

## SUBSTANTIVE CHANGES: WARRANTY CLAIMS PROTESTS

SECTION	TYPE OF PROTEST	NOTICE	TIME TO FILE	BURDEN
3065(a)	<u>Pre-Repair</u> Challenge to the reduction in time and compensation applicable to specific parts or labor operations	Written notice of reduction provided by the franchisor to the franchisee; no notice to the Board; the format and content of the notice is not specified	Within 6 months following the franchisee's receipt of the written notice of reduction	Franchisor has burden to establish the reasonableness of the reduction and adequacy and fairness of the resulting compensation (3065(a))
3065(a) 3065(b)	<u>Pre-Repair</u> Adequacy and fairness of the compensation schedule (reasonableness of the compensation)	No	None specified	The franchisee has the burden of proof (3066(c))
3065(d)(3)	<u>Post-Repair/Initial Disapproval</u> Warranty claim disapproval	Franchisor provides a written notice of disapproval within 30 days after the franchisor's receipt of a warranty claim submitted by a franchisee; no notice to the Board; format and content of the notice is not specified	Within 6 months after receipt of the written notice	Franchisor has the burden (3065(d)(6))
3065(d)(4)	<u>Post-Repair/Post-Appeal/Final Denial</u> Final denial of a warranty claim following franchisor's appeal process	Notice of Final Denial to the franchisee; format is not specified other than "Final Denial" on first page; no notice to the Board	Within 6 months after receipt of the written notice	Franchisor has the burden (3065(d)(6))
3065(e)(3)	<u>Post-Audit/Disapproval</u> Warranty claim disapproval of a previously approved claim following an audit	Franchisor provides a written Notice of Disapproval within 30 days after the audit stating the specific grounds	Within 6 months after receipt of the written notice	Franchisor has the burden (3065(e)(6))
3065(e)(4)	<u>Post-Audit/Post-Appeal/Final Denial</u> Final denial of a warranty claim following an audit following franchisor's appeal process	Notification of the Final Denial to the franchisee; format is not specified other than "Final Denial" on first page; no notice to the Board	Within 6 months after receipt of the written notice	Franchisor has the burden (3065(e)(6))