

Formal Complaint and Escalation – Warranty Claim Delay

Date: 07 July 2025

From: [Redacted Name]

To:

Vauxhall Motors Ltd
Pinley House
2 Sunbeam Way
Coventry
West Midlands
CV3 1ND

Eden Motor Retail Ltd & Eden Automotive Ltd
38-40 Portman Road
Reading
Berkshire
RG30 1JG

Subject: Escalation of Lifetime Warranty Claim – Vauxhall Astra J 1.6 Turbo
(Reg: [Redacted Registration])

Dear Sir or Madam,

I am writing to formally escalate my ongoing and unresolved Lifetime Warranty claim regarding my Vauxhall Astra J 1.6 Turbo (registration [Redacted Registration]). The vehicle was taken into Eden Vauxhall ([Redacted Town]) on 19 May 2025 for a fault with the air conditioning system which was diagnosed as needing the replacement of the compressor and condenser. I believe this repair is clearly covered under the terms of Vauxhall's Lifetime Warranty.

Following the initial diagnosis, I was advised by Eden Vauxhall, (Service Advisor [Redacted Name]), on the telephone, that the repair would be covered by the Vauxhall Lifetime Warranty but, as the compressor was no longer available from Vauxhall Motors I was subsequently asked by [Redacted name] (Service Advisor at Eden) to pay circa £956 for a replacement. In response, I submitted a legal summary to Eden demonstrating that equivalent OEM compressors remain available through Delphi, the original manufacturer, and that Vauxhall's own warranty terms allow for the use of parts of equal quality.

On 12 June, I was informed by [Redacted Name] (Service Advisor at Eden) that the matter was still 'going back and forth' with Vauxhall warranty and technical teams. Despite repeated follow-up attempts and despite giving Eden Vauxhall a further 7-day extension to resolve this fairly, I have not received any reply or indication that the repair will be authorised.

Frankly, I am shocked at the treatment I have received. It has now been seven weeks since the vehicle was taken in, during which time the UK has suffered excessive record breaking temperatures which has meant some very uncomfortable journeys and the communication and resolution efforts have been wholly inadequate. I consider this an unacceptable delay in fulfilling Vauxhall's warranty obligations and a clear failure to act in accordance with the reasonable expectations under the Sale of Goods Act 1979, which governs my original purchase from [Redacted Dealer Name] (now succeeded by Eden).

Accordingly, I am demanding a formal response from Eden Vauxhall/Vauxhall Motors within 7 days of this letter confirming that the repair will be carried out under the Lifetime Warranty using an OEM-equivalent (Delphi) compressor and available condenser, as originally diagnosed.

If I do not receive a resolution within this period, I will have no choice but to employ a third party repairer to carry out the work on the AC system and subsequently claim the cost back, through the Courts if necessary, from Eden Vauxhall and/or Vauxhall Motors as well as reporting the issue to Trading Standards.

Please treat this matter with the urgency and seriousness it now requires.

Yours faithfully,

[Redacted
Name]

Email: [Redacted Email Address]

Phone: [Redacted Phone Number]

cc

Eden Vauxhall ([Redacted Town])