**D&T**

**Quarterly OEM/Dealership Meeting – Warranty Focus**

**GOAL**

Accountability / Improve Service / Cost Reimbursement

**STRATEGY**

***Partnership*** with dealerships and manufacturer reps

Provide a ***routine*** forum for ***organized*** communication

OEM/Dealership benefit – receive timely feedback

**RESULT**

* **Improved Service**
	+ Parts availability
	+ Quicker response time
	+ Stronger/Higher level of technical support
		- Access to information and technical resources of manufacturer and dealer
	+ Best practices from OEM representatives
	+ Better support for OTR
* **Cost Reimbursement**
	+ Free/Reduced Parts
	+ Free/Reduced Labor
	+ Money for driver and/or equipment down time
	+ Towing
* **Other**
	+ Equipment Purchasing – “more skin in the game”