	2430.00	YH4K14AA3CA000521	C120009300000	10-10-01-05	New
	100055592	02/01/2017	01/31/2017	Service Parts Warranty	181.25	YH4K14AA0CA000542	C121110900100	16-25-03-33	Accepted
	100055591	01/31/2017	01/26/2017	Goodwill	150.00	YH4K10BA1CA000007	C131118101900	00-99-25-98	Accepted
	100055590	01/31/2017	01/26/2017	Goodwill	131.68	YH4K14AA8CA001471	C131163406002	70-50-44-11	Accepted
	100055587	01/31/2017	01/01/2017	Goodwill	164.34	YH4K14AA4CA002536	WTY-FR	00-99-25-21	New
	100055586	01/31/2017	01/01/2017	Service Parts Warranty	14.34	YH4K14AA4CA002536	C131163406002	16-20-02-33	
	100055585	01/31/2017	01/01/2017	Goodwill	14.34	YH4K14AA4CA002536	C131163406002	16-20-02-33	Accepted
Claim No: 100055600 Claim Status: Rejected Claim Type: Goodwill VIN Number: YH4K10BA4CA000082 Model Description: 2012 Karma Signature Claim Created Date: 03/23/2017 Repair Order Open Date: 03/23/2017 Repair Order Closed Date: 03/23/2017 Amount Approved: 0.00 USD Amount Claimed: 776.87 USD									

OVERVIEW (CONT.)

- “Claim No.” is a hyperlink and will open the claim to view or edit*.

*Note: claims in Pending, Accepted, and Rejected status are “read only.” To edit a Pending claim, contact KA to return the claim to you for corrections.

All Claims New Pending Returned Accepted Rejected Return Parts Recalls/Campa...						
Claims						
	Claim No	Repair Order Date	Claim Status Date	Claim Type	Claim Total Amount	VIN
	100055601	03/24/2017	03/01/2017	Goodwill	776.87	YH4K14AA3CA000

Click the Claim number to open that claim for viewing/editing

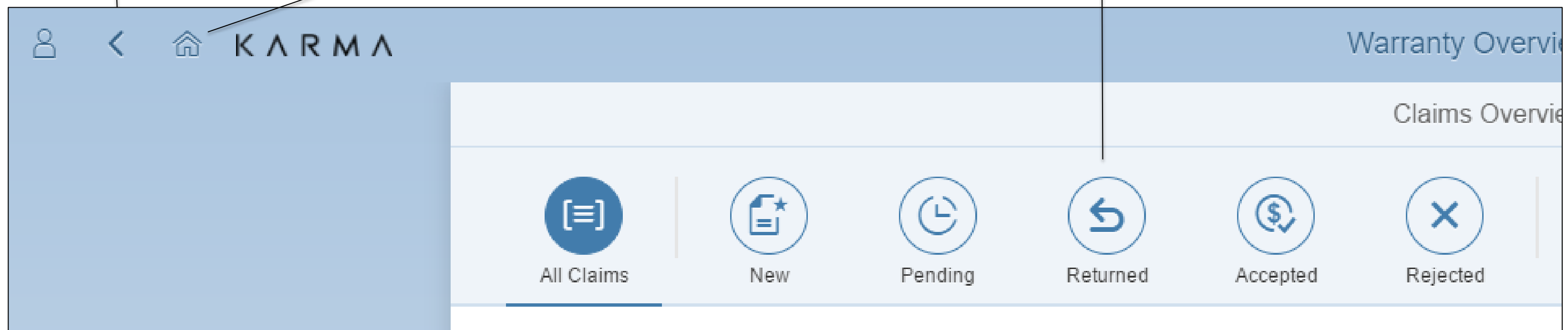
OVERVIEW (CONT.)

- Navigation
 - The icons in the top left of the screen can be used to go “Back” a page or to return to the Portal Home screen.
 - You may also use the status bubbles to jump from screens within the Overview app

Can be used to go back to prior screen

Can be used to go back to Portal Home Page

Can be used to jump from screens within the app



OVERVIEW (CONT.)

- Functions
 - Print – will open a window with details of the highlighted claim which may be printed
 - Refresh – refreshes the claim list
 - Download – exports the claim list to Excel
 - Clear – will clear any filters that have been input

 Print  Refresh  Download  Clear			
Claim Total Amount	VIN	Causal Part	Defect Code
0.00	YH4K14AA7CA000778	C120070021000	12-10-01-10
0.00	YH4K14AA3CA000521	C131118101301	16-20-02-16

OVERVIEW (CONT.)

- Sorting and filtering columns
 - Each column can be sorted/filtered.
 - Click the column header, and a drop down will appear
 - You can sort by ascending or descending, or
 - Type in certain criteria to filter by, or keyword

The screenshot displays the KARMA Claims management interface. At the top, there are four tabs: 'All Claims', 'New' (selected), 'Pending', and 'Returned'. Below the tabs is a table titled 'Claims'. The table has columns for 'Claim No', 'Repair Order Date', 'Claim Status', and 'Year'. A dropdown menu is open over the 'Claim No' column header, showing options for 'Sort Ascending', 'Sort Descending', and 'Filter'. A text box on the left points to the column header, and a text box on the right points to the dropdown menu.

