



WORKSHOP 5:

Warranty Claims Handling 101

Presenter:

Amanda E. Heitz

Attorney

BOWMAN AND BROOKE, LLP

Workshop Overview

Workshop participants will learn about and understand the applicable law, and the keys to successfully handling warranty claims. Ms. Heitz will discuss how dealers can best document repair orders through to how customer relations should respond. She will present examples of cases which Bowman and Brooke has arbitrated or tried to verdict you will review the facts, discuss the outcome, and hear about the lessons learned. The workshop is interactive, and Ms. Heitz will present hypothetical situations and ask for your feedback throughout the presentation.

Who should attend:

- In-house counsel
- Consumer affairs personnel
- Dealer/retailer service managers/advisors
- Upper level management

Learning Points:

- The applicable law
- How to handle claims (to include interactions with dealer level employees, the consumer, and the consumer's counsel)
- Case evaluation
- Tactics, techniques, and procedures for resolving claims in-house
- How to select and manage relationships with outside counsel