

## Service Advisor Warranty Responsibilities

Preparation of a warranty claim-for-credit begins with the Service Advisor.

The Service Advisor begins the warranty repair order claim-for-credit, and is responsible for ensuring all the required customer, vehicle, technician, and management entries are captured as follows:

- Responsible for noting service advisor identification number on claim.
- Perform write-up of repair order – This includes entering customer information: Name, address, VIN, Mileage, License State code, telephone numbers, date, and description of customer concerns.
- Performing a vehicle walk around noting any modifications which might affect the warranty coverage.
- Ensure that each of the customer's concerns are captured comprehensively describing exactly the nature of the problem.
- Obtain customer signature on repair order upon completion of service write up.
- Check OEM report for: Outstanding Recalls, Customer Satisfaction Programs, Special Service Instructions, symptom codes, warranty start date, warranty cancellation information, etc.
- Makes preliminary evaluation whether work will be covered under the factory warranty, Extended Service Contract, dealer internal repair, customer pay, etc.
- For extended service contract repairs verify base part number coverage and obtain prior approval for repair/service with the OEM.
- Review customer service history for indication that current repair requests have been noted/repaired previously.
- Notify the OEM as necessary when two or more repair attempts have been made for the same customer concern.
- Notify the customer and get prior on any Add-on repairs that may be required during the repair process.
- Ensure the technician has composed a complete and comprehensive description of each repair event, documenting his/her duplication of the customer's original concern, the diagnostics performed, the causal part(s) which failed, the exact nature failure(s), the actual repair event, and the final verification of the repairs.
- Perform a final review of the repair order warranty claim-for-credit, double checking vehicle in and out mileage, technician punch times, any OEM approval codes, the proper Service Manager and Customer add-on repair signatures, dates, times are properly captured on the repair order hard copy.