

**Hugh Burdon Automotive
Single Dealer
On-line and On-Site GM Warranty
Training Programs**

Canadian Service Agents



Hugh Burdon Automotive Training

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Utilizing the GM Labour Time Guide

This program will make for more efficient use of GM's LTG. Essential for the beginner.

The Topics Covered Include:

How Flat Rate Times are Established
Add Times
Diagnosis Times
Claiming Leak Analyze
Transportation Operations
PDI Times
Factory Installed Options
Wiring and Wiring Harness Repairs
Transmission Repairs
Customer Complaint Not Duplicated Labour Operations and usage Guidelines
Action Words
Comeback Checking
Finding the Right Labour Operation Through Service Information
Performing LTG Searches
Coverage Codes - Diesel, Powertrain, Sublet and Emission
Reporting Dealer Installed Accessories
Claiming for Defective Dealer Installed Accessories
Reprogramming Operations
Request for Review Process

Program Length - 1.3/4 Hours

Cost: \$150.00 plus GST/HST

Global Warranty Advanced Training Seminar **Warranty Analysis Reporting**

Don't wait for GM to tell you that you have a warranty problem!



This program explores the Service Agent Warranty Analysis reporting system. General Motors is placing increased emphasis on Service Agent Management maintaining appropriate expense controls to minimize wasteful warranty practices. A thorough understanding of the GWM analysis tools and reporting system is essential.

Topics include.

- Dealer Metrics
- Expense Analysis Theory and Key Terms
- Geographical Group Rules
- Service Agent Analysis Report
- Service Agent Analysis Associated Reports
- Expense Analysis Theory
- Repair Group Trend Report
- Transaction Category Trend report
- Report Graphing
- Labour Operation Frequency Reporting
- Advanced Search Transactions

Length of course Approximately 2.5 hours

Cost: \$ 225.00 plus GST/HST

Introduction to Global Warranty Management **Transaction Submission**



Learning to submit warranty claims by the “seat of your pants” is no fun at all! Get that new Administrator off to a great start with this proven webinar! The “whirlwind tour” of Global Warranty by the outgoing person is not enough (and they may inherit the same bad practices!)

- **ZREG –(Regular Transaction) Labour Only, Parts and Labour, Sublet, Painting Parts Corporate Parts Return, Special Coverage**
- **ZPTI – Parts Warranty Dealer Installed**
- **ZPTC – Parts Warranty Over-the counter**
- **ZTPT – Transportation Transaction**
- **ZFAT – Field Action Transaction**
- **ZSET – Service Event Transaction**

Additional Transaction Detail Topics:

- **Courtesy Transportation**
- **Parts Expediting**
- **Non-GM parts**
- **Additional Time**
- **Other Hours**
- **Administration Time**
- **Vehicle Mis-builds**
- **Customer/Dealer Participation**
- **Add Credit and Debit Transaction – Full and Partial**

Authorization Process and Codes

- **Dealer Authorization**
- **Requesting GM Authorization**
- **Pre- Repair authorization requests**

Transaction Summary Report

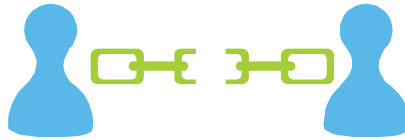
- **Daily Transaction Summary**
- **Accepted Transactions**
- **Paid Transaction**
- **Returned Transactions**
- **Correcting Rejected Transactions**

Course Length – Approx. 3.5 hours

Cost: \$290.00 Plus GST/HST

Service Consultant Warranty Procedures

Your warranty administration is only as good as its weakest link! Get your claims off to a good start!



Topics Include: Investigate Vehicle History Vehicle Warranties, Tire Warranty, Cross-line Warranty Policies, U.S. Sold Vehicles, Comeback Checking Limitations, Job Card Requirements, Customer Concern Write-up, Customer Concern Verification Aids, Service Consultant Responsibilities Regarding Key Service Policies and Procedures, Goodwill Decision Tree

Course Length: Approx 2 Hours

Cost: \$150.00 plus GST/HST

Transportation Check-in Procedures



Please forward to the departmental manager responsible for this function!

Inspection errors are for the most part irrecoverable from the transit company, resulting in hundreds or even thousands of dollars in unpaid claims yearly. It is imperative that the individual(s) assigned to checking in your new vehicles is trained in the receiving and inspection process! Ensure that your inspector is up to date with the rules and regulations!

The following topics are covered in this program:

- **Dealer and Carrier Responsibilities**
- **Completing the Delivery Receipt**
- **Damage Coding Exercises**
- **Performing a Comprehensive Walk-around Inspection**
- **Handling After-hours Deliveries**
- **Deferred Inspections**
- **Concealed Damage**
- **Severely Damaged Vehicles**
- **Time Limits for Filing Claims on the Carrier**
- **Production shortage/error guidelines**
- **New Vehicle Storage Guidelines**

Course Length: Approx. 2.0 Hours

Cost: \$150.00 plus GST/HST

Body Shop Warranty Claims Procedures



Stop under-claiming on your body warranty claims!

