



"I wish I brought the entire service department!"

"I learned more than enough to pay for the workshop!"

"The on-going assistance after the workshop is priceless!"

"It is nice to talk with people experiencing the same things."

GM

WARRANTY

WORKSHOP

An opportunity to interact and learn fundamental warranty processes and the importance of policy and procedure.

The workshop creates an excellent environment for attendees to network with other warranty professionals from around the nation and learn from the best in the industry.

WARRANTY ADMINISTRATORS:

- ✓ Know the requirements before submitting each type of transaction
- ✓ Be confident transactions are fully supported and stay paid
- ✓ Learn all the extra dollars you are allowed to claim
- ✓ Better understand everyone's responsibilities throughout the warranty process

SERVICE MANAGERS:

- ✓ Understand authorization and approval empowerment and how it is to be documented on the job card
- ✓ Learn key policy and procedure requirements to keep your dealership compliant
- ✓ 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 to accurately convey the concern
- ✓ Learn what service management is required to approve and authorize
- ✓ Realize the importance of obtaining all information to assist the technician in fixing it right the first time

jlwarranty.com

Even the most seasoned warranty professionals benefit by interacting with their peers

WARRANTY

WORKSHOP

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 more.

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 2-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.

WORKSHOP TRAINER: Chris Sanders, lead trainer of our nationwide warranty workshops for over 15 years. She is familiar with the day-to-day warranty situations dealership personnel encounter and is determined to help!

REGISTER TODAY! COMPLETE THE FORM BELOW

Can't make it to a workshop? We offer affordable in-dealership warranty training for multiple people in your dealership!

SELECT A WORKSHOP:

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

- 02/14/2019 ... Orlando, FL
- 02/19/2019 ... Tampa, FL
- 03/05/2019 ... Dallas, TX
- 03/12/2019 ... Los Angeles, CA
- 03/14/2019 ... Phoenix, AZ
- 04/09/2019 ... Knoxville, TN
- 04/11/2019 ... Alexandria, VA
- 05/14/2019 ... Lansing, MI
- 05/16/2019 ... Philadelphia, PA
- 06/11/2019 ... Kansas City, MO
- 06/13/2019 ... Albany, NY
- 07/09/2019 ... Columbus, OH
- 07/11/2019 ... Raleigh, NC
- 08/20/2019 ... Chicago, IL
- 08/22/2019 ... Pittsburgh, PA
- 09/05/2019 ... Denver, CO
- 09/10/2019 ... Minneapolis, MN
- 09/11/2019 ... Minneapolis, MN
- 10/08/2019 ... Sacramento, CA
- 10/10/2019 ... Seattle, WA
- 11/12/2019 ... Indianapolis, IN
- 11/14/2019 ... Houston, TX
- 12/10/2019 ... Little Rock, AR
- 12/12/2019 ... Atlanta, GA

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 _____



APPROVED SUPPLIER



FAX TO: 800.909.5678 **OR CALL:** 800.852.6298
ONLINE: JLWARRANTY.COM

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