

May 16, 2016

DACUM Research Chart for Warranty Administrator

Duties		Tasks																					
A	Process Open/Closed Repair Orders	A-1 Verify customer vehicle information (e.g., mileage, signature, DOP)		A-2 Check vehicle for open recalls/TSBs (e.g., chassis, OEM, mfg.)		A-3 Review repairs & parts for prior authorization (e.g., photos, videos, documentation)		A-4 Check vehicle service history (e.g., DAF)		A-5 Verify CCC & component information		A-6 Verify that parts are billed correctly		A-7 Verify technician punch time (e.g., signature or initials)		A-8 Facilitate extended service contracts							
		B-1 Prepare warranty claim form (e.g., header, CCC)		B-2 Complete warranty claim (e.g., extend claim, close RO)		B-3 Submit warranty claim into dealer's/mamufacturer's systems		B-4 Assemble claim documents for submittal (e.g., freight invoices, part invoices, sublet bills)		B-5 Process defective warranty parts (e.g., storing, shipping, scrapping)		B-6 Monitor digital manufacturer claim status											
C	Process Warranty Payments	C-1 Reconcile payments with claims		C-2 Maintain warranty journal (e.g., write off labor & parts)		C-3 Follow up on warranty accounts receivables		C-4 Analyze adjusted claims (e.g., shorted, denied)		C-5 Appeal warranty shortages													
		D-1 Negotiate payment responsibility		D-2 Inform manufacturer & service advisor of repair status		D-3 Explain manufacturer warranty to service advisor		D-4 Follow up on open recalls & TSBs (e.g., mail outs)		D-5 Mediate resolutions between customer and manufacturers		D-6 Report quality concerns to manufacturers											
E	Perform Administrative Tasks	E-1 Participate in development of department goals & budget		E-2 Process correspondence (e.g., e-mail, phone, mail)		E-3 Adjust technician repair times		E-4 Maintain warranty files		E-5 Request manufacturer labor rate increase		E-6 Maintain recalls & TSBs (e.g., new & used RVs)		E-7 Update supervisor on work progress		E-8 Appeal manufacturer's flat rate time		E-9 Monitor manufacturer's authorization		E-10 Analyze department gross profit & loss		E-11 Notify manufacturer of potential lemon law repairs	
		E-12 Update manufacturer's flat rate manual		E-13 Update dealership personnel (e.g., meetings, memos, job aids)				E-14 Conduct OJT for support staff															
F	Check in New Units	F-1 Verify unit specifications		F-2 Perform new unit inspections		F-3 Complete DAF		F-4 Initiate service documentation															
		G-1 Participate in internal training		G-2 Participate in cross training		G-3 Obtain professional certifications		G-4 Participate in manufacturer/ vendor training		G-5 Participate in industry events (e.g., conferences, trade shows)		G-6 Review professional publications		G-7 Network with industry representatives									
G	Pursue Professional Development																						

Notes:

1. Duties are listed in no particular order.
2. New tasks are shown in *italics*.
3. Changes/additions to original tasks are also noted in *italics*.

Acronyms

PDI	Pre-delivery Inspection	SOP	Special Order Part
MSDS	Material Safety Data Sheet	DOC	Daily Operating Control
CSI	Customer Satisfaction Index	RVIA	Recreational Vehicle Industry Association
SA	Service Advisors	RVDA	Recreational Vehicle Dealers Association
QC	Quality Control	OSHA	Occupational Safety & Health Administration
WIP	Work in Process	PPE	Personal Protective Equipment
P&L	Profit & Loss	DMS	Dealer Management Software
RO	Repair Order		

Produced by



Originally Conducted: October 24-25, 2006. Updated: May 16, 2016

Conducted at the Center on Education & Training for Employment on The Ohio State University campus in Columbus, OH.