



EUROPEAN NETWORKING GROUP
Knowledge through networking

5th annual

Automotive Warranty Management Summit

BUILDING A NEW AUTOMOTIVE WARRANTY ROADMAP IN THE NEW NORMAL

October 27-28, 2020 (EST) - Digital Online Experience

Full Virtual Experience 2020

As Automakers are now faced with preparing and adapting to changes, we believe the need for the Automotive Warranty community to engage and innovate with each other is stronger than ever. ENG's peer networking experience has been re-imagined in the era of social distancing, and we are pleased to announce for 2020 a fully livestreamed event that will deliver the same high quality content, roundtables and networking we are known for to best serve your new needs!

Key 2020 topics highlights this year:

- Lessons learnt from the global crisis
- Using FMEA to anticipate design and process failure to reduce warranty risks
- Curbing warranty costs outside of dealer repair costs
- Increasing Consumer Convenience & Customer Lifetime Value
- Developing 5-year Global Warranty Plans
- The impact of EV, Autonomous & modern tech on warranty
- Organizing a global warranty data analytics center of excellence

This year's international summit includes leading speakers such as:

Karen Hansen
Global Warranty Operations
Strategic Initiatives Manager



Bill Cahalane
Manager Auto
Mediation



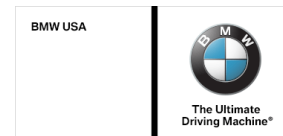
Paul Rogers
Senior Manager,
Warranty



Krystle Modina
Global Warranty and Data
Analytics Manager Global Ride
Control



Richard Hart
Department Head,
Warranties



Tom Calloway
Former, Vice President
Customer Care



Steve Brazil
Instructor | Academy



Bob Shih
Senior Group Manager,
Warranty



Chris Wolf
Manager, Warranty
Compliance



Jim Moloney
VP Aftersales Business
Center



Ed Roberts
Fixed Operations
Director



Mike Roberts
President



Brian Martensen
Sr. Program Manager
– Quality Products &
Services



Brennan Reiter
Director of Business
Development



Chris Sutton
VP Automotive Retail



Nandit Soparkar
Business and Technical
Development



Gary Serbousek
Product Manager



Renee Stephens
Vice President
Automotive



Roshan Pinto
Head of Aftermarket
Practice



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Silver Sponsor



AGENDA - TUESDAY OCTOBER 27, 2020

TIMES SHOWN ARE EST (UTC-4:00)

10:00 Opening remarks from ENG and the Chairperson
Mike Roberts, President
MR INSIGHTS

10:05 Panel discussion

Navigating New Paths Shaped by the Pandemic

- ▶ What have been the most significant changes?
- ▶ Are there still obstacles that remain?
- ▶ What are some of the best practices that will carry forward as the new normal takes shape?
- ▶ Are there any silver linings?

Panel Speakers:

Chris Wolf, Manager, Warranty Compliance
VOLKSWAGEN GROUP OF AMERICA, INC.

Bob Shih, Senior Group Manager, Warranty
HYUNDAI MOTOR AMERICA

Roshan Pinto, VP, Manufacturing and Retail
TAVANT

11:00 Case study

Development and Implementation of Business Intelligence Tools for Warranty Management

- ▶ Transitioning from disconnected, regional warranty management to a collaborative global warranty management structure, including organizing a global warranty data analytics center of excellence
- ▶ Implementing a standardized workflow for warranty data analytics
- ▶ Deploying warranty data analytics business intelligence tools

Krystle Modina, Global Warranty and Data Analytics Manager - Global Ride Control
DRIV

11:45 Partner presentation

Augment your Warranty Systems for Decision Making and Lower Costs

- ▶ Getting real-time access to vehicle service at the dealership or in the field through collaborative video
- ▶ Using remote diagnostics and IoT data to support warranty claims
- ▶ Using pictures and rich data to simplify claim decisions for OEMs and suppliers
- ▶ Enabling Cloud-based Activity management to enhance current claim processes and systems

Gary Serbousek, Product Manager
MIZE

12:15 Networking break

1:00 Case study

Successfully Blending Strategic Planning with IT into 5-year Global Warranty Plans

Have you ever been caught unaware by industry events and then had to scramble to catch up? Do you find that your best laid plans often get superseded by other, hotter projects? Are you more focused on current operations than projecting where you are going to be in 2-5 years? Does the thought of globalization or planning for technology leave you lightheaded?

