



# Automotive Warranty Management Summit

October 25-26  
2021(EST)  
The Henry Hotel  
Dearborn MI &  
Virtual



Obstacles and opportunities in tough times

### Key topics for 2021:

- Exploring warranty practice in the new normal
- Data and technology excellence to drive your business
- Cost and waste control in warranty
- Mitigating the impact of recall
- Warranty analytics to drive early detection, product improvement, and process excellence
- The link between warranty, customer satisfaction, and product quality

### Why ENG?

- 60+ thought leaders every year specifically devoted to the topic
- ENG has 20 years experience in presenting auto events that drive profitability
- 2 days of an informative and highly interactive experience
- Clear strategies to improve your processes and opportunities to connect with partners

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

**Joe Werth**  
Vice President Integrated  
Warranty



**Judy Brunson**  
Vice President  
Corporate Quality



**Jose Clemente**  
Warranty Performance  
and Parts Review



**Ed Roberts**  
Fixed Operations Director



**Sacha Porges**  
Global Director Customer  
Quality & Programs



**Jennifer Jones**  
Global Warranty  
Spend Manager



**Chris Wolf**  
Manager, Warranty  
Compliance



**Ronald Hoedemakers**  
General Manager



**Jack McClure**  
Workshop Manager



**Dr Ashkan Nazari**  
Senior Data Scientist &  
Cloud-BMS Lead



**Bruno Debonnet**  
Director Quality  
Planning



**Graham Swan**  
Director Global Warranty



**Leo Roeks**  
Automotive Strategy  
and Process Expert



**Renee Stephens**  
VP Automotive



**Wayne Mitchell**  
Global Director Sales



**Vikram Gupta**  
Product Marketing Director



**Cameron Ford**  
Senior Sales Executive



**Dan Hulkower**  
SVP Business  
Development



**Nandit Soparkar**  
Business & Technical  
Development



**Dr Benjamin King**  
Senior Software Engineer



**Sean Smiley**  
VP Enterprise Solutions



**Salim Murr**  
Strategy Advisor



Register today [www.engevents.com/warrantyusa2021](http://www.engevents.com/warrantyusa2021)

### Hybrid Experience 2021

Choose from in person or virtual attendance – To meet the demands of this difficult time you may either attend in person or as a virtual participant if you are unable to travel. Of course in person is preferred, but our virtual platform offers an informative and interactive experience

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**AGENDA - MONDAY OCTOBER 25, 2021**

**TIMES SHOWN ARE EST (UTC-4:00)**

**8:45 Early Registration and Welcome Coffee**

9:15 Interactive attendee roundtables

This year we open with an interactive experience top get to know one another. Attendees will break into live and virtual groups to discuss the topics of today. This year we cover:

- ▶ Improving communication in the value chain to enhance data
- ▶ AI and future tech and their impact on the warranty process
- ▶ Coping with service center and network reluctance to adopt new practices and tech

*Recaps to follow after lunch!*

**10:15 Networking Coffee and Late Registration**

**10:45 Opening remarks from ENG and the Chairperson**

11:00 Panel Discussion

**Checking in: The state of the US automotive industry**

- ▶ Looking at and interpreting the data on current and expected sales and manufacturing figures
- ▶ The impact on warranty budgets and practices
- ▶ Customer desire to extend car life and warranty terms: Obstacle or opportunity?

**Panel Facilitator:**

**Nandit Soparkar, Business & Technical Development**

**UBIQUITI**

**Panellists:**

**Sacha Porges, Global Director - Customer Quality & Programs**

**GKN AUTOMOTIVE**

**Jose Clemente, Warranty Performance and Parts Review Supervisor**

**GENERAL MOTORS**

**Jack McClure, Workshop Manager**

**MOTORWERKS**

**DATA SPOTLIGHT**

12:00 Strategic Insight

**Leveraging Data along the Automotive Service Value Chain**

- ▶ Increasing collaboration between players to create more meaningful product data
- ▶ Enhancing coding at dealer level so we speak the same language
- ▶ Having a clear flow from data to analysis to innovation

**Dr Benjamin King, Senior Software Engineer**  
**UBIQUITI**

12:15 Strategic Insight

**Data excellence as a driver of process quality**

- ▶ Ensuring data is properly collected, shared, cleaned and housed from point of service to HQ and beyond
- ▶ Acting on small data to address customer needs in a timely manner
- ▶ Using big data to predict trends and enhance early warning (EWS)
- ▶ Ensuring your data practice complies with regulation

**Dr Ashkan Nazari, Sr Data Scientist & Cloud-BMS**  
**LUCID MOTORS**

**12:45 Networking Lunch**

2:15 Roundtable recaps

*Here table leaders will spend 5 minutes each summarizing the findings of all tables*

2:45 Partner Presentation

**Recall evolution post pandemic**

- ▶ Changes in customer expectation in times of crisis
- ▶ Technology trends disrupting your business
- ▶ Updating your playbook with new player formations, winning plays, drills and training!