Did you know?

- **That 25% may be added to the labor and materials on certain repairs!**
- **How to properly claim for “Blending” on warranty and transportation claims? (Hint) The method is different!**
- **How to properly document Corrosion Perforation repairs**

Find the answers in this live highly informative webinar!

Course Length - Approx 2.5 hours - Utilizing the GMLTG, Refinish vs Colour Coat, Strip Time, Blending, Metal Repair and Corrosion Repair claims, calculating mixing time and material allowances. The course materials provide templates for each of the above to ensure that you receive full claim value every time!

Course Length: Approx 2.0 Hours

Cost: \$150.00 plus GST/ HST

“I sublet my body claims I don’t need this”!



Remember the golden rule of sublet repairs! You cannot claim more for a sublet repair than the amount GM would pay your dealership if the job was done in-house. Therefore your warranty staff need to know just as much about properly flat rating a body related repair as a dealer with a body shop in order to avoid chargebacks for excessive sublet bills!

Handling Rejected Claims

Keeping rejects to a minimum is an absolute must! Rejected claims require significantly more time to determine the cause of the reject and take appropriate action. Even a seemingly reasonable reject rate of 10% could mean that your Warranty Administrator is spending 30-50% of their time on older claims. Meanwhile, the new claims keep on coming resulting in a backlog of unsubmitted claims. The rush to get these claims submitted means having to work faster resulting in more mistakes and more rejects etc, etc.

Through screen sharing technology your current rejected claims are analyzed, corrected and resubmitted. Should claims require authorization advice will be provided as to the appropriate authorizations to apply. Training and 263 Account reduction in one program!

A reference manual is provided for use after the program which identifies the causes of many rejects and provides suggestions as to how to eliminate them.

Cost 150.00 for two hours plus GST/HST

Shop Supervision Policies and Procedures

The majority of audit debits are due to inadequate/ineffective shop control practices! This program addresses those areas of concern and provides your shop management with the tools to identify and fix shop control issues.

- **Vehicle Warranties**
- **Replacement Parts Warranties**
- **Key Service Policies and Procedures (15 Points)**
- **Responsibilities of a Shop Supervisor**
- **Straight Time, Added Operations, Customer Complaint Not Duplicated**
- **Repair Order Documentation Requirements**
- **Defective Parts Return and Retention Policies**
- **Reasons for Excess Warranty Expense**
- **Understanding the Service Agent Analysis Report**

Course Length: Approx. 2.5 Hours

Cost \$225.00 plus GST/HST

Evening Technician, Advisor Warranty Policies and Procedures Training – Single Dealer



*When did this start? Why?
Is this new?
I'm not paid to write stories!*

An on-line program which can be booked at any time. It is an evening on-line warranty session designed to enlighten your Technicians and Advisors regarding GM's Policies and Procedures. This program has always been very well received in my classroom and in-house training programs.

The topics include:

- Straight Time
- Diagnosis Time
- Added Repairs
- GM Labour Time Guide - How are times developed?
- Cause and Correction documentation
- New Defective Parts – what to do?
- GM Comeback Checking
- Review of the Key Service Policies and Procedures (15 Points)

The program will be approximately 2 hours in duration and can be scheduled to meet your needs. You will receive an "Understanding GM Warranty" guide for printing as a take away from the program.

You will need:

A computer, a screen large enough for all to see, (Big screen LCD or Digital Projector) and a USB microphone (Future Shop) or a speaker phone in the room. Long distance charges will apply to the speakerphone option.

One price of \$295.00 covers all your technicians (and anyone else who sneaks in!) If you have a Body Shop – Invite them too!

Please call to set up your meeting!

On-site Training and Auditing Programs

At your dealership - At your convenience - Customized to meet your specific needs

Hugh Burdon Automotive provides individualized, in-dealership warranty training for service personnel involved in any aspect of the warranty process. Warranty transactions are a critical cash flow generator for any dealership, therefore a thorough understanding of the complete warranty process is required.

What would you do if your warranty Administrator resigned tomorrow? Why would you only have one individual who understands the submission process? Many Dealerships leave themselves vulnerable in this way. Service advisors, service managers, technicians, and other members of the service department all play a vital role. Is their knowledge up to par? Lack of awareness or experience can not only subject warranty transactions to costly charge backs, but can also increase the chance of missing claimable warranty dollars.

My in-house training will help ensure your warranty transactions are properly documented and that you understand all that is allowed to be claimed according to GM Service Policies and Procedures. I can also review your previous accepted warranty transactions for non-compliance and provide recommendations to eliminate the cause.

