**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”