

# ROADMAP FOR THE 4TH ANNUAL Reshaping Your Warranty & Aftercare End-to-End Experiences

## OCTOBER 22-23 VEHICLE SERVICE & WARRANTY LIFECYCLE SUMMIT 2024 WESTIN SOUTHFIELD DETROIT

### Thanks for your interest in getting involved with our 4<sup>th</sup> annual summit!

We are busy preparing the agenda where we will be able to come together to meet and greet old and new peers working across the warranty lifecycle to exchange ideas to optimize costs, enhance customer satisfaction and ensure continuous improvement. We are carefully crafting a diverse and dynamic agenda offering insights and tools to centered around improving the warranty and aftercare end-to-end experiences.

This year's agenda will feature:

**50+ SPEAKERS**  
**15+ SPONSORS & TECH EXPO**  
**80+ COMPANIES PARTICIPANTING**  
**8+ HOURS NETWORKING**  
**200+ ATTENDEES**

#### This Year's Summit Creates An Opportunity To Examine Key Case Studies Around:

- Debugging AI & Predictive Analytics: Dedicated Financial & Quality Tracks
- Expanded Content focused on Diagnostics – Technician Issues – Emerging Technologies
- Industry-Specific Deep Dives Roundtables: Product Repair Seasonality – Time-Based Warranties – Recall - Aftermarket



Jose Clemente  
Warranty Performance Manager  
GENERAL MOTORS



"MAPconnected is a great network to keep the pulse on the Automotive Warranty world. The collaboration among its members is of incredible value to General Motors, and ultimately benefits our customers, by delivering high-quality products and exceptional warranty service."

If you have questions, comments, or need assistance of any kind please reach out  
[pwalter@mapconnected.com](mailto:pwalter@mapconnected.com) or 609.216.6998!

Kind regards,

*Pam Walter*



MAPconnected

# VEHICLE SERVICE & WARRANTY LIFECYCLE SUMMIT 2023

OCTOBER 24-25  
THE HENRY HOTEL DEARBORN MI

## Who Attends

Leading Automotive, Powersport, Bus, Truck, Construction and Agriculture OEMs, Parts and Equipment Suppliers, their Retailers, Dealers, Distributors, Logistics and Service Providers.

## Join Your Peers There

Original Warranty / Extended Warranty Chain  
Engineering & Quality  
Customer Care & Service  
Recall Campaigns  
Warranty IT Systems & Support  
Finance & Risk Management  
Technical & Field Services  
Aftersales / Aftermarket  
Supplier Parts Market  
Supply Chain / Supplier Quality  
Dealer Services & Administration  
Manufacturing Sites: Quality / Operations  
Service Operations / Fixed Ops  
Marketing / Customer Experience / CX  
Financial Services

## Who You Will Meet There



## Agenda

This year's Summit creates an opportunity to examine key case studies around **integrating, analyzing and actioning data by harnessing best-in-class organizational processes and the latest technology innovations. Network with over 200 of your peers, engage with leading tech expo innovators** come away with **invaluable learnings and easily implementable strategies** that will streamline and strengthen your warranty lifecycle roadmap.

Submit your interest to speak with a suggested topic overview to [info@mapconnected.com](mailto:info@mapconnected.com) and if approved, get your ticket and one free co-worker ticket paid for plus an invite to the VIP Speakers' dinner.

## Key Pillars

- Quality & Supplier Management
- Connected Customer Care & Recall
- Dealer Technical Services & Field Ops
- Warranty Admin: Legal / Regulatory Compliance
- Telematics & Analytics Data Sharing/Utilization
- EV Servicing & Products
- Financial Products & Extended Services

## Top Tier Collaboration

The summit boasts 2 days of collaborative workshops, roundtable discussions, executive panels, and keynote presentations from Warranty Chain thought leaders.

**Next Level Networking & Benchmarking**  
With Your Direct Peers Who Share Similar Roles and Challenges

**Cutting-Edge Content**  
Our agenda is industry-driven and deep-dives into current challenges, strategies, research, and best practices.