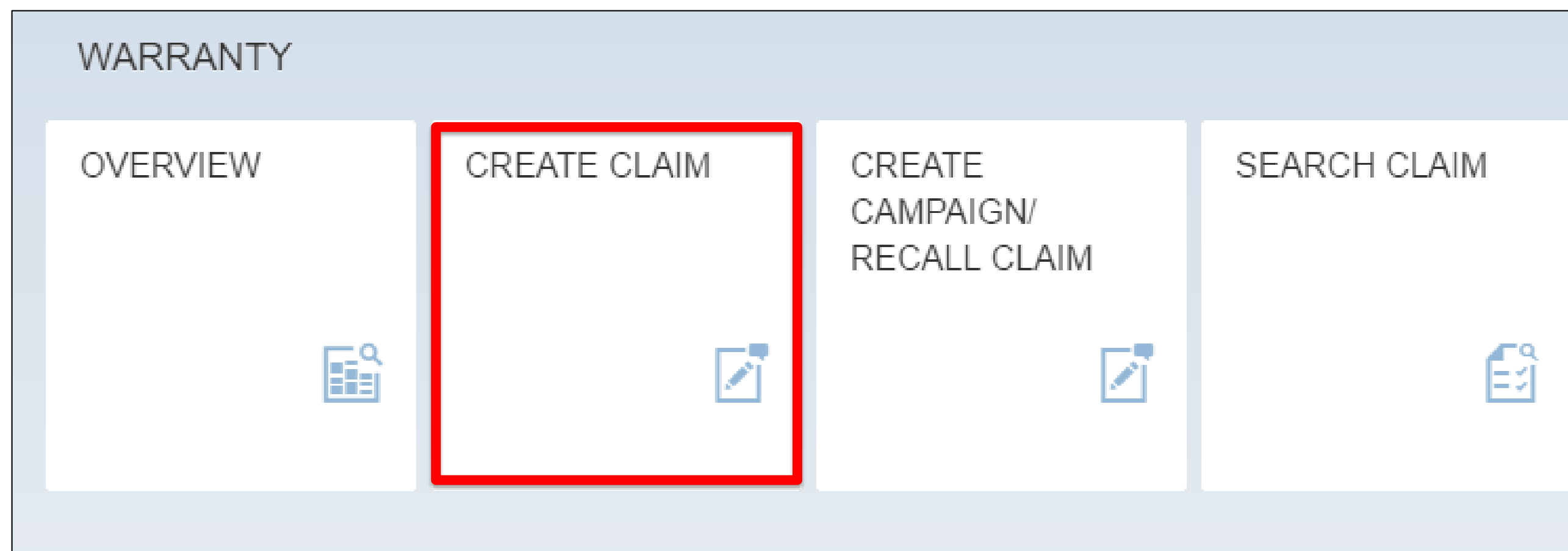
Click the column header to show the sort/filter options

Click sort, or type a keyword in to filter by

Claim No	Repair Order Date	Claim Status	Year
100055595	03/23/2017	03/01/2017	
100055587	01/31/2017	01/01/2017	

CREATE CLAIM

- This app allows you to create a new claim



CREATE CLAIM (CONT.)

- Fill out the fields and click “next” to continue.
- Fields with a * are required.

Create Claim

Vehicle Repair Comments Items Attachments Summary

Vehicle Information

*VIN: YH4K16AA2CA000344

*Claim Type: Goodwill

Year: 2012

Model: 2012 Karma EcoChic

In-Service Date: 12/16/2011

*Mileage: 10000 mile

State of Registration: California

Next >

Click Next to continue to the next page

CREATE CLAIM (CONT.)

- **Vehicle Tab**
 - Fill out the available fields and click “next” to continue.
 - Fields with a * are required.
 - A complete Valid VIN is required.

Create Claim

Vehicle Repair Comments Items Attachments Summary

Vehicle Information

*VIN: YH4K16AA2CA000344

*Claim Type: Goodwill

Year: 2012

Model: 2012 Karma EcoChic

In-Service Date: 12/16/2011

*Mileage: 10000 mile

State of Registration: California

Click Next to continue to the next page

Next >

CREATING A CLAIM (CONT.)

- Claim type will be selected from the dropdown based on the applicable warranty.
 - CPO – 2 years applies to vehicles that were sold as a Certified Pre-Owned
 - Goodwill – Goodwill on a non-warrantable repair must be reviewed and approved by Karma
 - Powertrain Protection Program – applies to vehicles for which customers purchased the 2 year PPP plan
 - Service Parts – 12 months from the date of purchase (parts only for MY12 vehicles and over-the-counter parts purchases), or 12 months from the date of installation (parts and labor for MY17 and newer)
 - Warranty Claim – New Vehicle Limited Warranty

CREATE CLAIM (CONT.)

- **Repair Tab**
 - You may use the calendar shortcut to select RO open/close dates
 - You may use the magnifying glass to lookup parts and Defect Codes, however please ensure the accurate causal part and Defect Code are used per the RO.

If this box is checked, the causal part # will be added as a part on the claim (Qty 1)

Create Claim

Vehicle Repair Comments Items Attachments Summary

Repair Order Information

*Claim Submission Date: 03/29/2017
*Repair Order Number: 123456
*Repair Order Open Date: 03/01/2017
*Repair Order Closed Date: 03/02/2017
Authorization Number:

Claim Information

*Repair Order Line Item: A
TSS Case: 800012345

Causal Part Information

*Causal Part: C131115911003 MUFFLER-CENTER
*Defect Code: 12-80-06-16 Broken / Cracked
☒ Was part Replaced

< Previous Next >

Click Next to continue to the next page

CREATE CLAIM (CONT.)