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

3:00 Interview

**Overcoming challenges of digitalisation for the future at the dealer level**

- ▶ Lack of technology and equipment available to ensure performance
- ▶ The struggle to keep maintenance workers and issues with high turnover and restrictions
- ▶ Enabling improved warranty claim management systems

**Ed Roberts, Fixed Operations Director**  
**BOZARD FORD LINCOLN**

**Vikram Gupta, Product Marketing Director**  
**MIZE**

**3:30 Networking coffee break**

4:00 Interview Discussion

**Managing recalls and coping with claims from multiple models**

- ▶ Software complexities when trying to detect trends
- ▶ Recognizing and acting on the early signs of a problem
- ▶ Using predictive analytics to reduce recall cost and liability

**Panel Facilitator:**

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

**Panellists:**

**Jose Clemente, Warranty Performance and Parts Review Supervisor**

**GENERAL MOTORS**

**Sacha Porges, Global Director - Customer Quality & Programs**

**GKN AUTOMOTIVE**

**5:00 Closing remarks from ENG and chairperson**

**5:45 Networking dinner**

**7:15 Close of networking dinner**

**AGENDA - TUESDAY OCTOBER 26, 2021**

**TIMES SHOWN ARE EST (UTC-4:00)**

**8:15 Welcome coffee and registration**

**8:45 Opening remarks ENG and chairperson**

9:00 Case Study

**Covid further supporting the drive towards digitalisation**

- ▶ Legacy systems and the capabilities gap
- ▶ The key ingredients: data and end-to-end integration
- ▶ Operational efficiencies and new growth opportunity – balancing base systems needs and innovation

**Joe Werth, Vice President Integrated Warranty NAVISTAR**

9:30 Partner Presentation

**Reducing claim costs and identifying "over repair" Dan Hulkower, SVP Business Development AFTER, INC.**

9:45 Case Study

**EU perspective: Controlling cost and increasing efficiency in the value chain**

- ▶ How Toyota's DNA is focused on building quality in the industry
- ▶ Reducing cost of audit through automation
- ▶ Spotting fraud and reducing loss from poor practice

**Ronald Hoedemakers, General Manager TOYOTA**

**10:15 Networking coffee break**

10:45 Partner Presentation

**EVs should have lower service costs, right? What's really happening out in the service bays?**

- ▶ Comparing repair and service trends on electric vehicles compared to gas and hybrid models while looking at implications as manufacturers prepare to launch their electrification programs.

**Renee Stephens, VP Automotive WE PREDICT**

11:00 Panel discussion

**Modern vehicle technology and the impact on warranty**

- ▶ The specific demands of electric and autonomous vehicles on warranty: What are we seeing so far? What's to come?
- ▶ Meeting the service and warranty demand of this high end customer
- ▶ Battery warranty, on site repair and digital warranty

**Panel Facilitator:**

**Renee Stephens, VP Automotive WE PREDICT**

**Panellists:**

**Sacha Porges, Global Director - Customer Quality GKN AUTOMOTIVE**

**Ashkan Nazari, Senior Data Scientist & Cloud-BMS LUCID MOTORS**

**Bruno Debonnet, Director Quality Planning YAZAKI**

12:00 Interactive attendee roundtables

- ▶ The warranty needs of EV, and self-driven vehicles
- ▶ Shortages of chips, technicians and parts effecting the quality of vehicles
- ▶ Reluctance to modernize in the industry with tracking and automation

**12:45 Networking lunch break**

1:45 Roundtable recaps

*Here table leaders will spend 5 minutes each summarizing the findings of all tables*

2:15 Partner Presentation

**Looking at vehicles as a tech device Cameron Ford, Senior Sales Executive MIZE**

2:30 Panel discussion

**The evolution of warranty and its effect on technology and processes post covid**

- ▶ Reinventing control and audit in times of crisis: Overcoming challenges of remote warranty audits
- ▶ Shortages of chips, technicians and parts effecting the quality of vehicles
- ▶ Challenges with predictions on future spending and how to estimate
- ▶ How changes in dealer, OEM and supplier interaction is impacting the management process

