

Press Release September 3, 2024

Vehicle Service & Warranty Lifecycle Summit Series Brings Together Leaders in Aftersales, Aftercare Services & Warranty on October 22-24

The graphic features a dark green background with the MAPconnected's logo in the top left. The main title 'SERVICE & WARRANTY LIFECYCLE SUMMIT' is in large, bold, white letters. Below it, a yellow bar contains the location 'WESTIN SOUTHFIELD DETROIT' and the dates 'OCT. 22 - 24'. The subtitle 'Analytics, Data, and Service: Fuel For A Customer-First Connected World' is centered in white. At the bottom, four statistics are displayed in white: '200+' Attendees, '80+' Companies, '50+' Speakers, and '15+' sponsors.

mapconnected's
**SERVICE & WARRANTY
LIFECYCLE SUMMIT**

WESTIN SOUTHFIELD DETROIT OCT. 22 - 24

**Analytics, Data, and Service:
Fuel For A Customer-First Connected World**

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MAPconnected is a great network to keep the pulse on the Automotive Warranty world. The collaboration among its members is of incredible value to General Motors, and ultimately benefits our customers, by delivering high-quality products and exceptional warranty aftercare services.

– Jose Clemente, Warranty Performance Manager – General Motors

Vehicle Service & Warranty Lifecycle Summit Series is back, poised to bring together motor vehicle leading automotive, Powersport, Bus, Truck, Construction and Agricultural OEMs, Parts and Equipment Suppliers, their Retailers, Dealers, Distributors, Logistics and Services Providers for unparalleled networking, benchmarking and insights. Set to take place on October 22 – 24, at the Westin Southfield Detroit.

The Future Is Now. DATA-DRIVEN DECISIONS

MAPconnected's Summit unites the Warranty & Aftercare Services Value Chain and is designed as an annual best practice exchange platform to optimize costs, enhance customer satisfaction and ensure continuous improvement.

Dive into key case studies on data integration, analysis and action, leveraging top-tier processes and tech innovations that reduce friction and lead to increased product quality. Connect with over 200 peers, gaining priceless insights and practical strategies to fortify your warranty and aftercare services lifecycle roadmap.

“Amazing opportunity to learn about new strategies and tools for Warranty Management in the Auto and Heavy Vehicle industry. I made important connections that will help improve how we manage our warranty spend. Great networking opportunities!”

– Quality Director & 4pp Team, Sensata Technologies

Key details for the Summit Series:

Dates: October 22-24, 2024

Location: Westin Southfield Detroit, MI

Key Themes and Dates:

Main Summit: October 22-23

- Quality & Supplier Management
Connected Customer Care Revolutionized By Technology
- Service Lifecycle Management Powered By AI and Advanced Analytics
- Data Transformation To Drive Quality Management & Cost Efficiencies
- Dealer Technical & Field Service Operations
- Warranty Of The Future: Automotive & Innovative Technologies

Recall, Customer Campaigns & Legal Roundtable: October 23

- Resolving Cost Recovery Disputes
- Categorizing Vehicle Recalls Based On Risk Factors
- Customer Care: Recall Execution Best Practices
- Dealer & Field Engagement

Technical Services & Diagnostics Roundtable: October 23

- How Diagnostics Impact The Full Claim Lifecycle
- Guided Diagnostics: Pros and Cons
- Technical Publications, Creation & Utilization
- Cutting Edge Diagnostics Equipment & Technologies
- Service Labor Times Development & Trends
- OTA's "Over the Air" Discussions & more....

