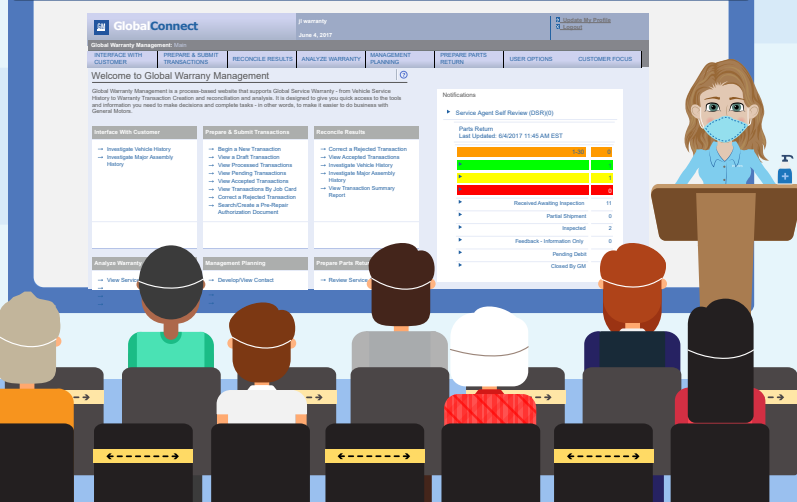


Learn fundamental warranty processes and the importance of policy & procedure



2020 GM WARRANTY WORKSHOPS



Coming to a city near you!

- 08/18 ... Milwaukee, WI
- 08/20 ... Pittsburgh, PA
- 09/15 ... Minneapolis, MN
- 09/16 ... Minneapolis, MN
- 10/06 ... Sacramento, CA
- 10/08 ... Portland, OR
- 11/10 ... Indianapolis, IN
- 11/12 ... Houston, TX
- 12/08 ... Charleston, SC
- 12/10 ... Atlanta, GA

WARRANTY ADMINISTRATORS

- Know the requirements before submitting each type of transaction
- Be confident transactions are accurate and fully supported, minimizing rejects
- Learn how to submit all expenses related to the warranty repair

SERVICE MANAGERS

- Understand when dealer empowerments are required and how they should be documented
- Learn best practices for following key Service Policies & Procedures
- Recognize how the warranty process should flow through your service department

SERVICE ADVISORS

- Start the transaction right by utilizing all available resources within GlobalConnect
- Develop a solid foundation by accurately documenting the customer concern
- Learn what service management is required to authorize

TOPICS COVERED:

- Properly Documented Job Card
- Concern, Cause, Correction
- Bumper-to-Bumper Coverage
- Powertrain Coverage
- Maintenance
- Cross-line and Emissions Warranty
- Certified Used Vehicle
- Part Warranties
- Expediting Warranty Parts
- The Warranty Parts Center
- Specific Component Documentation
- Add On Repair Lines
- Sublet Repair Guidelines
- Courtesy Transportation
- Transaction Types
- Authorization
- Labor Time Guide
- Complaint and Cause Codes
- Resolving Rejected Transaction
- Paint Claims
- Transportation Claims

Register today!

Call: 989.662.1000 Online: JLWARRANTY.COM

2020 GM WARRANTY WORKSHOPS

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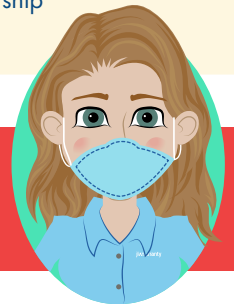
Dealer
Equipment

WHY CHOOSE Jlwarranty: Experience, Experience, Experience: jlwarranty has administered GM warranty transactions for dealerships on a daily basis since 1977. We've conducted thousands of warranty workshops in cities across the nation, at dealerships just like yours, conventions, state associations, service manager clubs, dealer 20 groups, and now virtually online.

AFTER THE WORKSHOP: We continually educate service personnel with our Warranty Administration Program. It is the most extensive package of warranty information, training, and support available. **All attendees receive a 1-month free subscription** which includes: monthly newsletter, online video training, interactive forum, reference publications, warranty quiz competition, and much more!

WORKSHOP MANUAL: A complete Warranty Administration Manual that provides common warranty topics from basic to advanced, a quick reference section, and helpful warranty publications.

WORKSHOP TRAINER: Chris Sanders, lead trainer of our nationwide warranty workshops for over 20 years. She is familiar with the day-to-day warranty situations dealership personnel encounter and is determined to help!



DUE TO COVID-19: Class size will be limited, seating will be spaced out as far apart as feasible. Please remember to maintain a distance of 6 feet whenever possible, and wear a cloth face covering. You will receive an email to review the meeting location's COVID safety measures before attending.

PREFER TO STAY HOME? Experience jlwarranty's instructor-led, online training webinar from the comfort of your home or dealership. We also offer virtual warranty consulting one-on-one or for your entire service department - customized to your needs.

SELECT A WORKSHOP:

All workshops are 8:30AM - 4:30PM

- 08/18 ... Milwaukee, WI
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- 10/06 ... Sacramento, CA
- 10/08 ... Portland, OR
- 11/10 ... Indianapolis, IN
- 11/12 ... Houston, TX
- 12/08 ... Charleston, SC
- 12/10 ... Atlanta, GA

Exact hotel meeting locations are to be determined once enough attendees are registered. We ensure the hotel is following the latest CDC guidelines.

INVESTMENT: \$495 for each attendee (Late registration within 2 weeks of class is \$545). Conveniently billed to your dealer account. Includes all materials and lunch (lodging, other meals, and travel not included).

Dealership Name _____

Address _____

City/State/Zip _____

Phone _____ BAC Code _____

Name 1 _____ Title _____

Email _____

Name 2 _____ Title _____

Email _____

Name 3 _____ Title _____

Email _____

Signature _____

OC: 800

**Fax this registration form to:
989.662.9000**

Or Call: 989.662.1000, Or Register Online: Jlwarranty.com