- **Repair Tab**
 - For Service Parts claim types only:
 - RO date and mileage from the prior repair must be inputted

Note: you must also attach ROs for original AND current repair to the claim

Causal Part Information

*Causal Part:

C131115911003

*Defect Code:

12-10-01-10

☐ Was part Replaced

Service Parts

*Service Part Installed Date:

MM/dd/yyyy

*Service Part Mileage Insta...:

These fields required on Service Parts claims

CREATE CLAIM (CONT.)

- **Comments Tab**
 - You may add optional comments in Retailer Remarks
 - A complete Complaint/Cause/Correction statement is required. Please input a clear, concise statement that includes and explanation for any shop time, replacement parts, etc.

The screenshot shows the 'Create Claim' form with the 'Comments' tab selected. The form has a progress bar at the top with icons for Vehicle, Repair, Comments (selected), Items, Attachments, and Summary. Below the progress bar, the 'Claim Comments' section contains three text input fields: 'Retailer Remarks', 'Karma Automotive Remarks', and '*Customer Complaint'. The '*Customer Complaint' field contains the text 'Customer states there is noise from the rear of the vehicle'. Below this are two more text input fields: '*Cause' containing 'Cracked Center Muffler' and '*Correction' containing 'R&R Center muffler'. At the bottom right of the form, there is a 'Next' button. A callout box points to the 'Next' button with the text 'Click Next to continue to the next page'.

Create Claim

Vehicle Repair Comments Items Attachments Summary

Claim Comments

Retailer Remarks

Karma Automotive Remarks

*Customer Complaint

Customer states there is noise from the rear of the vehicle

*Cause

Cracked Center Muffler

*Correction

R&R Center muffler

Click Next to continue to the next page

< Previous Next >

CREATE CLAIM (CONT.)

- **Items Tab**
 - Here you can add Parts, Labor, and sublet as necessary
 - If the “Was Replaced” box was checked on the Repair tab, the part will appear here.
 - You can add as many line items as necessary.

Click here to add parts, labor, or sublet

Input the complete labor code or use the shortcut to look it up (labor hours will populate based on the code. If using “shop time,” the hours will need to be manually entered)

Change Claim 100055610

Vehicle Repair Comments **Items** Attachments Summary

Item	Item Type	Code/Part No	Description	Qty/Hours	Unit of Meas.	Amount Claimed	Causal Part?	Delete
10	Parts	C131115911003	MUFFLER-CENTER	1	EA	1025.26	X	
20	Labor			0.000	AU	0.00		

[Add Parts](#) [Add Labor](#) [Add Sublet](#)

Details for Labor item

Item Type: Labor

*Labor Operation:

