

MONDAY 102422 times in EST

PRE-SUMMIT ACTIVITIES

2:00-5:00pm

Advanced Edits And Associated Implementation Strategies Benchmark Workshop \$395

Round Robin Topics:

- o Risk score
- o Cost per repair comparison
- o Eliminating variance
- o Linking to telematics
- o Technician training
- o Prior approval

Mike Roberts, President **MR INSIGHTS**

7:00-9:00pm

Speakers Dinner At Skyline Club *(invitation only)*

TUESDAY 102522 times in EST

7:30-8:30am

Networking Continental Breakfast & Tech Expo

8:30am

Welcome From The Chair

Mike Roberts, President **MR INSIGHTS**

WARRANTY LIFECYCLE OF THE FUTURE: CONNECTED STAKEHOLDERS, PROCESSES & DATA

8:35am

Keynote

9:15-9:30am

Technological Innovation: The Benefits And Risks To Consumer Safety And Automaker Reputation

Wayne Mitchell, Global Director Sales & Marketing **SEDGWICK**

9:30-10:00am

Have We Thought Of Everything? A Warranty Digitalization Journey

Erich Coit, Director of Warranty **KENWORTH TRUCK**

10:00 -10:30am

Networking Break & Tech Expo

10:30-11:00am

Maximizing The Value Of Connected Equipment Through Lifecycle Engagement

Kolby Rath, Aftermarket Services Portfolio Manager **JOHN DEERE**

11:00-11:30pm

EV Quality In The Real World

James Davies, Vice President, Repair Analytics Division **J.D. POWER**

11:30-12:00pm

The New Warranty Frontier: Rethinking And Negotiating Liability Risks As We Diversify Our Mobility Portfolios

Anthony Inclima, GPSC Warranty Performance **GENERAL MOTORS**

12:00-1:30pm

Networking Lunch & Tech Expo

TUESDAY 102522

USING DATA AND NEW TECHNOLOGIES TO DRIVE QUALITY MANAGEMENT AND COST EFFICIENCIES

1:30-2:00pm

Turning Challenges Into Opportunities Using Process & Warranty Analytics

Kreg Kukor, Vice President North America Quality **FORVIA**

2:00-2:30pm

We Were Busy: Development of Our Top20 Corrective Action List

Henry Glover, Manager of IC Service Engineering and Warranty Failure Analysis

Brian Rose, Senior Manager, Service Engineering & Warranty

MITSUBISHI LOGISNEXT

2:30-3:15pm

Reimaging The Parts Return Process

Atul Macwan, Manager Warranty Parts Return & Systems **VOLKSWAGEN GROUP**

Jennifer Jones, Global Lifetime Warranty Manager **FORD MOTOR COMPANY**

Paul Garand, Warranty Engineer **MULTIMATIC DYNAMIC SUSPENSIONS**

3:15-3:45pm

Networking Break & Tech Expo

3:45-4:15pm

Warranty Trends In the Aftermarket: Part Return Reduction Strategies

Ryan Kooiman, Director of Training **STANDARD MOTOR PRODUCTS**

Brian Wheeler, Automotive Supplier Executive **DELOITTE**

4:15-4:45pm

Combining Warranty Data With Surveys To Better Understand Your Customers

Thomas Gianfermi, Manager of Warranty Administration **STELLANTIS**

4:45-5:05pm

Automating Multi-Tier Warranty Cost Recovery For OEM/Tier 1 Suppliers

Jason Payne, Founder & Chief Intelligence Officer **JPSI**

Lakshmi Venkat Vemuganti, Cofounder & CTO **REAL VARIABLE**

5:05-6:00pm

Peer Roundtable Discussion Topics: (based on attendee interest)

- Goodwill Dealership Decision Making Balance
- Tackling Technician Shortage **DEALER TECHNICAL SERVICES**
- OTA: Over the Air Updates & Maintenance
- IT Strategy: Using Telematics To Drive Predictive Analytics **NAVISTAR**
- Automated Claims Processing Rules
- Quality: Using Warranty as a Data Source for Early Identification, Root Cause & Resolution
- Uncomfortable Stakeholder Discussions **AUDI**
- Audits: Fraud sources and formula adjustments
- Customer Care: Recall Execution Best Practices/ Owner Letters/ Goodwill / Help Desk **SEDGWICK**
- Finance: Warranty Waste Analytics / Risk Strategy
- Supply Chain: Total Warranty Spend
- Right to Repair **MEENAN**
- Warranty Organization Structures **NISSAN**
- Field Quality: Collection – Reporting – Addressing
- Post Sale: Digitalization of F&I Products & Services **STRATEGIC DX**

6:00pm

Close Of Day 1

6:15-7:30pm

Networking Reception & Tech Expo

WEDNESDAY 102622 times in EST

7:30–8:30am - Networking Continental Breakfast & Tech Expo

DEALER SERVICE OPERATIONS & PARTS

Welcome from the Chair

Mike Roberts, President **MR INSIGHTS**

Nissan's Warranty Operations & Dealer Administration Training

Paul Rogers, Senior Manager Warranty
NISSAN MOTOR CORPORATION

Using Digital And Automation For Cost Effective Claims Processing To Optimize Operational Efficiencies

Ed Roberts, Chief Operations Officer
BOZARD FORD LINCOLN
Jim Roche, Founder **WARRCLOUD**

Enabling The Dealer Network To Optimize Parts, Service & Warranty To Drive Service Profitability

Ashok Karham, Chief Product Officer **SYNCRON**
Andrew Conville, Director Aftersales, Parts & Services
MAGNI TELESCOPIC HANDLERS
Sarah Huff, Director, Global Warranty Quality Systems
CUMMINS

