

Warranty Matters™

Services Offered

☐ *Warranty Compliance Reviews*

A complete, in-house review of dealer operations related to warranty administration and compliance along with an in-depth report outlining shortcomings and praising positive performance.

☐ *Audit Avoidance Assistance*

Once common practices may very well lead a dealership toward a Corporate audit without them even knowing. This review will isolate “hot spots” that can define out-of-line situations and reduce audit exposure.

☐ *Audit Appeals*

Armed with comprehensive knowledge of warranty compliance and background in appeals, we can review all chargebacks and prepare appeal petitions. In most cases, the amount successfully appealed will more than pay for the visit. An absolute must if you have been audited.

☐ *Factory Compliance Programs*

No matter what you call them, Dealer Self-Reviews, Warranty Counseling Process, and chargebacks, are the precursors to a full-blown audit and must be taken seriously. We can assist your staff with an objective evaluation and prepare a written report outlining findings and assist with the development of an action plan.

☐ *Mail-in Mini Audits*

An affordable alternative to on-site visits, although not as all encompassing as an in-house review. Claims are mailed to us and returned with a written report addressing concerns, if any. Minimum 50 claims required.

☐ *Warranty Training**

Warranty Matters offers in-house training on warranty claim input and compliance procedures. Because the training is conducted in your dealership, we use your claims and your receivable schedule. This offers the dealership the tools to “clean” their schedule while training your warranty administrator.

* GM, Ford L/M, Nissan and Chrysler

☐ *GM Warranty Clinics*

Warranty Matters conducts General Motors Warranty Administration Clinics across the country. If you have an interest in attending, or setting up a workshop in your area, contact us directly.

☐ *Profitability*

Being able to take an inside look at a vast number of dealerships has offered us the ability to share that knowledge with many of our clients. From simply establishing paper-flow to analyzing financial shortcomings, we can help.

☐ *Maintenance Menu Building*

Warranty Matters can evaluate, reconstruct and design a viable and competitive Maintenance Menu that will insure adequate gross profit margins are available by utilizing a vast database of known pricing policies.

☐ *Expert Witness*

As a recognized expert in warranty administration and policy, David has testified in several proceedings, both in the courtroom and before manufacturers’ policy and appeal boards. Attorneys representing dealerships and manufacturers in warranty related disputes often call for his services and advice.

☐ *GM Warranty Manual*

Warranty Matters has assembled the most up-to-date General Motors Warranty Instruction & Reference Manual available. This manual is used by hundreds of dealerships, warranty claim processing companies and factory reps. This manual will pay for itself, often with the first use.

☐ *Newsletters*

The *Warranty Matters GM Edition Newsletter* is published 12 times annually at a very affordable price. Complementary evaluation copies are available with no obligation.

Meet
David Henson



With over thirty-three year's experience in warranty management, David founded Warranty Matters in 1994. Since then he has conducted countless reviews, training visits and assisted numerous dealerships through manufacturer audits, appeals and termination proceedings.

David has written extensively concerning warranty administration with the various manufacturers. He has also developed a GM *Warranty Instruction & Reference Manual* and an *Audit Awareness & Appeal Guide* that have quickly become industry standards.

Real-life dealership know-how, combined with a complex warranty compliance background, offer him the ability to cut through the maze of warranty administration and get to the root of any problem in a fast and effective manner. Your entire service department will benefit from his experience and insight.

Warranty Matters



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