*Hours: 0.000 AU

Item Amount Claimed: 0.00

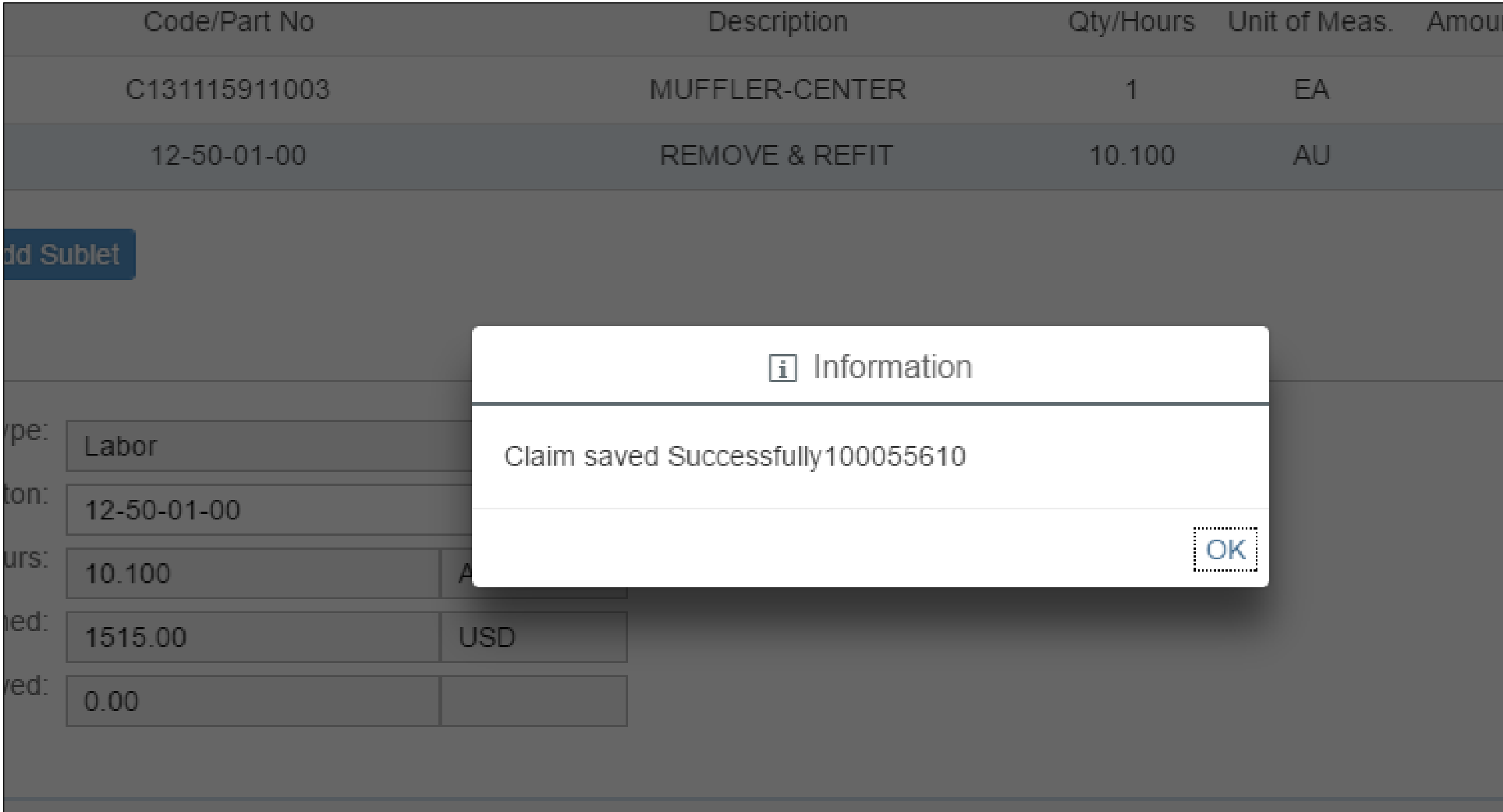
Item Amount Approved: 0.00

Print Claim < Previous Save Next >

Click Save to update parts and labor totals

CREATE CLAIM (CONT.)

- **Items Tab**
 - You will receive a message with the claim number if the save is successful.
 - Close this window and click next to continue.



CREATE CLAIM (CONT.)

- **Attachments Tab**

- To add an attachment to a claim, click the plus sign in the upper right corner. You may load multiple files if needed.
- Click “upload now” to add them to the claim.

****if you don't click “Upload Now” the files will NOT attach to the claim.****

Change Claim 100055610

Vehicle Repair Comments Items Attachments Summary

Upload files

Attachments (1)

805309.pdf
10.4 KB

Upload Now

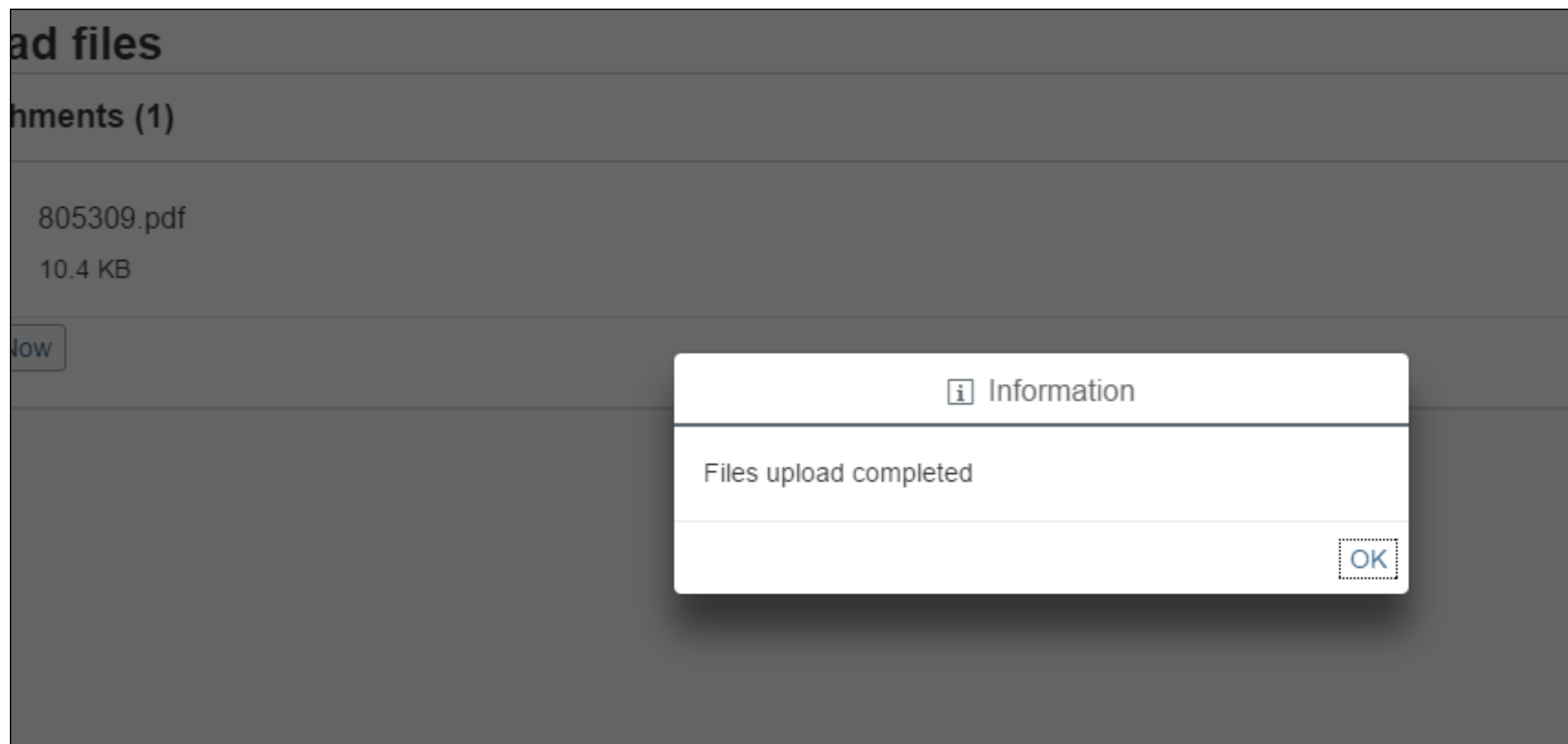
1) Click here to add file(s)