## WOW, 2023 WAS A BUSY YEAR FOR MAPCONNECTED EVENTS.

Keep watch for our 2024 evolving calendar:

<https://www.mapconnected.com/events/>

### January Round Robin:



Providing Early Claim and Warranty Data To Stakeholders Before The Claim Is Officially Paid | 9 OEMS/Tier Suppliers | Facilitated by Mike Roberts, MR insights

### February Round Robin:



Good Versus Bad Claims Quality Scoring | 11 OEMS/Tier Suppliers | Facilitated by Warren DeBardelaben, WD3 Automotive

### February MAPconnected Survey:



Dealer Warranty Metrics, Dashboards & Reporting | 19 Participants

### March Round Robin:



Turning Warranty Data Into a Continuous Improvement Tool | 10 OEMS/Tier Suppliers | Facilitated by Jason Payne, JPSI

### March MAPconnected Survey:



Are You Alone Battling With Incorrect Use Of Fault Or Condition Codes? | 19 Participants

### April Webinar:



Warranty Costs Related To Serviceable and Non-Serviceable Electric Vehicle Battery Packs | 160 Registrations | Facilitated by Jason Ruban, Midtronics featuring Ford and Volta Truck Speakers

### May Facilitated Onsite Club Study\*:



Parts Return & Supplier Recovery Tour Hosted at Navistar Product Review Center near San Antonio Texas | 7 OEMs

### June MAPconnected Survey:



Are You Using Artificial Intelligence In Your Warranty Claims Process? | 21 Participants

### June Round Robin:



AI In Warranty Claims Adjudication | 30 Participants | Facilitated by Ted Danner, Danner Automotive Consultancy

### August MAPconnected Survey:



Supplier Warranty Cost Recovery | 16 Participants

### September Webinar:



Demystifying AI: Best practices from former Chief Data Officer – U.S. Defense Intelligence Agency | 60 Registrations | Hosted by Agolo

### October Summit:



Vehicle Service & Warranty Lifecycle Summit  
50+ speakers | 150+ attendees | 80+ companies | 13 Sponsors Tech Expo  
Put banner here

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OCTOBER 22-23 2024  
WESTIN SOUTHFIELD DETROIT



# PARTICIPATING COMPANIES



# MEET OUR 2023 SPONSORS

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## Featured Sponsors - SILVER



## Featured Sponsors - BRONZE



## Featured Media Partners



## Why Is Vehicle Service & Warranty Lifecycle Summit 2024 A Must-Attend



### Connect

With Recognized Vehicle OEMs, Parts and Equipment Suppliers, Their Retailers, Dealers, Distributors, Logistics and Services Providers



### Benchmark

With Your Direct Warranty Chain Peers Who Share Similar Roles and Challenges. Exchange Unrivaled Industry Perspectives That Utilize The Latest Technology and Data Innovations To Jump-Start New Processes



### Collaborate

To Improve, Optimize and Enhance Your Warranty and Aftercare End-To-End Experiences To Stay One Step Ahead Of The Curve

# ATTENDEES 2023

Account Executive	Advantage Technical
Director Customer Solutions	Advantage Technical
Account Executive	Advantage Technical
Group Director Analytics	After Inc.
Senior Enterprise Account Executive	After Inc.
Vice President Product Strategy & Marketing	Agolo
Chief Executive Officer	Agolo
Senior Solutions Engineer	Agolo
Director Claims & Fixed Operations	Ally
Project Manager	Alteris Group
Director Warranty	American Axle & Manufacturing
Assistant General Counsel	American Axle & Manufacturing
President & CEO Designate	Automotive Service Excellence (ASE)
Director of Business Development	Axiom Connected
Lead Consultant & Founder	Better Vantage Point
Recall & Technical Campaign Manager	BMW of North America
Chief Operations Manager	Bozard Ford Lincoln
Aftersales Data Manger	BraunAbility
Tech Support Manager	BraunAbility
Aftersales Reporting Specialist	BraunAbility
Director of Customer Care & Aftersales	BraunAbility
Manager of Dealer Training & Resources	BraunAbility
Vehicle Tech Support Manager	BraunAbility
Director Customer Quality Engineering	Bridgestone Americas
Operations Manager	Bridgestone Americas
Senior Manager of Warranty	Brose North America
Regional Warranty Specialist	Brose North America
Director Service Engineering	Canoo Electric Vehicles
Director Warranty Regional Operations and Compliance	Cummins
Director Warranty Quality Supplier Recovery	Cummins
Executive Director- Global Warranty Quality	Cummins
Supplier Warranty Recovery Director	Cummins
Principal	Danner Automotive Consultancy
Principal	Deloitte
Senior Warranty Analyst	Doosan Bobcat
Senior Warranty Analyst	Doosan Bobcat
Warranty Manager	Doosan Bobcat
Service Contract Consulting	Doug Bell & Associates
Partner	Foley & Lardner
Quality Analytics Leader	Ford Motor Company
Lifetime Warranty Business Process & Tools Supervisor	Ford Motor Company
Quality Analytics Product Line Leader	Ford Motor Company
Global Lifetime Warranty Executive Manager	Ford Motor Company
OWS Production Support Manager	Ford Motor Company
President Global Customer Service Division (2009-2022)	Ford Motor Company
Warranty Performance Manager	General Motors
Senior Manager Warranty Data Analytics	General Motors
Warranty Cost Recovery Lead	General Motors
National Warranty Manager	General Motors
Vice President	Global Network Technologies
Senior Manager Warranty	Gulf States Toyota
Manager Warranty Operations	Gulf States Toyota
Chief Technology Officer	Health AI