EV Service, Operations & Aftersales Summit: October 24

- Exploring New Services & Revenue Generation For Dealers & Aftermarket
- Maximizing Profitability In Aftersales Parts & Repair
- Setting Up Cross-Brand Services & Infrastructure
- Navigating Warrant Risk And Driving Extended Warranty Business
- EV Diagnostics Process
- Tech Training, Regulations & Safety
- MVP Deliverables, OTA's and more

Here are some of the speakers who will be sharing their insights and expertise:

- James Kiriazes, Director Customer Quality Engineering - BRIDGESTONE AMERICAS

- Ed Roberts, Chief Operations Officer – BOZARD FORD LINCOLN
- Tony Smith, former Director Service Engineering – CANOO
- Bryce Cornet, Sr Manager Supply Chain Logistics, EV Battery – COX AUTOMOTIVE
- Eric Gillanders, North America Recall Manager - FORD MOTOR COMPANY
- Xin Liang, Warranty Manager - KUBOTA
- Bora Rajib, VP Field Services Xalt Energy – FREUDENBERG e-POWER SYSTEMS
- Scott Trantham, Global Supplier Quality Manager - GENERAL MOTORS
- Lisa Campbell, National Warranty Manager - GENERAL MOTORS
- Daniel Pullo, Global Customer Care Performance & Strategy Director - STELLANTIS
- Steve Olejniczak, Director Warranty - NAVISTAR
- Troy Kelsey, Sr. Manager, Warranty Financial Operations - NISSAN GROUP NORTH AMERICA
- Austin Conroy, Regional Fixed Operations Director – ROHRMAN AUTOMOTIVE GROUP

Attending the Vehicle Service & Warranty Lifecycle Summit is an event I enjoy every year. This year was no exception. I took away a lot of innovation ideas from the event this year, especially where the industry is going! I can't wait to see what topics are in store for 2024!

– Senior Warranty Manager – Nissan

Participating Companies include:

Advantage Technical	Multimatic Suspensions
AIAG	Nippon Seiki - North America
BizzyCar	Navistar
BraunAbility	Nissan
Bridgestone	Pencilwrench
Bush Seyferth	Peterbilt
Circuitry.ai	Rohrman Automotive Group
Cox Automotive	SAS
Cummins	Sedgwick
Denso	Slate
EV Battery Solutions	Sogefi
EVs For Everyone	Southeast Toyota
Ford Motor Company	Stellantis
General Motors	StoneEagle
GGI Information Services	Syncron
Gulf States Toyota	Tavant
Interra Information Technologies	Toyota Motor North America
John Deere	TruVideo
Kenworth	Tweddle Group
Kubota Canada	Univva Enterprise
Mack Trucks / Volvo Trucks	Viaduct
MarketSource	Volvo
Midtronics	VW Group of America
MR Insights	Warranty Week
Nat'l Center Dispute Settlement	St. Charles Automotive

Unlock New Ideas & Expertise:

Don't miss your chance to participate in this exclusive event. No other summit provides attendance across the full Warranty Lifecycle Chain. Join us in gaining priceless insights and practical strategies to fortify your Warranty & Aftercare Services Lifecycle Roadmap.

Experts and professionals representing many facets of the automotive warranty industry were in attendance sharing best practices and success stories. Speakers presented useful topics of interest to me as Tier 1 OEM supplier. Excellent networking and knowledge sharing all around. Highly recommend.

– *Lead Product Engineer - Magna*

About MAPconnected Member Network:

MAPconnected is a Hub of Collaboration and Knowledge Exchange for the Warranty, Aftersales & Aftercare Value Chain which enables the exchange of unrivaled best-in-class industry perspectives that utilize the latest technology and data innovations. Our members are responsible for the design and execution of Warranty, Recall, Aftersales, Technical Services, and Customer Care management and support services and represent leading automotive, powersport, bus, truck, construction and agricultural equipment OEMs, parts and equipment suppliers, their retailers, dealers, distributors, logistics and services providers.

MAPconnected network members benefit from direct peer-to-peer trusted conversations through near monthly coordinated benchmarking events, surveys, webinars and a messaging forum. The annual Summit, Vehicle Service & Warranty Lifecycle is open up to the public.

For more information about MAPconnected, please visit www.mapconnected.com

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