

ROADMAP FOR THE 3rd ANNUAL

VEHICLE SERVICE & WARRANTY LIFECYCLE SUMMIT

OCTOBER 24-25 2023
THE HENRY HOTEL DEARBORN MI



STRENGTHENING YOUR ROADMAP IN A CUSTOMER FIRST CONNECTED WORLD

THANKS FOR YOUR INTEREST!

We had a great 2nd annual summit where we grew by over 57% to nearly 200 attendees working across the warranty lifecycle. We were rewarded by the thought leadership from our diverse and dynamic speakers offering insights and tools to improve warranty and aftercare end-to-end experiences. And, we all benefited from equally engaged attendees active in group discussions, Q&A sessions and networking sessions which added extra returns for all involved.

HEARTFELT THANKS TO OUR SPEAKERS AND SPONSORS WHO MADE THE EVENT POSSIBLE.

50+ SPEAKERS **8+ HOURS NETWORKING**
15 SPONSORS & TECH EXPO **150+ ATTENDEES**
80+ COMPANIES PARTICIPATING

Here within this brochure, you will find a snap-shot to the 2022 summit which we will build-on for our 3rd annual later in October.

If you are not a Member Company yet, don't wait to **GET MAPCONNECTED** because **we offer** year-round benefits including virtual monthly peer-to-peer round robins, facilitated surveys and networking, benchmarking and collaboration opportunities geared specifically within the MAPconnected network for Warranty Lifecycle Executives.

Kind regards,

Pam Walter



FINDING NEW WAYS TO CONNECT CAN BE A CHALLENGE. MAPCONNECTED MEMBER NETWORK WILL OFFER YOU:

- A neutral environment where you can discuss global trends.
- The freedom to share your expertise with like-minded peers outside of your company, 24 hours a day/7 days a week.
- The ability to gain new perspectives on how to stay ahead of the curve amid continued disruption.
- The benefit of participating in industry-specific benchmarking by job function.
- The opportunity to find a business mentor outside of your company with whom you can connect and interact.

MAPconnected is a community that provides its members the opportunity to:



Connect about successes, failures, case studies, new ideas and current trends



Collaborate through brainstorming, asking and answering questions, building on each other's ideas, and staying informed on emerging developments



Benchmark proven practices, insights, lessons learned, and practical suggestions through material in threaded forum discussions, conversations, and interactions

More connections. More collaboration. More benchmarking.

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MAPCONNECTED'S GUIDING PRINCIPLES ARE CENTRAL TO THE NETWORK'S SUCCESS

UNRIVALLED
networking and
best practice
sharing platform to
motor vehicle
industry executives

100% NEUTRAL
environment

GIVE AND RECEIVE
premise

RECEIVE new insights
and inspiration by
exchanging
experiences and
ideas between peers

MEMBERS
contribute to the
program and topics

MEMBERS FOLLOW
the code of
business conduct
and ethics

GIVE

Share your expertise and
experience with your peers



RECEIVE

Valuable insights and
expertise from your peers

MAPconnected Member Network Participants

Includes motor vehicle executives responsible for the design and execution of Warranty, Recall, Aftersales, Technical Services, Customer Care Management and Support Services.

The network represents leading automotive, powersport, bus, truck, construction, and agricultural equipment OEMs, parts and equipment suppliers, their retailers, dealers, distributors, logistics and services providers.

PARTICIPATING COMPANIES 2022



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ATTENDEES 2022

EVP Corporate Development & Strategy
Account Executive
Director Customer Solutions
Senior Enterprise Account Executive
VP Business Development
CEO
Chief Executive Officer
Strategy Advisor
Director
Warranty Business Administration Lead
Operations Manager
President
Consultant
Business Development Director
Business Development Director
Warranty Parts Logistics & Supplier Recovery Manager
COO
Aftersales Data Analyst
Dealer Training & Resources
Exec Managing Director
Vice President Strategic Accounts
Director Global Warranty Quality Systems
Director Warranty Regional Operations & Compliance Operations
Director Global Warranty Quality
President
President
Vice President of Operations
Automotive Supplier Consulting Executive
Warranty Manager
Warranty Supervisor
Warranty Compliance Auditor
Warranty Supervisor
Founder
Marketing Manager
TSO Systems Manager
Analytics Manager
SWIS/VOR Project Specialist
Global Director Service Engineering Operations
Global Lifetime Warranty Manager
Powertrain Operations Manager
Claims Payment Manager Global Warranty Operations
Warranty Project Manager
Business Strategy Manager Global Warranty Operations
OWS Production Support Manager Global Warranty Operations
Vice President Quality
Member
National Warranty Manager
Warranty Performance Supervisor
Warranty Performance Supervisor
Warranty Spend Reduction Manager

2-10 HBW
Advantage Technical
Advantage Technical
After
AmTrust
Apco Holdings
Atheer
Atheer
Atheer
Audi of America
AvantaGuard
AvantaGuard
AWM Warranty Management
Axiom Connected
Axiom Connected
BMW North America
Bozard Ford Lincoln
BraunAbility
BraunAbility
Brown & Brown Risk
Concannon XR
Cummins
Cummins
Cummins
Dealer Technical Services
Dealers Resource Center
Dealers Resource Center
Deloitte
Doosan Bobcat North America
Daimler Truck North America
Daimler Truck North America
Daimler Truck North America
Engagement Media Co
Fisher Auto Parts
Ford Motor Company
Ford Motor Company
Ford Motor Company
Ford Motor Company
Ford Motor Company
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Ford Motor Company
Ford Motor Company
Ford Motor Company
Ford Motor Company
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Ford Motor Company
Ford Motor Company
Ford Motor Company
Forvia Faurecia Seating
Frost Brown Todd
General Motors
General Motors
General Motors
General Motors