# ATTENDEES 2023

















































Senior Manager Warranty Technical Operations	Hyundai Motor America
Senior Group Manager Warranty Technical Operations	Hyundai Motor America
Senior Manager Warranty Operations	Hyundai Motor America
Senior Manager Dealer Warranty Performance Assurance	Hyundai Motor America
Project Manager Lifecycle Services	John Deere
Project Manager Warranty	John Deere
Founder and Chief Intelligence Officer	JP Strategy & Intelligence
President	JTT Safety Compliance Specialty
National Warranty Manager	Kenworth Truck
Onsite Staff	MAPconnected Warranty & Aftercare Network
Onsite Staff	MAPconnected Warranty & Aftercare Network
Founder MAPconnected	MAPconnected Warranty & Aftercare Network
Chief Engagement Officer	Mentor Systems
General Consultant	Mentor Systems
Account Manager	Midtronics
EV Platform Manager	Midtronics
Account Manager	Midtronics
Vice President Business Innovation	Midtronics
Chief Marketing Officer	Mile One
Manager IC Service Engineering & Warranty Failure	Mitsubishi Logisnext
Senior Manager Service Engineering & Warranty	Mitsubishi Logisnext
Senior Director Customers & Business Development	Motive Retail
Product Portfolio Manager Insights	MOTOR Information Systems
President	MR Insights
Sales	MSX International
Global Solutions Leader	MSX International
Strategic Account Executive	MSX International
Warranty Engineer	Multimatic
Director	National Automobile Club
President & CEO	National Center for Dispute Settlement
Supplier Warranty Manager	Navistar
Assoc. Director Warranty	Navistar
Senior Manager Supplier Warranty	Navistar
President Nexus Special Casualty	Nexus
Senior Manager Warranty Operations	Nissan North America
Chief Executive Officer	PCMI
President	PCMI
Senior Warranty Manager	Pentair
Warranty Return Center Manager	Peterbilt Motors Company
Warranty Manager	Peterbilt Motors Company
Director Service Engineering	Polaris Industries
Technical Service Manager	Polaris Industries
Senior Sales Director PTC Warranty	PTC
Senior Director Solution Management PTC Warranty	PTC
Head of Service Operations	Re:Build Manufacturing
Partner Development Director	RepairPal
Chief Revenue Officer	RepairPal
Senior Manager Growth & Industry	RepairPal
Portfolio Manager for Quality & Service Solutions	SAS
Data Scientist	SAS
Senior Customer Success Manager	SAS
Global Director Sales and Marketing	Sedgwick

# ATTENDEES 2023

Warranty Manager North America	Sensata Technologies
Warranty Manager	Sensata Technologies
President	Snap-on Equipment
Quality Manager Technical Center	Sogefi
Managing Director	Stout
Chief Commercial Officer and Co-Founder	StreetScope
Vice President Solution Consulting & Value Engineering	Synchron
Client Executive	Synchron
Chief Product Officer	Synchron
Revenue Marketing Manager	Synchron
Senior Business Development Manager	Synchron
Director Solution Consulting	Synchron
Vice President Product Management	Synchron
Business Analyst	Tavant
Sales Director	Tavant
Associate Vice President Analytics	Tavant
Senior Program Manager Manufacturing	Tavant
Vice President Aftersales & Warranty	Tech Mahindra
Aftersales Technology Expert	Tech Mahindra
Warranty Consultant	Tech Mahindra
Senior Manager Warranty Administration	Toyota Motor Sales
Manager Warranty Administration	Toyota Motor Sales
Warranty Expense Control Manager	Toyota Motor Sales
Director Global Business Solutions	Tweddle Group
Director Business Development	Tweddle Group
Chief Executive Officer	Ubiquiti Inc.
Assistant Professor	University of Michigan-Dearborn
Chief Executive Officer	VectorSolv
Chief Data Officer	VectorSolv
Warranty Specialist	Volvo Construction Equipment
Warranty Process Owner	Volvo Construction Equipment
Specialist Warranty Segment Leader	Volvo Group Trucks
Manager Technical Analysis & Supplier Warranty Recovery	Volvo Trucks
Head of Market Development & Growth Strategy	Volta Trucks
Senior Manager Warranty	VW Group of America
Editor in Chief	Warranty Week
Publisher	Warranty Week
Vice President Product	WarrCloud
President	WD3 Automotive
Vice President of Sales	ZEEM Solutions