**Panel facilitator:**

**Sean Smiley, VP Enterprise Solutions ATHEER**

**Panellists:**

**Chris Wolf, Manager, Warranty Compliance VOLKSWAGEN**

**Jennifer Jones, Global Warranty Spend Manager FORD**

**Salim Murr, Strategy Advisor ATHEER**

3:15 Case Study

**Quality 4.0 and the Warranty Experience**

- ▶ Q4.0 introduction at CMI
- ▶ Impact on the Warranty Experience

**Judy Brunson, VP Corporate Quality**

**Graham Swan, Director Global Warranty CUMMINS**

**3:45 Closing remarks from the Chairperson & ENG**

**Farewell coffee break**

**Close of conference**

Register today [www.engevents.com/warrantyusa2021](http://www.engevents.com/warrantyusa2021)

## 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**

## Testimonials

By far the most interesting and relevant conference I have attended in recent years. An absolute must for warranty professionals from any part of the automotive warranty chain.

Field Quality Manager, Global Thermal Management  
**MAHLE**

A great opportunity to share ideas, insights and best practices and to learn from colleagues.

Manager Accessory Supplier Quality & Homologation  
**MOBIS**

This is THE conference for the auto warranty market. All of the key players attended with an open atmosphere of sharing and collaboration. Highly recommended.

CEO  
**WARWICK ANALYTICS**

Well produced and organised conference encouraging genuine opportunities to network and pursue benchmarking contacts.

Quality Engineering Director  
**JAGUAR LAND ROVER**

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**FOR MORE INFORMATION, PLEASE CONTACT: JULIA LABRUM @ [JLABRUM@ENGEVENTS.COM](mailto:JLABRUM@ENGEVENTS.COM)**

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](http://www.engevents.com).



# Delegate Information

Title Name

Position

E-mail

Mobile

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Date Signature

Complete Organization Name

Company VAT Number (if applicable)

Address

City Zipcode

State Country

Tel Fax

# Business Opportunities

A limited amount of exhibition space is available at the forum. Sponsorship opportunities covering luncheons, evening receptions and advertising in documentation packs are also available. For further information please contact:

**Julia Labrum, Sponsorship Director**  
 +34 91 535 7087 [jlabrum@engevents.com](mailto:jlabrum@engevents.com)

## To Register

Online: [www.engevents.com/warrantyusa2021](http://www.engevents.com/warrantyusa2021)

## 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

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

<input type="checkbox"/> Tier 1 PHYSICAL Ticket*	\$ 1400.00
<input type="checkbox"/> Tier 1 PHYSICAL Ticket for groups of 2+ attendees**	<del>\$ 1400.00</del> \$ 1120.00
<input type="checkbox"/> Tier 1 VIRTUAL Ticket*	\$ 800.00
<input type="checkbox"/> Tier 1 VIRTUAL Ticket for groups of 2+ attendees**	<del>\$ 800.00</del> \$ 720.00

The Tier 2 rate applies to Consultants and Finance, Insurance, Software and Legal Providers:

<input type="checkbox"/> Tier 2 PHYSICAL Ticket*	\$ 1800.00
<input type="checkbox"/> Tier 2 PHYSICAL Ticket for groups of 2+ attendees**	<del>\$ 1800.00</del> \$ 1440.00
<input type="checkbox"/> Tier 2 VIRTUAL Ticket*	\$ 1000.00
<input type="checkbox"/> Tier 2 VIRTUAL Ticket for groups of 2+ attendees**	<del>\$ 1000.00</del> \$ 900.00

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

\*\*To qualify for the group discounts these conditions apply:

- ▶ All delegates must register on the same day at the same time
- ▶ Delegates must be from the same company

\*Discounts are not reimbursed for previously purchased tickets. Prices are per person and include the conference documentation, lunches, refreshments, the networking dinner reception and service charge but exclude hotel accommodation. Applicable VAT will be charged. Prices subject to change.

## Methods of Payment



Card holder's name

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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  
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The conference fee does not include accommodation rates. Upon receipt of your registration you will receive an email with information on how to secure your accommodation at the **Hotel**. Please note that after the cutoff date one month before the event, rooms are subject to availability and rates are determined by the hotel.

**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.

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