Comprehensive In-House Warranty Training

3 Days

Day 1 - AM and PM - Global Warranty Management

- Review of claims input requirements, empowerments, transaction types, authorizations and selected GWM Reports
- Review and correction of rejecting transaction

Day 2 - AM and PM - Policies and Procedures - Shop Supervision

- Shop supervision requirements
- Review of "Key Service Policies and Procedures"
- Straight time and added repair requirements, parts return documentation and retention
- Service Agent Analysis review

Evening Day 1 or 2 - Technician Warranty Seminar - 2 hours

- Warranty Coverage
- Cause and Correction - best practices
- Labor time guide
- Straight time and add-on documentation

Day 3 - Service Advisor Warranty Procedures

- AM Group 1 - PM Group 2
- Vehicle warranty coverages
- Replacement parts warranty coverage
- Customer complaint analysis - best practices
- Key Service Policies and Procedures
- Reimbursements

Cost: Canadian Service Agents \$2697.00 plus GST/HST

Note: You may partner with 1 other Dealer to share expenses

In-House Compliance Review (Audit) and Understanding GM Warranty Seminar 3 Days

- Service Consultant Repair Order Write-Up
- Labour Operation Application
- Technician Cause and Correction Write-Up and Time Punching
- Repeat/Overlapping Repair
- Straight time and Added - Operation Compliance
- Authorization Code Usage and Empowerment
- Defective Parts Retention Review
- Claim Memo Parts Check
- Audit Readiness and Record Keeping Review
- Full written review (Positive and Negative) with potential debit amounts

Included:

Understanding GM Warranty Seminar

All Fixed Operations staff including technicians will benefit from this seminar which highlights the Key Service Policies and Procedures and what each individual can do to keep the dealership in compliance and maximize every warranty dollar the dealership is entitled to. An "Understanding GM Warranty" booklet will be issued to all participants. The timing of Seminar(s) is flexible to accommodate split shifts.

Cost: Canadian Service Agents \$2697.00 plus GST/HST

Follow-up and Support

Follow-up visits can be arranged to ensure that the recommendations from the compliance review are being implemented effectively. Claim processing assistance will be provided via email on a no-charge basis

Travel Costs:

Out of pocket travel expenses will be billed at actual cost with copies of receipts provided. Every reasonable effort will be made to minimize expenses.

Scheduling:

Please contact Hugh Burdon 705-352-0533 or email me at hugh_burdon_automotive@rogers.com

Payment:

Due in full upon completion of activity and receipt of invoice

Registration and Payment Information

Contact Hugh Burdon to schedule your training. Voice: 705-352-0533 or Email:
hugh_burdon_automotive@rogers.com.

Once a training date(s) has been finalized you will receive an emailed invoice which will offer several methods of payment through major credit cards utilizing Paypal. **A Paypal account is not required.**

Cheques are also accepted.

Thank You,

Hugh Burdon

Please: Bookmark my website for future use!

<http://www.hughburdonautomotive.com>

Testimonials

"Great course yesterday. I always enjoy sitting through your sessions. It was somewhat of a refresher, but we picked up a lot of valuable information as always"

M.B.

Seaway Chevrolet

"That was an exceptional class. I am glad I signed up and took it, as it answered all my questions to the proper way to apply for all the different types of GM body claims"

'Thank You!

B.H.

West Side GM

" I want to thank you for the courses you have given us. It was a good refresher with helpful new pointers". " For me since I'm new in the management area, I really learned a lot"

S.V

Expert Garage

"Thanks Hugh, you gave me a few tips that I didn't get through the training on Global Connect"

A.D.

Burt Chevrolet

"As always, thank you for the updates, they are greatly appreciated."

P.M.

Mccredy Chevrolet

"... just wanted to say I enjoyed myself on your course and hope to have some more training from you soon thanks"

S.S.

Hannay's Chevrolet

"Thanks for the class on Body Shop Warranty. I also took your Global Warranty Webinar and both were very good". " I'm known as the person that takes warranty too far which is right by Policies and Procedures. That may explain why I like to see the most clear explanation on any topic. Thanks for tolerating my questions and allowing me to ask. I learned a lot of valuable stuff today which changes my way of doing things. I'll put this stuff to work immediately. Please send me any information future seminars please."

P.F.

July 20, 2010 Autobizniz

"Just a heads up. I attended this training today, along with our warranty clerk. I have also attended the ADP training as well as the regular GM training . This was by far the best available".

gerry957 Posted in GM Service Forum 12.11.2009

"Great class and loved the light humor of your presentation. I am sure we will attend other web classes.

Do you have an email newsletter or something I'm that area that will keep us updated on your offerings?"

T.C.

Cooper Buick

"Just finished your training program. I feel like you have answered a lot of my questions. I have been submitting claims in the GWM system. It sure helped that I have been in the system, to follow your class. Thanks again."

E.C.

Devoe Chevrolet