



# Original Equipment Suppliers Association

## **AGENDA - UPDATED**

### **Warranty Management Council**

**March 26, 2020**

**Via Zoom Webinar Meeting**

- 9:30 a.m.                   **Registration, Lunch, and Networking**
- 10:00 a.m.                   **Welcome**  
*Ginger Juncker*, Executive Director, Councils and Member Programs, OESA
- 10:15 a.m.                   **AV and EV: Warranty aspects and the Legal Side**  
*Jennifer Dukarski*, Shareholder, Butzel Long and *Andrew Malec, Ph.D.*,  
Partner and Managing Director, O'Keefe
- 11:30 a.m.                   **Insights on OEM Benchmarking**  
*Mike Roberts*, President, MR Insights LLC  
*Mike* with share insights on Benchmarking and Warranty Improvement  
Initiatives Within OEMS as well as the Use of Photos Within Warranty.
- 12:00 p.m.                   **Break**
- 12:15 p.m.                   **FCA SET – Peer Sharing Review**  
*Jason Payne*, Manager, Warranty Intelligence Engineering, Sensata  
Technologies and Chairman, OESA Warranty Management Council
- 12:45 p.m.                   **Member Roundtable**  
*Jason Payne*, Manager, Warranty Intelligence Engineering, Sensata  
Technologies and Chairman, OESA Warranty Management Council
- CQI-14 Update
  - BMW – New Warranty Agreement
  - GM – Partlink training
  - Any tools capable of downloading data from OEMs, reviewing the data and reacting to it
  - GM – GART Workshop – any volunteers to lead peer sharing on this topic?
- 1:40 p.m.                   **Meeting Feedback, Agenda Items for Next Meeting, and Adjourn**  
Next WMC Meeting: **June 25**  
**2020 Warranty Council Meeting Schedule: Sept. 24 and Dec. 8**