

Warranty Matters™

GM Global Warranty Management Clinic

**THIS IS AN INTERACTIVE CLASS
DESIGNED TO BENEFIT ALL EXPERIENCE LEVELS!**



THE ONE-DAY CLINIC WILL COVER:

- Global Warranty Management
- Avoiding Audits
- Proper Claim Coding
- Understanding Transaction Types
- Proper Use of Authorization Codes
- Correcting Claim Rejects
- Claim Comment Requirements
- Service Management Approvals
- Audit-Proofing Claims
- Coverage Codes
- Additional Allowances
- Variable Diagnostic Time
- GMPP/MIC Claims
- GM Divisional Warranty
- Paint and Transportation Claims
- Repair Order Documentation
- Plus Much More...

THIS CLINIC FORMAT IS IDEAL FOR:

Warranty Administrators (beginners or veterans)
Service Managers
Service Advisors
Office Managers
Shop Foremen
Body Shop Managers

COST:

\$329.00 per attendee (See Reverse Side for Payment Details)

Includes all training materials, continental breakfast and lunch (lodging, other meals and travel not included)

WHEN:

Tuesday, April 12, 2016

All Classes Run From 8:30 a.m. until 4:30 p.m.

Continental breakfast available from 7:45 a.m. until 8:30 a.m.

WHERE:

**St. Charles Convention Center
One Convention Center Plaza
St. Charles, Missouri 63303**

There are various area hotels that may provide lodging accommodations to fit your needs. We recommend www.hotels.com to search hotels and pricing.

WHAT:

Each attendee will receive the *Warranty Matters Instruction & Reference Manual—GM Edition* (a \$247.00 value) and a 90-day complementary subscription to the *Warranty Matters GM Edition Newsletter* (a \$40.00 value) in addition to breakfast and lunch.

MEET DAVID HENSON— David is a nationally-known warranty compliance expert and author with over 35-years' experience in General Motors warranty administration. He is the president of Warranty Matters and has written many copyrighted manuals and guides defining warranty compliance, audits and fixed operation management.

As well, he has assisted dealers through numerous factory-level audits and appeals. To learn more, visit us on-line at www.warranty matters.com.

Come join us for this fact-filled warranty clinic where the most important and misunderstood warranty topics will be addressed in no-nonsense terms.

“David has a way of cutting through the B.S. without any double talk. He does an excellent job. This is the ‘real deal.’”

I was a ‘newbie’ before this clinic and David put it together in a way that made sense.

A person should have learned enough to recover the cost of the clinic almost immediately.

I’ve been to a lot of these over the years, but David was the first to speak on my level.

””

Registration Form

First Attendee: _____
Title: _____
Dealership Name: _____
Address: _____
P.O. Box: _____
City/State/Zip: _____
Phone: _____
Fax: _____
Email: _____
<input type="checkbox"/> Tuesday, April 12, 2016 St. Charles Convention Center, St. Charles, MO

Second Attendee: _____
Title: _____
Dealership Name: _____
Address: _____
P.O. Box: _____
City/State/Zip: _____
Phone: _____
Fax: _____
Email: _____
<input type="checkbox"/> Tuesday, April 12, 2016 St. Charles Convention Center, St. Charles, MO

Third Attendee: _____
Title: _____
Phone: _____
Fax: _____
Email: _____
<input type="checkbox"/> Tuesday, April 12, 2016 St. Charles Convention Center, St. Charles, MO

Fourth Attendee: _____
Title: _____
Phone: _____
Fax: _____
Email: _____
<input type="checkbox"/> Tuesday, April 12, 2016 St. Charles Convention Center, St. Charles, MO

Registration Information: Fax the completed Registration Form to Warranty Matters at 901-386-4000.

Price: \$329 per student. Pricing includes all training materials, 90-day complementary subscription to the *Warranty Matters GM Newsletter*, continental breakfast and lunch (lodging, other meals and travel not included).

Registration fee due prior to attendance and can be pre-paid by mailing to Warranty Matters, 9110 Valkrie Lane, Suite 100, Lakeland, TN 38002. Checks should be made payable to Warranty Matters.

Please notify Warranty Matters immediately if a substitute student will attend in place of a registered participant. To insure the most beneficial learning experience, class-size will be limited. Class attendance will be based on a first-come, first-served basis. A participant who fails to show up on their scheduled date will be billed for the full tuition fee. Sorry, but no refunds for "no shows." **Attendees must receive a confirmation to insure seating.**

If you would like more information, please contact Warranty Matters directly at 901-377-6975.