# LEADING SERVICE & WARRANTY CHAIN LEADERS SPEAKERS

  <p><b>FREDERIEK TONEY</b> President, Global Ford Customer Service Division (2009-2022)</p>	  <p><b>HELEN RIEHLE</b> Recall and Technical Campaign Manager</p>	  <p><b>JAMES KIRIAZES</b> Director, Customer Quality Engineering</p>	  <p><b>JENNIFER JONES</b> Global Lifetime Warranty Manager</p>	  <p><b>BRAD KLEIN</b> Senior Manager Warranty Operations</p>	  <p><b>JULIE JOHNSON</b> Vice President Sales</p>
  <p><b>PAUL ROGERS</b> Senior Manager Warranty</p>	  <p><b>JENNIFER NEUMAN</b> Assistant General Counsel</p>	  <p><b>JOSE CLEMENTE</b> Warranty Performance Manager</p>	  <p><b>JAMES JENSEN</b> National Warranty Manager</p>	  <p><b>MICHAEL CAVARETTA</b> Analytics Executive Manufacturing</p>	  <p><b>CASANDRA TESSITORE</b> North America Warranty Manager</p>
  <p><b>TONY SMITH</b> Director, Service Engineering</p>	  <p><b>KRISTINE BINKLEY</b> Customer Care &amp; Aftersales Data Manager</p>	  <p><b>JIM KNIGHT</b> Director, Global Warranty Quality - Regional Operations and Compliance</p>	  <p><b>HALLIE SPETNAGEL</b> Warranty Manager</p>	  <p><b>DAVID J. JOHNSON</b> President &amp; CEO Designate</p>	  <p><b>JENNIFER TIMIAN</b> JTT Safety Compliance Specialty</p>
  <p><b>BRYAN TRACY</b> Senior Manager, Supplier Warranty</p>	  <p><b>ED ROBERTS</b> Chief Operations Officer</p>	  <p><b>DAVID MUYRES</b> Co-Founder</p>	  <p><b>WAYNE FU</b> Assistant Professor of Decision Sciences</p>	  <p><b>JASON PAYNE</b> Founder &amp; Chief Intelligence Officer</p>	  <p><b>MIKE ROBERTS</b> President</p>