2) Click here to upload file(s) to the claim

CREATE CLAIM (CONT.)

- **Attachments Tab**
 - You will receive a message that the upload was completed.
 - Close this message and click Next to continue

Note: please attach a copy of the Repair order and any other relevant documents to warranty claims for review.



CREATE CLAIM (CONT.)

- **Summary Tab**
 - You will have an opportunity to review the details of the claim here. Scroll down to see all of the details.
 - If you need to make changes you may either click “previous” or click directly on that tab from the navigation bar at the top to go to the page to make changes.

You can click on any tab to go directly to that page to make adjustments

The screenshot displays the 'Repair' tab in the navigation bar. The form contains the following data:

Vehicle Information	
VIN:	YH4K14AA0CA000542
Claim Type:	Goodwill
Year:	2012
Model:	2012 Karma EcoSport
In-Service Date:	02/17/2012
Mileage:	123456 mile
State of Registration:	

Repair Order Information	
Claim Submission Date:	03/29/2017
Repair Order Number:	123456
Repair Order Open Date:	03/01/2017
Repair Order Closed Date:	03/02/2017
Causal Part:	C131115911003
Defect Code:	12-10-01-10

Claim Information	
Repair Order Line Item:	A
TSS Case:	

At the bottom of the form, there are buttons for 'Print Claim', '< Previous', 'Save', and 'Submit'.

Review summary of claim details

CREATE CLAIM (CONT.)

- **Summary Tab**
 - Once ready, save and click “submit”. You will receive a message that the claim was submitted successfully.

The screenshot displays the 'Summary' tab of the 'CREATE CLAIM' process. The interface features a top navigation bar with icons for Vehicle, Repair, Comments, Items, Attachments, and Summary. The Summary tab is currently selected and highlighted in blue. Below the navigation bar, the form is organized into three main sections: Vehicle Information, Repair Order Information, and Claim Information. The Vehicle Information section includes fields for VIN (YH4K14AA0CA000542), Claim Type (Goodwill), Year (2012), Model (2012 Karma EcoSport), In-Service Date (02/17/2012), Mileage (123456 mile), and State of Registration. The Repair Order Information section includes fields for Claim Submission Date (03/29/2017), Repair Order Number (123456), Repair Order Open Date (03/01/2017), Repair Order Closed Date (03/02/2017), Causal Part (C131115911003), and Defect Code (12-10-01-10). The Claim Information section includes fields for Repair Order Line Item (A) and TSS Case. A large grey box with the text 'Click Submit' is overlaid on the right side of the form. At the bottom right, there are buttons for 'Print Claim', '< Previous', 'Save', and 'Submit'.

Vehicle Information

VIN: YH4K14AA0CA000542

Claim Type: Goodwill

Year: 2012

Model: 2012 Karma EcoSport

In-Service Date: 02/17/2012

Mileage: 123456 mile

State of Registration:

Repair Order Information

Claim Submission Date: 03/29/2017

Repair Order Number: 123456

Repair Order Open Date: 03/01/2017

Repair Order Closed Date: 03/02/2017

Causal Part: C131115911003

Defect Code: 12-10-01-10

Claim Information

Repair Order Line Item: A

TSS Case:

Click Submit

Print Claim < Previous Save Submit

RETURNED CLAIMS

- For claims in “Returned” status, be sure to review comments from KA before resubmitting.
- From the Returned tab, click the hyperlink to open the claim

Claims Overview					
 16	 6	 1	 2	 5	 1
All Claims	New	Pending	Returned	Accepted	Rejected
Claims					
	Claim No	Repair Order Date	Claim Status Date	Claim Type	Claim Total A
	100055610	03/29/2017	03/01/2017	Goodwill	2540.2
	100055601	03/24/2017	03/01/2017	Goodwill	776.8