ATTENDEES

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ATTENDEES 2022

Service Director I-10 Toyota
Vice President Quality Analytics Division J.D. Power
Vice President Innovation JM&A
John Deere Protect Program Manager John Deere
Project Manager Warranty John Deere
Manager Aftermarket Services Portfolio John Deere
Founder & Chief Intelligence Officer JP Strategy & Intelligence (JPSI)
Director of Warranty Kenworth Truck Company
VP Quality Lightning eMotors
Director Aftersales Parts & Service Magni America
Shareholder Meenan P.A.
Product Manager Mercury Mechanical Protection
Director of MMP Operations Mercury Select Management
Business Development Midtronics
Manager of IC Service Engineering & Warranty Failure Analysis Mitsubishi Logisnext
Senior Manager Service Engineering & Warranty Mitsubishi Logisnext
President MR Insights
Warranty Administration & Technical Support Director MSX International
Warranty Operations Manager MSX International
Warranty Administration & Technical Support Account Mgr MSX International
Warranty Process Review Program Manager MSX International
Warranty Test Center Manager MSX International
Warranty Engineer Multimatic
President & CEO National Center for Dispute Settlement
Associate Warranty Director Navistar
General Manager Navistar
VP Warranty Uptime & TCO Navistar
Senior Manager Warranty Nissan North America
Warranty Systems Nissan North America
Senior Manager Warranty Nissan North America
Chief Commercial Officer NTP Company
VP Business Development PCMI
CEO PCMI
President & CRO PCMI
Marketing Manager PCMI
Founder & CEO Real Variable
Co-Founder & COO Real Variable
AVP Business Development Real Variable
VP Business Development Real Variable
VP Customer Success Real Variable
Co-Founder & CTO Real Variable
Account Executive RealWear
Senior Director Dealer Sales & Service RepairPal
CEO RepairPal
Manager Sales Quality & Warranty Robert Bosch
Enterprise Account Manager SAS
Portfolio Manager for Quality & Service Solutions SAS
Senior Automotive Account Executive SAS
Account Executive SAS
Global Director Sales & Marketing Sedgwick

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Global Director Sales & Marketing
Warranty Manager
Director Quality
Automotive Warranty Manager North America
Quality Director HVOR
Principal Consultant
Quality Manager
Global Warranty Manager
Director of Training
Manager Warranty Administration
Manager Regulatory Affairs
Senior Manager Control Tower & Field Quality
Critical Customer Management
Application Architect
Head of Technical Service
CEO
Service Operations Manager
Parts Collection Center Manager
Field Quality Assurance Manager
Client Executive
VP Solution Consulting & Value Engineering
Solution Consultant
Chief Product Officer
Marketing Manager
Aftermarket Parts & Service Advisor
Director of Sales
Vice President Sales
Business Development
Enterprise Solutions Engineer
Vice President Aftersales & Warranty
Aftersales Solutions
Director of Quality & Warranty
Senior Manager Warranty Administration
Warranty Expense Control Manager
Director of Field Quality & Warranty
Director
Business & Technical Development
Assistant Professor
Co-Founder
CEO
Manager - Warranty Parts Return & Systems
Data Scientist & Data Research Product Support Technical Service & Quality
Manager Warranty Compliance
Warranty Program Manager
Lead Warranty Segment Leader
Manager Technical Analysis & Supplier Warranty Recovery
Director Warranty
Warranty Program Manager
CEO
Director of Product
President
Quality Assurance Supervisor
Manager
Manager Technical Service
Training Manager
Product Manager Global Telematics Digital Innovation Office

Sedgwick
Sensata Technologies
Sensata Technologies
Sensata Technologies
Sensata Technologies
Service Contract Consulting
Sogefi
SRG Global
Standard Motor Products
Stellantis
Stellantis
Stellantis
Stellantis
Stellantis
Stellantis
Strategic DX
Subaru of America
Subaru of America
Subaru of America
Synchron
Synchron
Synchron
Synchron
Synchron
Synchron
Tavant
Tavant
TeamViewer
TeamViewer
Tech Mahindra
Tech Mahindra
The Shyft Group
Toyota
Toyota
Trek Bicycle
Tweddle Group
Ubiquiti
University of Michigan-Dearborn
VectorSolv
VectorSolv
Volkswagen Group of America
Volkswagen Group of America
Volkswagen Group of America
Volvo and Mack Trucks
Volvo Group North America
Volvo Group North America
Volvo Group Trucks North America
Volvo Trucks
WarrCloud
WarrCloud
WD3 Automotive
Yanmar
Yanmar
Yanmar
Yanmar
Yanmar

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MEET OUR SPONSORS 2022

GOLD

J.D. POWER

syncron™

 TeamViewer
TECH
mahindra

SILVER

 after

 sedgwick

 REPAIR
PAL

 PCMI
Your Technology Partner

 ATHEER

 REAL VARIABLE
Infochains. Insights. Intelligence

BRONZE

 CONCANNON XR

 NCDS

 WarrCloud

 TAVANT

STRATEGIC  DX


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THANK YOU FOR YOUR INTEREST

For further information reach out to us!

Pam Walter, Founder

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