Karen will take us through a high-level overview of the strategic planning process and how to turn those plans into 5-year business plans as well as the common questions you should ask as well as how to find some of the answers.

Karen Hansen, Global Warranty Operations Strategic Initiatives Manager
FORD MOTOR COMPANY

1:45 Case study

Failure & Effects Analysis (FMEA) Updated Methodology – Optimization

- ▶ Using FMEA: failure mode and effect analysis to anticipate design and process failure to reduce warranty risks

Brian Martensen, Sr. Program Manager – Quality Products & Services
AIAG

2:15 Round robin

Warranty Costs: Beyond the Immediate

We often think of warranty expenses as being the dollars reimbursed to dealers for warranty repair, including both parts and labor. But what are the additional expenses that require our attention and expertise? What are current best practices and how do we continue to improve? We will tackle these 4 areas:

- ▶ Field Personnel
- ▶ Engineering / Quality
- ▶ Suppliers
- ▶ Customer Service

Bill Cahalane, Manager Auto Mediation
AMERICAN HONDA MOTOR CO.

with contributions from

Joe Werth Vice President Integrated Warranty
NAVISTAR

Sheryl Beauregard Manager, Warranty
VOLVO TRUCKS NORTH AMERICA/ MACK TRUCKS

Meredith Schank, Warranty Claims and Processes Manager

Richard Hart, Department Head, Warranties
BMW OF NORTH AMERICA

3:00 Networking break and end of summit 4:00

AGENDA - WEDNESDAY OCTOBER 28, 2020

TIMES SHOWN ARE EST (UTC-4:00)

10:00 Opening remarks from ENG and the Chairperson

Mike Roberts, President
MR INSIGHTS

10:05 Panel discussion

Increasing Consumer Convenience & Customer Lifetime Value

Panel Facilitator:

Tom Calloway, Former, Vice President Customer Care AUTONATION and President ACP

AUTOPARTS

Panel Speakers:

Richard Hart, Department Head, Warranties

BMW OF NORTH AMERICA

Brennan Reiter, Director of Business Development

WARRANTY PROCESSING, INC.

Nandit Soparkar, Business and Technical

Development

UBIQUITI, INC.

11:00 Thought leadership

The Service Technician Shortage: Ain't Too Proud To Beg

Research estimates that the automotive industry will need at least 76,000 new technicians each year through 2026. Dealerships nationwide are trying a kitchen-sink strategy to address the shortage, but not enough progress has been made. It's time to listen to technicians about what they want and need. Hear directly from technicians:

- ▶ The surprising news about compensation
- ▶ The impact of culture
- ▶ What we can learn from Aretha Franklin

Steve Brazill, Instructor | Academy
NATIONAL AUTOMOBILE DEALERS
ASSOCIATION

11:45 Partner session

What's trending in the service bays?

Exploring the top repairs that are occurring today and rising in the industry using predictive analytics:

- ▶ What systems and components are experiencing the highest levels of unscheduled repairs?
- ▶ How are new techs faring?
- ▶ What about EV's?
- ▶ What are the most frequent repairs outside of the traditional warranty period?
- ▶ How do you get ahead of these trends?