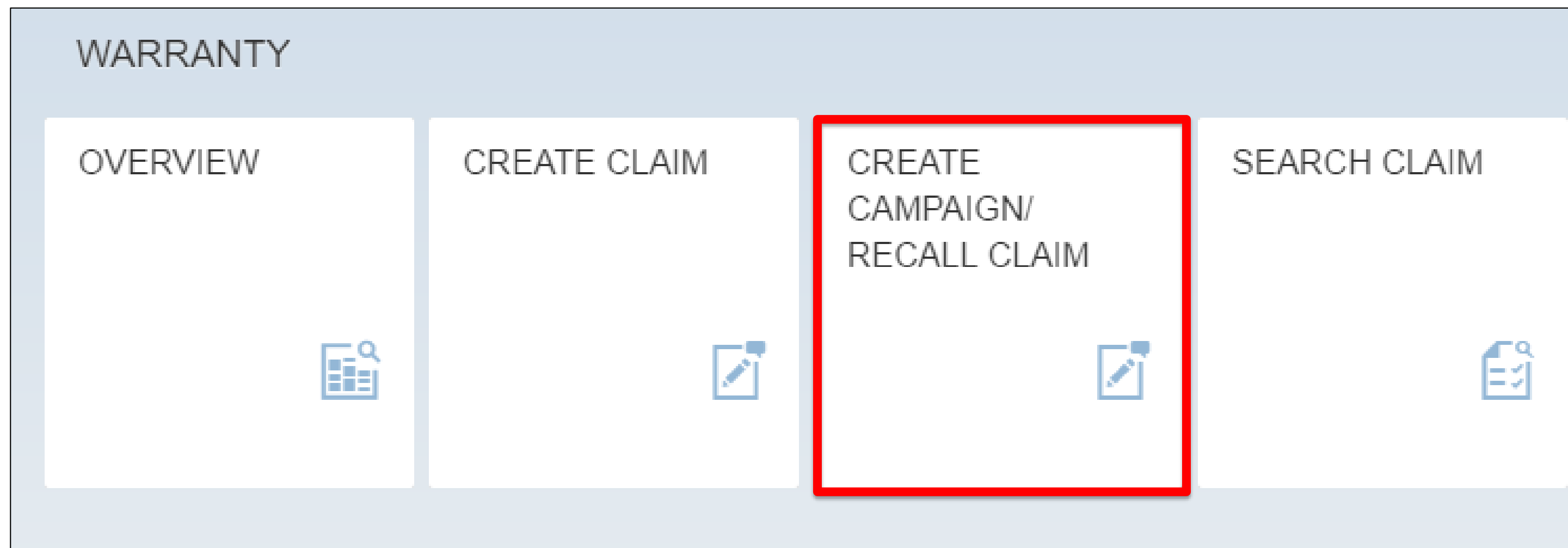
Click the Claim number to open that claim

RETURNED CLAIMS (CONT)

- Once in the claim, click the Comments tab to jump to that page
- Read the “Karma Automotive Remarks”
- You may then make the necessary changes and then click the Summary tab to click Submit again.

The screenshot displays the 'Change Claim 100055610' interface. At the top, a navigation bar shows a sequence of tabs: Vehicle, Repair, Comments (selected), Items, Attachments, and Summary. Below this, the 'Claim Comments' section is visible, containing a 'Retailer Remarks' text area, a 'Karma Automotive Remarks' section with a 'PLEASE ADD ATTACHMENT' button, and a '*Customer Complaint' section. A grey box with the text 'Read notes from KA' is overlaid on the 'Karma Automotive Remarks' section, with a line pointing to the text area.

CREATE CAMPAIGN/RECALL CLAIM



CREATE CAMPAIGN/RECALL CLAIM (CONT.)

- Campaigns/Recalls can only be submitted one time per eligible VIN.
- Type or paste the VIN in the search bar to display eligible campaigns/recalls

Open Campaigns ▾

Recalls/Campaigns (15)

Search by VIN 🔍 ↻

390110019
Internal No: 300000066
Description: 12 VOLT BATTERY TEST A...

390110018
Internal No: 300000067
Description: HEADLAMP AND DASH HA...

390120010
Internal No: 300000076
Description: GROUND CONNECTION RE...

316120002
Internal No: 300000080
Description: FRONT INVERTER GROUN...

390120002
Internal No: 300000104
Description: HV DC POWER CABLE INS...

290120011
Internal No: 300000107

Recall/Campaign Detail

Headers Attachment

Campaign No: 390110019

Input the complete VIN and click the magnifying glass to search

CREATE CAMPAIGN/RECALL CLAIM (CONT.)

- The search results will display the campaigns/recalls the VIN is eligible for.
- Click the desired campaign from the left and click Create Claim

The screenshot displays the 'Recalls/Campaigns (4)' search results on the left and the 'Recall/Campaign Detail' view on the right. The left panel lists four campaigns, with the first one, 'BASELINE 535', highlighted. A callout box points to this entry with the instruction '1) Click the desired campaign on the left to highlight'. The right panel shows the details for the selected campaign, including 'Campaign No: BASELINE 535', 'Campaign/Recall Description: BASELINE 535', 'Reference Number: 300000200', 'Valid From: 05/09/2016', and 'Valid To: 12/31/9999'. A callout box points to the 'Create Claim' button at the bottom right of the interface with the instruction '2) Click Create Claim'.

