



Auto Dealer Claim of the Month – July 2023

**Federated Insurance's Claim of the Month – Customer Property in Vehicles During Service**

An insured auto dealership took in a customer's vehicle that was having engine issues. After repairs were completed, the vehicle was returned to the customer. After getting their car back, the customer alleged that more than \$20,000 of personal belongings in the trunk of the car were now missing.

The auto dealership employees never had a reason to go into the trunk due to the nature of the repair needed, and provided that information accordingly, but the dealership was still on the hook for the claim.

CLAIM AMOUNT: \$20,000

Risk management advice: When bringing customer vehicles in for service work, ask the customer if they have any personal belongings in the vehicle that need to be removed. In addition, take a moment to inspect the inside of the vehicle and trunk while the customer is still there to ensure nothing of value is in the vehicle.

If the customer does leave anything in the vehicle, or has dropped their vehicle off for service and has already left, try contacting them to confirm what items are in the vehicle. Consider noting in their file that the customer had valuable items in the vehicle before beginning work on it.

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