Renee Stephens, Vice President - Automotive
WE PREDICT

12:15 Panel discussion

Innovative Service Approaches and Concepts

- ▶ Contactless service
- ▶ Over-the-air updates
- ▶ Tech training new technology
- ▶ Use of technology and apps

Renee Stephens, Vice President - Automotive
WE PREDICT

Ed Roberts, Fixed Operations Director

BOZARD FORD LINCOLN

Jim Moloney, VP Aftersales Business Center

NAVISTAR

Chris Sutton, VP Automotive Retail

J.D.POWER

1:00 Networking break

1:30 Strategic insight

Optimizing capabilities to enhance support, satisfaction, and collaboration

- ▶ Balancing needs of field teams, dealership personnel and call center support
- ▶ Cross functional brainstorming to enhance satisfaction
- ▶ Call center management in a virtual world

Paul Rogers, Senior Manager, Warranty
NISSAN GROUP OF NORTH AMERICA

2:15 Peer networking roundtable topics

- ▶ Goodwill empowerment with field personnel
Paul Rogers, Senior Manager, Warranty
NISSAN GROUP OF NORTH AMERICA
- ▶ Customer Care: Outbound Recall execution best practices
Richard Hart, Department Head, Warranties
BMW OF NORTH AMERICA
- ▶ IoT Analytics: Decision Making in the New Normal
Kannan Virdhagiri, Regional Director
TAVANT
- ▶ Quality: Continuous improvement for supplier management / New approaches to diagnosis systems improvement beyond NTF

3:00 Networking and end of summit 4:00

THANK YOU ENG would like to thank all who have assisted with the research and preparation of this event, in particular the speakers, sponsors and media partners who have supported the event through direct contribution. For further information, please refer to our website www.engevents.com.

Conference Fees

**The Tier 1 virtual ticket fee applies to:
Automotive OES / OEMs and Dealers**

Tier 1 Virtual Ticket*	\$800.00
Tier 1 Virtual Ticket for Groups of 3+ Attendees**	\$720.00

**The Tier 2 virtual ticket fee applies to:
Consultants, Finance, Insurance, Software and Legal Providers**

Tier 2 Virtual Ticket*	\$900.00
Tier 2 Virtual Ticket for Groups of 3+ Attendees**	\$820.00

*E.N.G. has the authority to approve final ticket price category.

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Register today www.engevents.com/warrantyusa2020

Attendees at our previous summit include:

Director Global Warranty
& Data Analytics
**TENNECO GLOBAL
RIDE PERFORMANCE**

Manager Warranty Parts
Return Center
**VOLKSWAGEN GROUP
OF AMERICA**

Warranty Engineering
Leader
GKN ePOWERTRAIN

Director Warranty
Management Thermal
System Business Group
VALEO

Quality Manager
BOSCH
ARC Program Manager;
Senior Warranty
Analytics Analyst
**NISSAN NORTH
AMERICA**

Department Head,
Warranties
BMW GROUP

National Warranty
Manager
**KIA
MOTORS AMERICA**

Director Global Warranty
Operations
**FORD MOTOR
COMPANY**

Warranty Field
Operations Manager
**TOYOTA MOTOR
NORTH AMERICA**

Senior Group Manager,
Internal Audit
**HYUNDAI MOTOR
AMERICA**

Senior Professional -
Warranty Cost Recovery
FIAT CHRYSLER US

Global Technical Director, GM
INALFA ROOF SYSTEMS

Director Commercial Vehicle
Warranty
DANA INCORPORATED

Global Director, Innovation
and Continuous Improvement
Methodologies,
Warranty
NEXTEER AUTOMOTIVE

ENG would like to thank the following:

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we predict

Our predictive analytics technology allows you to make smarter decisions today, by diving deep to extract long-term insights from your data. Take Deepview, our syndicated study of predictive automotive warranty frequency, which allows you to see where your claims rank today and where they're headed, compared to your competitors' products and components. It gives you the ability to predict the previously unpredictable. It prepares you for anything that's coming. And it empowers you to meet tomorrow on your terms.



