**JOB DESCRIPTION:**

**WARRANTY ADMINISTRATOR –**

**EXAMPLE OF WARRANTY CLAIM REQUIREMENTS**

The following items must be reviewed on warranty claims before submission:

* Check for the complaint, cause, and correction
* Must show on all warranty claims, including claims to install special ordered part(s)
* Check for the signatures by the customer on the accounting copy of the repair order. If the customer is picking the vehicle up after hours and cannot sign the repair order, service management must sign and indicate why on the warranty claim
* Fluids with their part numbers must be used on all warranty claims, including oil, antifreeze, transmission fluid, and freon
* The repairing technician(s) must describe in detail the manufacturer's specifications or tolerances before and after the replacement of the following:
* Ball joints\*
* Rotor machining or replacing\*
* Tie rods\*
* Wheel replacement\* (unless cosmetic)
* Wheel alignment\*\*
* \*'Loose, worn, or out of round' are not acceptable causes for repair or replacement
* Check for transmission forms filled out by the service advisor and the repairing technician. These forms must be attached to any transmission complaint except those for leaks
* Flash update stickers must be invoiced on the warranty claim
* Check for descriptions by line, 'SA' authorizations and management initials for '00' time breakdown must be included on the accounting copy of the repair order
* Check for 'Customer OK'D, Customer Auth'd, Customer Requested' for all add-ons on the work order copy with 'SA' authorization, initials, and date. (Please note, this date must coincide with the actual time and date the customer OK'D, authorized, or requested.)
* Check for 'SA' to authorize loaner vehicle on repair order copy with initials, date, and why. (Loaner vehicles must be recorded in the Loaner Vehicle Logbook with the reason it was authorized, i.e., FFV, parts taken overnight, repair time taken overnight, customer satisfaction, etc.)
* Check for the customer's signature on the work order copy; this includes Early Bird envelopes, and Drop Offs as the service advisor must initial them
* Check for 'SA' authorization, initials, and dates on all add-ons on the work order copy to facilitate already authorized repairs, i.e., broken bolts during recall
* Check for signature or initials when Service Maintenance Contract oil changes when an Express Lane or Quick Service repair order was used
* Check for service management signature on all Road Ready repair orders
* Check for Road Ready Sheets attached to Road Ready repair orders
* Road Ready Sheets must be checked and not lined through
* 'Out of Warranty and Goodwill Adjustments' must have the original authorization on the work order copy with initials, date, and description of why the authorization is being given. If either the DSM or CAC is authorized, it must be written on the work order copy. If the approval included a customer co-pay, this also must be written on the work order copy.
* Every warranty repair order must be checked against the vehicle's service history:
  + If the customer's complaint or repair is similar to one in the vehicle's history, all copies of the previous repairs or warranty claims must be attached to the work order copy. A careful examination of the past repairs or warranty claims must be made to determine if the new repair is the manufacturer's or the dealership's responsibility.
  + If the new repair is decided to be the responsibility of the manufacturer, an "SA' authorization and explanation as to why the additional repair is being charged to the manufacturer. That information must be written on the work order along with service management initials and dates.
  + If the new repairs are discovered to be the dealership's responsibility, the repairing technician must accept responsibility for the repair.
* A copy of all sublets charged to warranty must be attached to the claim copy of the repair order.
* Check for the beginning and ending mileage on all repair orders.
* Multiple repairs, such as wheel replacement, must be submitted singularly, with each wheel having one opcode, failure, etc.
* Check for a VIP 14 attached to every warranty claim

**Job Description Acknowledgment**

I have reviewed the job description for my position and understand my responsibilities.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: ­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_