Recalls/Campaigns (4)

Search

BASELINE 535
Internal No: 300000200
Description: BASELINE 535

316120002
Internal No: 300000080
Description: FRONT INVERTER GROUNDS...

360120014
Internal No: 300000127
Description: RECOVERY EYE CAMPAIGN

0038
Internal No: 300000171
Description: DOOR PULL RING CAMPAIGN

Recall/Campaign Detail

Headers Attachment

Campaign No: BASELINE 535
Campaign/Recall Description: BASELINE 535
Reference Number: 300000200
Valid From: 05/09/2016
Valid To: 12/31/9999

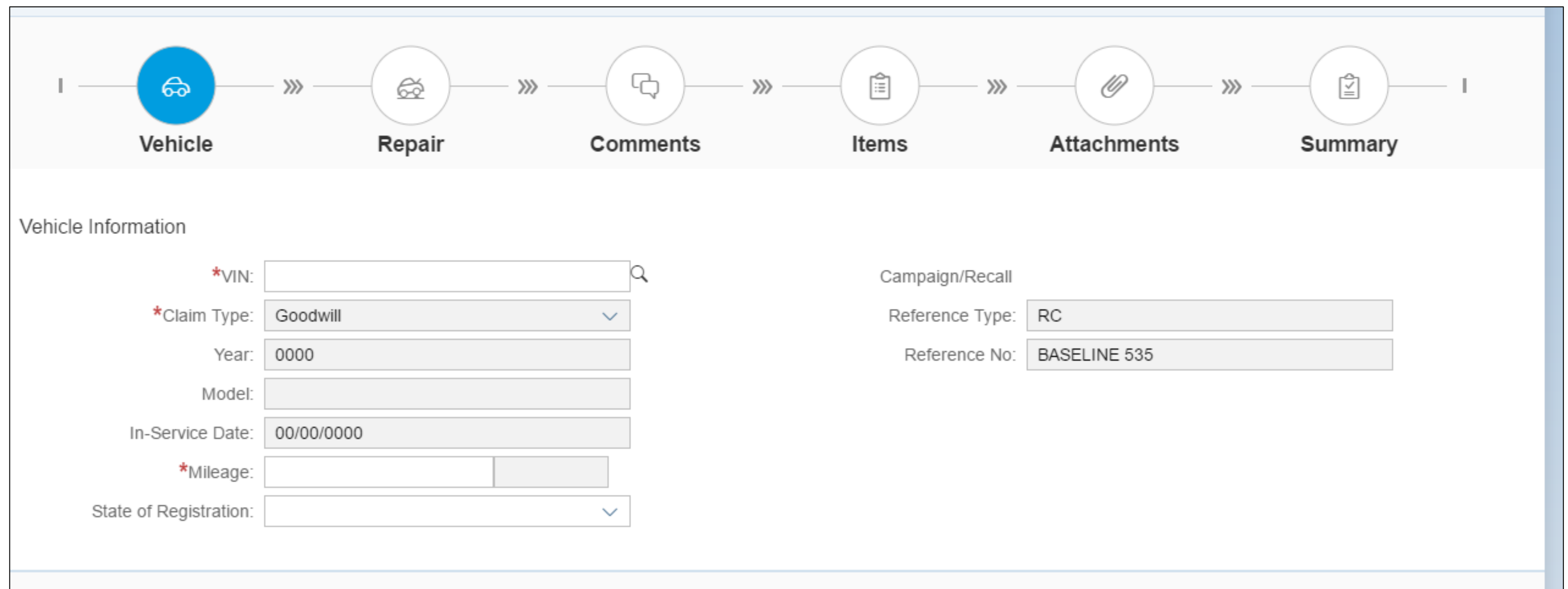
1) Click the desired campaign on the left to highlight

2) Click Create Claim

Clear Create Claim

CREATE CAMPAIGN/RECALL CLAIM (CONT.)

- The specific Campaign/Recall reference number will be displayed on the right, and “Claim Type” will be completed for you.
- Follow the “Create Claim” steps to finish submitting the claim



The screenshot displays the 'Vehicle' step of the 'CREATE CAMPAIGN/RECALL CLAIM' process. The top navigation bar shows the following steps: Vehicle (active), Repair, Comments, Items, Attachments, and Summary. The 'Vehicle Information' section contains the following fields:

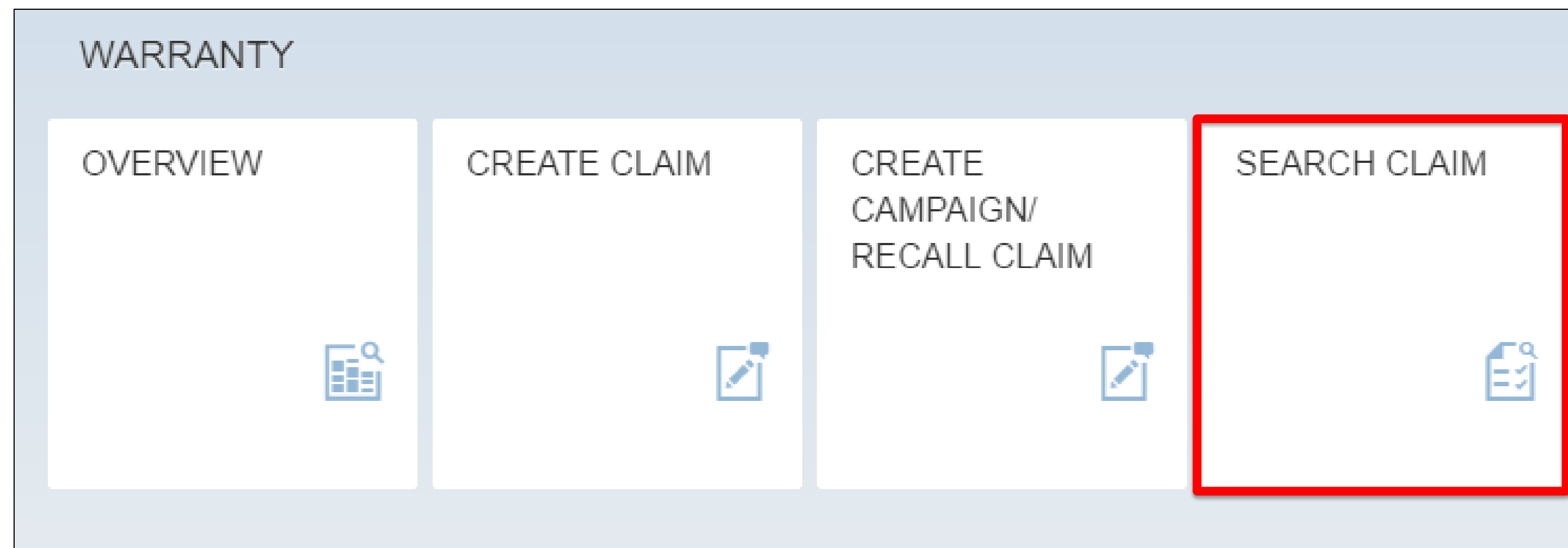
- *VIN: [Searchable input field]
- *Claim Type: Goodwill (dropdown menu)
- Year: 0000
- Model: [Input field]
- In-Service Date: 00/00/0000
- *Mileage: [Input field]
- State of Registration: [Dropdown menu]

