ROADMAP FOR THE 3rd ANNUAL

VEHICLE SERVICE & WARRANTY LIFECYCL SUMMIT OCTOBER 24-25 THE HENRY HOTEL DEARBORN MI



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



WHY JOIN?

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



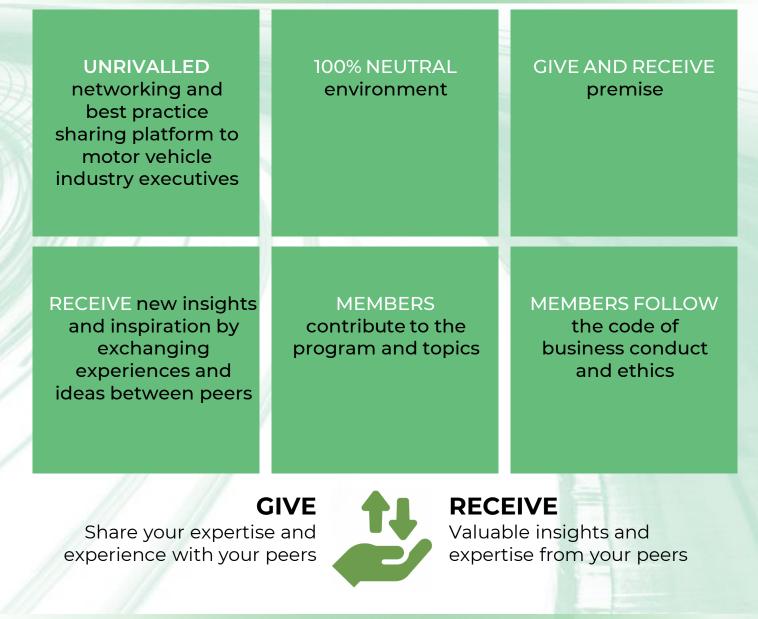
Benchmark proven practices, insights, lessons learned, and practical suggestions through material in threaded forum discussions, conversations, and interactions

More connections. More collaboration. More benchmarking.



MAPconnected

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



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





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 Forvia Faurecia Seating Frost Brown Todd **General Motors General Motors General Motors General Motors**

ATTENDEES

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Service Director Vice President Quality Analytics Division Vice President Innovation John Deere Protect Program Manager Project Manager Warranty Manager Aftermarket Services Portfolio Founder & Chief Intelligence Officer **Director of Warranty** VP Quality **Director Aftersales Parts & Service** Shareholder Product Manager **Director of MMP Operations Business Development** Manager of IC Service Engineering & Warranty Failure Analysis Senior Manager Service Engineering & Warranty President Warranty Administration & Technical Support Director Warranty Operations Manager Warranty Administration & Technical Support Account Mgr Warranty Process Review Program Manager Warranty Test Center Manager Warranty Engineer President & CEO Associate Warranty Director General Manager VP Warranty Uptime & TCO Senior Manager Warranty Warranty Systems Senior Manager Warranty Chief Commercial Officer VP Business Development CEO President & CRO Marketing Manager Founder & CEO Co-Founder & COO **AVP Business Development VP** Business Development VP Customer Success Co-Founder & CTO Account Executive Senior Director Dealer Sales & Service CEO Manager Sales Quality & Warranty Enterprise Account Manager Portfolio Manager for Quality & Service Solutions Senior Automotive Account Executive Account Executive Global Director Sales & Marketing

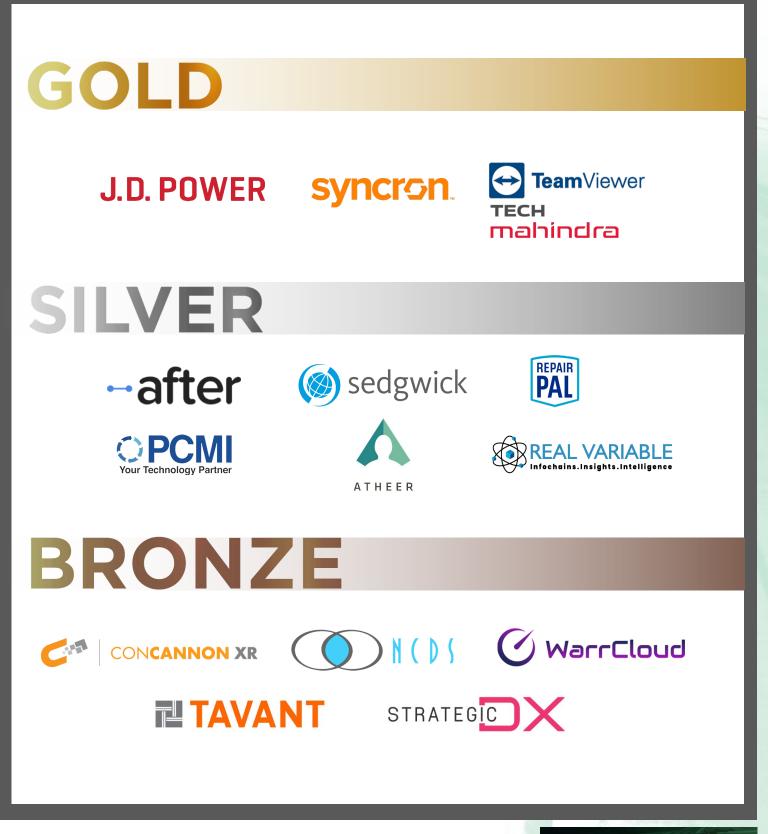
I-10 Tovota J.D. Power JM&A John Deere John Deere John Deere JP Strategy & Intelligence (JPSI) Kenworth Truck Company Lightning eMotors Magni America Meenan P.A. Mercury Mechanical Protection Mercury Select Management Midtronics Mitsubishi Logisnext Mitsubishi Logisnext **MR** Insights **MSX** International MSX International MSX International MSX International MSX International Multimatic National Center for Dispute Settlement Navistar Navistar Navistar Nissan North America Nissan North America Nissan North America **NTP Company** PCMI PCMI PCMI PCMI **Real Variable Real Variable Real Variable Real Variable** Real Variable **Real Variable** RealWear RepairPal RepairPal Robert Bosch SAS SAS SAS SAS Sedgwick

ATTENDEES

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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 Adminstration 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 Sericce Training Manager Yanmar Product Manager Global Telematics Digital Innovation Office Yanmar

Sedgwick Sensata Technologies Sensata Technologies Sensata Technologies Sensata Technologies Service Contract Consulting Soaefi SRG Global Standard Motor Products Stellantis Stellantis Stellantis Stellantis Stellantis Stellantis Strategic DX Subaru of America Subaru of America Subaru of America Syncron Syncron Syncron Syncron Syncron Syncron 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







THANK YOU FOR YOUR INTEREST

For further information reach out to us! Pam Walter, Founder 609.216.6998 info@mapconnected.com

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www.mapconnected.com