



BULLETIN

To: OESA Regular Members

BULLETIN: 04-52

**From: Neil De Koker
President**

Date: December 22, 2004

OESA Starts Warranty Management Council

OESA announces the formation of the Warranty Management Council to address the needs of senior warranty management executives within the OE supplier community and direct OESA in an advocacy role when appropriate.

Council membership is open to senior executives and functional managers responsible for warranty management within OESA Regular Member companies. Please forward this notice to the appropriate individual(s) in your organization.

The WMC is an opportunity for senior executives responsible for warranty to meet with automotive supplier industry peers to network and participate in a forum addressing common interest issues. The council will be limited in size to assure effective dialogue.

A planning committee representing 13 companies established the mission, objectives, and initial issues for the WMC. These are provided in the attached profile. Issues of interest for 2005 include:

- Organizational commitment and resources
- Warranty reserve accounting
- IT solutions and tool sets – analysis, communication
- Access to data sets and commonizing data protocols
- TREAD Act, part traceability, data visibility and retention
- OEM data information systems and processes
- Financial resolution and chargeback procedures
- Prioritizing warranty root issues
- Dealer-supplier communication
- Warranty measurement and correction metrics
- Repair and service procedures - updating to current part/ECN
- Root cause analysis tools and training
- Integration of warranty information into product planning and program management

The first council meeting will take place on March 10, 2005 from noon – 6:30 p.m. in Troy, Mich. Further details will be provided to council members.

Interested individuals should return the attached form to OESA as soon as possible. For further information, contact Dawn Geiger, at dgeiger@oesa.org or 248.952.6401 extension 222.



Warranty Management Council

Council Profile

PURPOSE

The purpose of the Original Equipment Suppliers Association Warranty Management Council is to provide a forum to address warranty-related issues, share best practices, and recommend solutions to improve customer satisfaction through reduced warranty events, expense, and risk throughout the entire automotive value chain.

MEMBERSHIP

Membership in the council is available by invitation to the senior executive or functional manager responsible for warranty or the warranty process, who is an employee of an OESA Regular Member company. Membership is granted to individuals rather than companies and is limited in size to promote effective dialogue among members.

Eligibility is determined by the Council Board of Governors and is based upon the prospective members' ability to participate and contribute constructively in the council discussions and activities. Efforts will be made to invite executives from companies that are representative of the supplier community. A designated alternate who is a direct report to the council member may also be named to participate in the council.

GOVERNANCE

The WMC will have a Board of Governors that sets direction for council activities and advises OESA staff on programs, agenda, and special issues. A Chair will be selected from the Board of Governors on a yearly basis, and confirmed by the full council. The council will be accountable to the OESA Board of Directors.

MEETINGS

The council will meet quarterly at mutually agreed upon times and locations selected by the members. A roundtable format is followed where previously identified issues are presented and discussed and the interchange of opinions, ideas, and issues result in a resolution or a plan for further investigation and analysis. To benefit the industry as a whole the issues could result in "white papers". Such white papers must be presented and approved by the OESA Board of Directors prior to publication as an industry position statement. Work produced by the council will be made available to all OESA members and to the public on a reasonable fee basis.

Speakers may be invited periodically to meet with the council to address a specific issue or topic of interest. Such speakers are experts on the subject of interest.

Initially, the Council Planning Committee has identified a number of potential topics for discussion, analysis, and advocacy including:

- Organizational commitment and resources
- Warranty reserve accounting
- IT solutions and tool sets – analysis, communication
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ADMINISTRATION

The OESA WMC is a functioning group of the Original Equipment Suppliers Association administered through its office in Troy, Mich. office. Contact Dave Andrea, vice president, business development, or Dawn Geiger, manager, events and business development, for more information at 248.952.6401, ext. 222, or send a note to dgeiger@oesa.org.



Warranty Management Council

CONFIRMATION TO JOIN

I accept the invitation to join the Warranty Management Council of the Original Equipment Suppliers Association. I recognize that this invitation is conditional upon my continued employment in the industry with an OESA Regular Member company. I also recognize that substitutes are not allowed at meetings to maintain the integrity of the council. I agree to pay a \$750 annual fee for my participation, to be invoiced by OESA.

Name: _____

Position/Title: _____

Company: _____

Address: _____

Phone: _____ Fax: _____ e-mail: _____

Designated Alternate: _____

Position/Title: _____

Phone: _____ Fax: _____ e-mail: _____

Signature: _____ Date: _____

Annual council membership dues of \$750.00 will be invoiced upon acceptance to the council. Membership is not official until dues are paid.

**Please fax this confirmation to join the OESA Warranty Management Council to:
248.952.6404 or e-mail to dgeiger@oesa.org.**