The 'Campaign/Recall' section displays the following information:

- Reference Type: RC
- Reference No: BASELINE 535

SEARCH CLAIM

- This app allows you to search all of your claims using specific criteria.



SEARCH CLAIM (CONT.)

- You may type in specific Claim number in the Search bar

The screenshot displays the KARMA Claim Search interface. On the left, a sidebar titled 'Claims (70)' contains a search bar labeled 'Search Claim' and a list of three claims. The first claim, 100053974, is highlighted. On the right, the 'Claim Detail' panel shows information for claim 100053974, including its status (New), type (Goodwill), and VIN. A callout box with the text 'Type Claim Number here to display the' points to the search bar in the sidebar.

Claims (70)	Claim Detail
Search Claim Claim: 100053974 New Created On: 03/30/2017 VIN: YH4K14AAXCA002184 Claimed Amount: 2026.50 Open Date: 03/28/2017 Closed Date: 03/28/2017 Claim: 100053972 New Created On: 03/29/2017 VIN: YH4K14AA5CA002660 Claimed Amount: 580.93 Open Date: 03/19/2017 Closed Date: 03/20/2017 Claim: 100053970 New Created On: 03/29/2017 VIN: YH4K14AA7CA002661 Claimed Amount: 580.93 Open Date: 02/27/2017 Closed Date: 02/28/2017	Claim No: 100053974 Claim No.: 100053974 Claim Status: New Claim Type: Goodwill VIN Number: YH4K14AAXCA002184 Repair Order Repair Order Amount Causal Par

SEARCH CLAIM (CONT.)

- You may also filter a range of results by additional criteria using the filter button at the bottom left:
- VIN
- Claim “created on” date range
- Claim “accepted” date range

1) Click the filter button

2) Input desired search criteria and click submit

The screenshot displays the KARMATAWARRANTY.COM interface. On the left, a list of claims is shown under the heading 'Claims (16)'. The first claim is 'Claim: 100055610' with status 'Pending'. It includes details: 'Created On: 03/29/2017', 'VIN: YH4K14AA0CA000542', 'Claimed Amount: 2540.26', 'Open Date: 03/01/2017', and 'Closed Date: 03/02/2017'. Below it is 'Claim: 100055609' with status 'New', 'Created On: 03/29/2017', 'VIN: YH4K14AA0CA000542', 'Claimed Amount: 2050.52', 'Open Date: 03/01/2017', and 'Closed Date: 03/02/2017'. At the bottom, another claim is partially visible: 'Created On: 03/27/2017', 'VIN: YH4K14AA3CA000521', 'Claimed Amount: 0.00', 'Open Date: 03/01/2017', and 'Closed Date: 03/09/2017'. A 'Filter' modal is open in the center, titled 'Filter'. It contains input fields for 'Claim No:', 'VIN:', 'Created On:' (with 'From ...' and 'To ...' date pickers), and 'Accepted:' (with 'From ...' and 'To ...' date pickers). At the bottom of the modal are 'Submit' and 'Close' buttons. In the background, the 'Claim Detail' for 'Claim No: 100055610' is visible, showing 'Amount Approved: 0.00', 'Causal Part: C131115911003', and 'Part Description: Muffler-Center'. At the bottom of the page, there are 'Clear' and 'Filter' buttons on the left, and 'View Claim' and 'Print Claim' buttons on the right.

SEARCH CLAIM (CONT.)

- Search results will be displayed on the left.
- The highlighted claim will display a summary on the right.
- You may click “View Claim” to open the selected claim,
- “Print Claim” to print the selected claim,
- “Download Claim” to export all search results to Excel

Search result are on the left. Scroll and select claim to display on the right

Click “View Claim” to open the claim, or “Download to export all search results to Excel

CONTACT WARRANTY

- If you have any questions about the Warranty apps or Warranty policies and procedures, please contact the KA Warranty team.
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Select Option 4
- **E-mail:**
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END