

# Warranty Administration Webinar Series

December 6 & 20 2019

January 17 & 31, 2020

February 14, 2020

1:00 PM – 2:30 PM

***Each session is valued at \$400.00***

***FREE to PRVCA members\****

***All five webinars are included with your registration.***



*Greg Dewalt grew up in a family owned RV dealership in Pennsylvania and has been active in all aspects of the RV dealership including General Manager, Sales manager, Service Manager and RV Technician, but his true-love is fixed operations. He also served in many General Management duties, where he was instrumental in building and*

*maintaining dealership budgeting, reporting and goal realization.*

*He has authored numerous articles for RV Daily Report, and RV-Pro*

**\*Not a PRVCA member?**

Visit [www.prvca.org](http://www.prvca.org) or email [daniel@prvca.org](mailto:daniel@prvca.org) for more information

***Membership includes free year-round training events***

*Have to miss a webinar? Audio recordings will be available after the webinar has ended.*

This webinar series will help define the role of Warranty Administrator and their role within a dealership.

Learn how to:

- Collect the dealer's warranty labor and parts
- Make a Manufacturer say "yes"
- Build the relationship between the dealer, sales rep, RSM, and Warranty Administrator
- Build the relationship between the manufacturer and your customer
- Build best practices for warranty administration
- Create a streamlined process
- and more!

This webinar series is designed for a deep dive into warranty administration to help your dealership run smoothly and effectively.

## Warranty Administration Webinar:

Dealership Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name(s) of Attendee(s): \_\_\_\_\_

\_\_\_\_\_

Email address(s) of attendee(s): \_\_\_\_\_

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Please return this form to Megan McClain at [megan@prvca.org](mailto:megan@prvca.org) or by faxing 717-303.0297 no later than **November 26, 2019**

\*If the event is cancelled due to illness or weather, attendees will be contacted as soon as possible.

Please contact PRVCA at 888-303-2887 and ask for Megan McClain

### Upcoming training for 2019-2020:

- December 6, 2019 - March 20, 2020 - Service Writer webinar series
- December 11, 2019 - RV Electricity at NTP Stag/Keystone Automotive Operations, Exeter
- December 13, 2019 - March 20, 2020 - Service Supervision webinar series
- January 29, 2020 - Leadership Conference at Spooky Nook Sports/Warehouse Hotel
- February 4, 2020 - Lippert Components at Comfort Inn New Stanton
- February 11, 2020 - Coleman at Sparrow Pond Campground, Waterford
- February 12, 2020 - Lippert Components at Sparrow Pond Campground, Waterford
- February 17, 2020 - Dexter Axle at Dixon University Center, Harrisburg
- February 27, 2020 - Suburban at Stoltzfus RV & Marine, West Chester
- Marshall Excelsior, TBD