# LEADING SERVICE & WARRANTY CHAIN LEADERS SPEAKERS

**MIDTRONICS**



**JOSHUA LINTON**  
EV Platform Manager

**FOLEY**  
FOLEY & LARDNER LLP



**VANESSA L. MILLER**  
Partner & Chair Manufacturing  
Sector - Automotive

**synchron**



**NATHAN CORDER**  
Vice President of Solution  
Consulting & Value Engineering



**KREG KUKOR**  
Principal & Chief  
Engagement Officer

**REPAIR  
PAL**  
SOLUTIONS



**KATHLEEN LONG**  
Chief Revenue Officer

**ssas**



**DAVID FRONING**  
Portfolio Manager For Quality  
& Service Solutions

**after**



**LIZ AHNER**  
Senior Enterprise Account  
Executive

**sedgwick**



**WAYNE MITCHELL**  
Global Director  
Sales & Marketing

**better  
vantagepoint**



**TOM KLINE**  
Lead Consultant & Founder

**nexus**



**CHRISTOF BENTELE**  
President  
"Nexus Special Casualty"

**STOUT**



**NEIL STEINKAMP**  
Managing Director

**ptc warranty**



**MADHU KUNAM**  
Senior Director, Warranty

**DANNER  
AUTOMOTIVE  
CONSULTING**



**TED DANNER**  
Principal

**MIDTRONICS**



**JASON RUBAN**  
Vice President  
Business Innovation

**VECTOR  
SOLV**



**ALEEM LAKHANI**  
Chief Executive Officer

**PCMI**  
Your Technology Partner



**MARK NAGELVOORT**  
President & CEO



**DOUG BELL**  
Principal Consultant  
Service Contract Consulting

**WARRANTY WEEK**  
The Magazine for Warranty Management Professionals



**DREW ARNUN**  
Editor-in-Chief

**WARRANTY WEEK**  
The Magazine for Warranty Management Professionals



**ERIC ARNUN**  
Publisher

**TWEDDLE™**  
— GROUP —



**NICHOLAS HORAN**  
Director,  
Global Business Solutions

**agilo**



**JOHN KANAROWSKI**  
CEO



**WARREN  
DEBARDELEBEN**  
President  
WD3 AUTOMOTIVE

### Attending Companies Sampling: Current & Past

2-10 HBW  
 Advantage Technical  
 After, Inc.  
 Agolo  
 AIAG  
 Ally  
 American Axle & Manufacturing  
 AmTrust  
 Apco Holdings  
 Arrival Solutions  
 Atheer  
 Audi of America  
 AvantaGuard  
 AWM Warranty Management  
 Axiom Connected  
 Better Vantage Point  
 BMW North America  
 Bozard Ford Lincoln  
 BraunAbility  
 Bridgestone  
 Brown & Brown Risk  
 Canoo  
 Cars Protection Plus  
 Cloyes Gear and Products  
 Concannon XR  
 CSS Corp  
 Cummins  
 Danner Automotive Consultancy  
 Dealer Technical Services  
 Dealers Resource Center  
 Deloitte  
 Doosan Bobcat  
 ELMS  
 Extended Warranty & Service Contract Consulting  
 Foley & Lardner LLP  
 Ford Motor Company  
 Forvia/Faurecia Seating  
 Frost Brown Todd  
 General Motors  
 General Motors Financial  
 GKN Automotive  
 Gulf States Toyota  
 Hyundai Motor America  
 I-10 Toyota  
 J.D. POWER  
 Jackson Dawson

JM&A  
 John Deere  
 Johnson Controls International  
 JP Strategy & Intelligence  
 JTT Safety Compliance Specialty  
 Kenworth Truck Company  
 Kubota  
 LegalEase Solutions  
 Lightning eMotors  
 Magna Seating  
 Magna Seating Systems Engineering  
 Magni America  
 Mahindra North America  
 Mark Miller Subaru  
 Meenan P.A.  
 Mentor Systems LLC  
 Mercedes-Benz Financial Services  
 Mercury Mechanical Protection  
 Mercury Select Management Company  
 Midtronics  
 Mile One  
 Mitsubishi Logisnext  
 MIZE  
 MobilAuto  
 Motive Retail  
 MOTOR Information Systems  
 MR Insights  
 MSX International  
 Multimatic Dynamic Suspensions  
 National Automobile Dealers Association  
 National Institute For Automotive Service Excellence (ASE)  
 Navistar  
 Nexteer Automotive  
 Nexus  
 Nissan Group of North America  
 NTP Company  
 PCMI  
 Pentair  
 Peterbilt Motors Company  
 Polaris  
 PTC  
 QIS Consultants  
 Real Variable Digital Asset Services  
 RealWear  
 RepairPal

Robert Bosch  
 Salesforce  
 SAS Institute  
 sd-ize Consulting  
 Sedgwick  
 Sensata Technologies  
 Service Contract Consulting  
 Snap-on Equipment  
 Sogefi  
 Specialty Equipment Insurance Services  
 SRG Global  
 Standard Motor Products  
 Stellantis  
 Stout  
 Strategic DX  
 StreetScope  
 Subaru of America  
 Synchron  
 Tavant  
 TeamViewer  
 Tech Mahindra  
 Tenneco Powertrain  
 Toyota Motor Sales  
 TPA Risk Management  
 Trek Bicycle Corporation  
 Ubiquiti Inc.  
 University of Michigan-Dearborn  
 VectorSolv  
 Volkswagen of America  
 Volta Trucks  
 Volvo and Mack Trucks  
 Volvo Construction Equipment  
 Volvo Group  
 Volvo Group North America  
 Volvo Group Trucks  
 Volvo Group Trucks North America  
 WarrCloud  
 WD3 Automotive  
 We Predict  
 Yamaha Motor Europe  
 Yanmar America