**CONNECTED
CUSTOMER
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Mize is a global Service Lifecycle Management company that provides a Cloud SaaS solution for durable goods manufacturers, including the auto industry, and their value chain. The company provides a Connected Customer Experience among OEMs and their end customers, dealer channels, service provider network, and suppliers, connecting and managing all service lifecycle interactions, extending across Warranty, Service Plans, Support, Service Delivery, Parts, and Returns. Mize solutions reduce service delivery costs, optimize service experiences, and maximize customer lifetime value. For more information, visit www.m-ize.com.

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<input type="checkbox"/>	I understand the terms for processing my data and give permission to use the data to The European Networking Group exclusively for processing requests and marketing purposes. I understand that in order to participate in virtual component and webinars my data will be shared with the necessary live stream and internet providers for purpose of same, as well as any sponsors for purpose of coordination. Further, participation in virtual event and webinar is contingent on allowing information to be shared with sponsor partners for that virtual event and or webinar. I understand that any time after the event I may rescind those privileges by contacting the sponsor or requesting the same to ENG and ENG will endeavor to handle promptly.
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City	Zipcode
State	Country
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Business Opportunities

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To Register

Online: www.engevents.com/warrantyusa2020

Who Should Attend?

The executives that will realize the greatest benefit through attendance are senior vice presidents, vice presidents, directors, managers and heads of:

- Warranty/Extended Warranty
- Aftersales/Aftermarket
- Parts Return
- Supplier Business
- Supplier Quality
- Service Contracts
- Engineering & Quality
- Customer Service & Satisfaction
- Data/Repair Management and Financial Analysis
- Risk Management
- Underwriting
- Sales & Marketing
- Fixed Operations
- Manufacturing Sites Quality

Conference Fee

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- ☐ Tier 1 Virtual Ticket* \$ 800.00
- ☐ Tier 1 Virtual Ticket for Groups of 3+ Attendees** \$ 720.00

The Tier 2 rate applies to

Consultants and Finance, Insurance, Software and Legal Providers:

- ☐ Tier 2 Virtual Ticket* \$ 900.00
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Methods of Payment



Card holder's name	
Card no.	Expiry Date (mth / yr)
MasterCard/VISA 3 DIGIT CIC	last 3 digits, back of card
AMEX 4 DIGIT CIC	4 digits, front of card
Date	Signature
I agree with the Terms & Conditions This booking is invalid without a signature	

Confirmation You will receive an email outlining the details two weeks before the event. For any further information please contact the Operations department at ENG.

Terms & Conditions By completing this registration form, I/we (the delegate/s) hereby agree to the following: For cancellation of full attendance ENG will not be able to mitigate its losses for any less than 50% of each the individual delegate registration at full price, even if cancelled within 1 day after booking. Cancellations must be received by mail, fax or email three weeks before the conference. In case of cancellation thereafter the full conference fee is payable. No credit note will be issued if cancellation is received 3 weeks or less prior to an event. Delegate substitutions are welcome at any time prior to the dates of the conference.

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ENG does not bear responsibility for any conference/programme amendments and/or cancellations, such as speaker cancellation. ENG also reserves the right to change the programme as it sees fit. ENG does not provide refunds due to programme changes and cancellations. ENG reserves the right to refuse at its discretion delegates and companies wishing to attend or register for any of its events.

Please note on virtual attendance and webinar participation your booking covers your participation only. The information is under no circumstances to be shared, viewed by multiple parties, recorded or rebroadcast in any way. By signing this document you are expressly agreeing to the same and understand that any violation will be prosecuted to the full extent of the law. Further, we have done our best to note in brochure what sessions are available virtually and what are live only, however, all sessions are subject to change or cancellation of virtual component.