WARRANTY AUDITING & TECHNICAL SERVICES

11:00-11:30am

Connecting The Dots With Connected Trucks To Automating Your Claims Processing System To Your Session File Data

Peter Dentler, Warranty Program Manager
MACK AND VOLVO TRUCKS NORTH AMERICA

SUPPLY CHAIN FORENSICS COLLABORATION & ROOT CAUSE

8:30am

Welcome from the Chair

Warren Debardeleben, President **WD3 AUTOMOTIVE**

8:35-9:15am

Leveraging AI to Drive Early Warning, Accelerate Root-Cause, and Delight Customers

David Froning, Portfolio Manager for Quality & Service Solutions **SAS**

9:15-9:45am

Improving Communication With Stakeholders To Get To Route Cause Faster

Peter Chhim, Enterprise Warranty Excellence Director
JOHNSON CONTROLS
George Joseph, Warranty Parts Logistics & Supplier Recovery Manager, **BMW GROUP**
Jason Payne Founder & Chief Intelligence Officer **JPSI**

9:45-10:30am

Design Thinking Workshop: Building A Warranty Cost And Knowledge Sharing Program

Jose Clemente, Warranty Performance & Parts Review Supervisor **GENERAL MOTORS**
Anthony Inclima, GPSC Warranty Performance Supervisor
GENERAL MOTORS

10:30 – 11:00am - Networking Break & Tech Expo

EV'S: DESIGNING, SELLING & MARKETING PRODUCTS & SERVICES

11:00-11:15am

Reinventing The Service Contract For EV's: Fact Fiction Promise

Scott Eisenfelder, Chief Executive Officer **APCO HOLDINGS**

TechShare: Enhancing Retailer Engagement in the Quality Assurance Process

Davis Jose, Field Quality Assurance Manager
SUBARU OF AMERICA

11:30-11:45pm

Capturing Operational Data During The Repair Process To Validate Warranty Claims And Support Invoicing

Gaurav Mehra, Chief Operations Officer
ATHEER & CLIENT

11:45-12:15pm

Assisted Reality Solutions To Deliver Realtime Insights To Field Service Operations

TEAMVIEWER & CLIENT

12:15-1:15pm - Networking Lunch & Tech Expo

WARRANTY AUDITING & TECHNICAL SERVICES *continued*

1:15-1:30pm

Transparency And Trust: Overcoming Negative Price Perception

Art Shaw, Chief Executive Officer **REPAIPAL**

1:30-1:45pm

Training, Tools & Development

11:15-12:15pm

Interactive Session: Right-Sizing Extended Electric Vehicle Warranty And CPO Policies

- Setting up accurate risk classes
- Understanding EV and ICE model differences
- Gaining insights on new EV component performance and risk
- Developing new sales and pricing models
- Determining which marketing strategies work best
- Capitalizing on good utilization of warranties along customer journey

James Davies, Vice President, Repair Analytics Division **J.D. POWER**

Josh Bass, Vice President Product Development **JM&A GROUP**

Mark Nagelvoort, President & CEO **PCMI**

FINANCIAL PRODUCTS & EXTENDED WARRANTY SERVICES *continued*

1:15-1:45pm

Dealer Participation Programs

Mark Nagelvoort, President & CEO **PCMI**

Doug Bell, Principal **SERVICE CONTRACT CONSULTING**

WARRANTY AUDITING & TECHNICAL SERVICES *continued*

Audit Review Criteria & Processes

Chris Wolf, Manager Warranty Compliance
VOLKSWAGEN GROUP OF AMERICA
 Henry Glover, Manager of IC Service Engineering and
 Warranty Failure Analysis **MITSUBISHI LOGISNEXT**
 Davis Jose, Field Quality Assurance Manager
SUBARU OF AMERICA

**Working Towards 6-7% Reduction In
 Warranty Spend Using Robust Analytics
 And Auditing Practices**

Joe Werth, Vice President, Integrated Warranty, Total
 Cost of Ownership & Uptime **NAVISTAR**

Eliminating Warranty Waste

Ben Blash, Warranty Admin Business Leader
AUDI OF AMERICA

FINANCIAL PRODUCTS & EXTENDED WARRANTY SERVICES *continued*

1:45-2:15pm

**Forecasting Warranty & VSC
 Revenues, Claims and Accruals**

Using analytical methods to develop forecasts
 of revenues, earning curves and expenses
 Gregory Myers, Executive Managing Director
BROWN & BROWN RISK SOLUTIONS

2:15-2:45pm

**Using Predictive Models To Optimize
 Extended Warranty Marketing Campaigns**

Liz Ahner, Senior Account Executive **AFTER**
 John Pens, General Manager, Extended Service
 Contract Business **NAVISTAR**
 Kolby Rath, Aftermarket Services Portfolio
 Manager **JOHN DEERE**

2:45-3:00pm - Networking Break & Tech Expo

LEGAL & REGULATORY COMPLIANCE

**Utilizing An Informal Dispute Settlement
 Program To Drive Performance Gains In
 Customer Service And Owner Retention
 While Lowering Total Costs**

John Holloran, President & CEO
NATIONAL CENTER FOR DISUPUTE SETTLEMENT

FINANCIAL PRODUCTS & EXTENDED WARRANTY SERVICES *continued*

3:00-3:30pm

**Do Longer Warranties Translate
 Into More Sales & Profits?**

Wayne Fu, Assistant Professor Decision Sciences
UNIVERSITY MICHIGAN-DEARBORN

3:30-4:00pm

An Overview To Recent Significant Legislation, Amendments & Trends

- Dealer reimbursement state law rates
- OTA updates & maintenance
- Recall and "stop sale" rates
- Preparation and delivery tasks

Greg E. Mitchell, Member & Chair of the Insurance Industry Group **FROST BROWN TODD**

4:00pm Chairman Wrap-Up And Close of Summit