

**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: \$215.00 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 Allowances**
- **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. 3.0 hours**

**Cost: \$395.00 Plus GST/HST**

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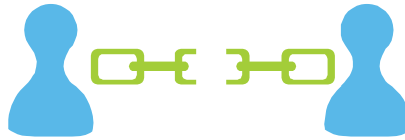
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# **Service Consultant Warranty Procedures**

**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 Process Guidelines**

**Course Length: Approx 2 Hours**

**Cost: \$215.00 plus GST/HST**

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# Transportation Check-in Procedures and Claims Procedures

Please forward to the departmental manager  
responsible for this function!



Many transportation claim chargebacks are due to mistakes made at the time of inspection or failure to meet time sensitive deadlines. Although GM may pay the claim initially, subsequent chargebacks occur when the responsible Carrier refuses to honour the claim and the GM Dealer cannot provide adequate documentation to reverse the chargeback.

The best way to avoid costly chargebacks is to properly train vehicle inspectors and claims personnel in the inspection, documentation and claiming process.

My on-line (**live, not a VCT!**) New Vehicle Receiving and Inspection seminar will provide your personnel with the knowledge needed to inspect vehicles and submit transportation claims. **The class is conducted with your personnel only!**

**You may train as many participants from the same BAC Code as you wish for the one course fee!**

**Topics covered:**

## Part 1 – Inspection Procedures - Participants: Supervisors, Vehicle Inspectors and Claims Personnel\*

\*optional but recommended

- Service Agent and Carrier Responsibilities
- Delivery Hours
- Review of the Delivery Receipt
- Electronic Proof of Delivery (E-pod)
- Damage Codes
- Area Description Codes
- Type Codes
- Severity Codes
- Vehicle Walk-around
- Vehicles Delivered Without Exceptions
- Vehicles Delivered With Exceptions
- L.O.N. - Letter of Notification Usage
- Malfunctioning E-POD
- Concealed Damage
- Deferred Inspections
- Production Shortages/Errors
- Severely Damaged Vehicles
- Vehicle Storage
  
- **Part 2 - Claiming Procedures - Participants – Claims Administrators**
  - Documentation required for submission
  - Global Warranty Submission Transaction Type ZTPT
  - Utilizing the GM Labour Time Guide – Body Repair and Transportation Sections
  - Transportation Specific Labour Codes
  - Claiming for “Blend” time”, and metal repair (Dealers with Body Shops)
  - Sublet Repair Documentation Requirements
  - Handling Rejected Transportation Claims

### Cost:

Part 1 and 2 Combo – \$380.00 plus GST/HST

Part 1 Only – \$215.00 plus GST/HST

Part 2 Only – \$215.00 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 on-line programme!**

**Course Length - Approx 2.0 hours - Utilizing the GMLTG, Refinish vs Colour Coat, Partial vs Full, 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: \$215.00plus 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!**

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## **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 \$215.00 for two hours plus GST/HST**

## **Shop Supervision Policies and Procedures**

**Most 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 \$315.00 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 \$500.00 covers all your fixed ops administrative staff and the technicians (and anyone else who sneaks in!) If you have a Body Shop – Invite them too!

**Please call to set up your meeting!**

# **New Hire/Backup Warranty Administrator On-line Training**

**Here is a training package that covers it all and gets that inexperienced  
Warranty Administrator or Back-up off and running!**

**Added Bonus!!!**

**Other members of your staff may also attend any of these classes with  
your Warranty Administrator. I.E. Consultants, Tower Operators,  
Shop Supervisor etc.**

**The Package consists of the following courses:**

- 1. GM Warranty Policies and Procedures**
- 2. Intro to the GM Labour Time Guide**
- 3. Intro to Global Warranty Management**
- 4. Handling Rejected Claims**

**No limit on the number of participants from the same BAC**

**Cost: \$905.00 Plus GST/HST**

# **On-site Training and Auditing Programs**

**Available in Ontario, Alberta, British Columbia and Saskatchewan\*\***

**\*\*Provincial Group Assembly Guidelines must be followed**

## **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 chargebacks, 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 are receiving full value per 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 transactions

### **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 Coverages
- 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:** \$2995.00 plus GST/HST and travel expenses

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

**Dealer Groups with Multiple GM Franchises:** Contact Hugh Burdon directly for pricing



## **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
- Transaction Summary Report “Accepted Transactions” 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 everyone 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:** \$2995.00 plus GST/HST plus travel expenses

### **Follow-up and Support**

Follow-up visits can be arranged to ensure that the recommendations from the compliance review are being implemented effectively.

### **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](mailto:hugh_burdon_automotive@rogers.com)

### **Payment:**

Due in full upon completion of activity and receipt of invoice

# Remote Audits

While it is always desirable to perform Warranty Audits in-house, it is not always feasible both from a cost and timing aspect. With these issues in mind I have established a **remote warranty audit** alternative.

Utilizing data from Global Warranty Management, selected accepted repair orders from the previous 3-6 months will be audited for compliance with GM's Service policies and Procedures.

## **Common Types of transactions selected:**

Added Repairs  
Repeat Repairs  
Policy Repairs  
Repairs with 1.0 hours or more OLH  
Body Shop  
Repairs Authorized for Parts Amount Ceiling Exceeded  
Major Assembly Repairs/Replacements

## **The Process:**

1. A pull list of 35-40 repair orders will be generated by Hugh Burdon and sent to your dealership. The warranty copy showing technician punch times, labour operations and times, part number(s) and costs and signature copy (shop copy) may be scanned and emailed along with any applicable supporting documents such as "Sublet Bills, Repair vs Replace Cost Analysis, GMDMCCSP approvals and vehicle rental invoices or **You may also photocopy and mail the documents directly. This method is often less time consuming than scanning. The selected repair orders should not be "sanitized" in any way.**
2. Upon receipt of the requested documents the transactions will be analysed, a written report will be provided outlining any deviations from GM Policies and Procedures.
3. An **online meeting** (Go to Meeting) will be held to review the results and develop corrective measures. Follow-up reviews (if needed) will be established.

## **Confidentiality:**

The results are completely confidential and will not be disclosed to anyone outside your designated dealership management team.

**Cost:** \$575.00 plus any applicable taxes.

This review method provides meaningful insight into your current warranty practices and provide an opportunity to fix those issues which could result in serious and costly audit chargebacks.

## Registration and Payment Information

Contact Hugh Burdon to schedule your training. Voice: 705-352-0533 or Email: [hugh\\_burdon\\_automotive@rogers.com](mailto:hugh_burdon_automotive@rogers.com).

Once a training date(s) has been finalized you will receive an emailed invoice which may be paid via Visa or Mastercard You may pay securely via credit card on-line or call in your credit card information.

**Cheques are also accepted.**

Thank You,

*Hugh Burdon*

Hugh Burdon

## 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.

*"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*

*"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