Special conditions during coronavirus For bookings made between March 13th, 2020 and July 31, 2020, for clients unable to travel due to crisis or due to ENG postponing the event we will offer a choice of:

- Change of booking to virtual attendance which bears a cost of 800€ + Vat and reimbursement of remainder. No further reductions or discounts apply.
- The client may opt to pay the agreed upon booking price in full and receive a voucher for full two day attendance the following year and virtual attendance this year in lieu of reimbursement.

All special conditions that include return of payment or cancellation of same applicable until 31 July 2020.

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Conference Fee

DISCOUNT VALID UNTIL JUNE 30, 2020

The Tier 1 rate applies to Automotive OES / OEMs and Dealers:

Tier 1 -- 2 Day Fee **\$ 1500.00**

☐ **Tier 1 Speaking Company Discounted 2 Day Fee*** **\$ 990.00**

☐ **Optional Pre-Summit Workshop Supplement added to 2 Day Conference Fee Tier 1 rates only - 5/pp per OEM limit** **\$ 300.00**

☐ **Documentation Pack Only** **\$ 545.00**

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For other payment options please contact ENG at warranty@engevents.com.
Payment is required within 5 days. Please quote as reference **SP195**.

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Tier 1 Virtual Ticket July Offer*	\$700.00
Tier 1 Virtual Ticket for Groups of 3+ Attendees**	\$600.00

**The Tier 2 virtual ticket fee applies to:
Consultants, Finance, Insurance, Software and Legal Providers**

Tier 2 Virtual Ticket	\$900.00
Tier 2 Virtual Ticket July Offer*	\$800.00
Tier 2 Virtual Ticket for Groups of 3+ Attendees**	\$700.00

Upgrade to in-person ticket by August 31st **\$600.00**

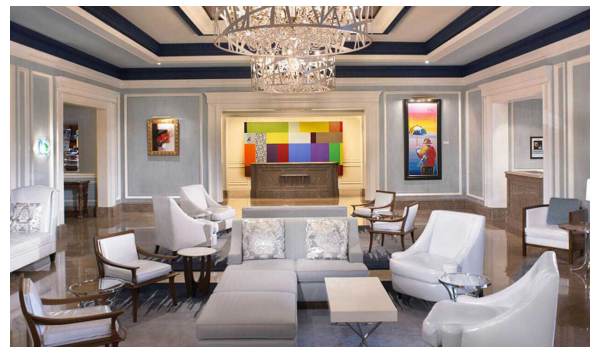
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Hotel Accommodation*



The Henry, an Autograph Collection Hotel in Dearborn possesses a spirit of independence that is reinventing the art of hospitality for the sophisticated modern traveler. Graced with splendid contemporary art on nearly every elegantly paneled wall, the luxurious interior is punctuated with dazzling chandeliers and boldly imagined color accents.

* The conference fee does not include accommodation rates. In the coming months we will be following government guidelines, and if safe to hold the meeting in Dearborn, we will send information on how to book your accommodation with a reduced rate.

Attendees at our previous summit include:

Director Global Warranty
& Data Analytics
**TENNECO GLOBAL
RIDE PERFORMANCE**

Manager Warranty Parts
Return Center
**VOLKSWAGEN GROUP
OF AMERICA**

Warranty Engineering
Leader
GKN ePOWERTRAIN

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Management Thermal
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VALEO

Quality Manager
BOSCH

ARC Program Manager;
Senior Warranty
Analytics Analyst
**NISSAN NORTH
AMERICA**

Department Head,
Warranties
BMW GROUP

National Warranty
Manager
**KIA
MOTORS AMERICA**

Director Global Warranty
Operations
**FORD MOTOR
COMPANY**

Warranty Field
Operations Manager
**TOYOTA MOTOR
NORTH AMERICA**

Senior Group Manager,
Internal Audit
**HYUNDAI MOTOR
AMERICA**

Senior Professional -
Warranty Cost Recovery
FIAT CHRYSLER US

Global Technical Director, GM
INALFA ROOF SYSTEMS

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and Continuous Improvement
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