



Colorado Automobile Dealers Association

Peak Performance in Warranty Operations

Training for Parts, Service and Fixed Operations Managers!

Rob Campbell, resident dealer analyst and consultant for Mironov, Sloan & Parziale, will review the latest in warranty operations.

City	Date / Time*	Location
Montrose	Wednesday, July 25 th 11:00 am to 2:00 pm lunch included	Holiday Inn Express-Montrose 1391 S. Townsend Avenue Montrose, CO 81401 970.240.1800
Loveland	Thursday, July 26 th 7:30 am to 10:30 am breakfast included	Johnson's Corner Restaurant 2842 SE Frontage Rd (Johnstown exit, #254 from I-25) 970.667.2069
Denver	Thursday, July 26 th 12:00 Noon to 3:00 pm lunch included	William D. Barrow Building (CADA Headquarters) 290 E. Speer Blvd (SW Corner of Grant/Speer) 303.831.1722
Colorado Springs	Friday, July 27 th 9:00 am to 12:00 noon breakfast included	Antlers Hilton Hotel Learning Center Training Room 4 South Cascade Avenue Colorado Springs, 80903 719.955.5600 Colorado Springs dealers should register through CSADA 719.473.1465

This management level class will give participants the keys to improve and secure their warranty practices. In today's competitive market, it is imperative that you learn to master the methods to **increase efficiencies, save time and drive profits**. Don't miss this opportunity to learn essential warranty operations including but not limited to:

- A proven way to organize warranty operations for predictable results
- How to structure your warranty systems to ensure compliance with manufacturer's policies
- How to coach and develop better warranty controls out of the entire shop and fixed operations
- Working with manufacturer warranty performance reports
- Handling factory reviews and audits

This is a must-attend event for general managers, fixed operation directors, service directors, service managers, parts managers and warranty administrators.

About the Presenter: Rob Campbell, Consultant for Mironov, Sloan & Parziale. A graduate of Northwood University, Rob has augmented his formal education with much practical experience. For fifteen years, Rob has written extensively concerning fixed operations management and warranty administration issues. He has conducted training sessions and worked as a consultant to many dealerships around the country. Rob currently serves as one of the resident dealer analysts and consultants for Mironov, Sloan & Parziale, working with dealerships nationally to improve their results from fixed operations, as well as helping through difficult warranty audit concerns and negotiations. Mironov, Sloan, & Parziale is a leading and respected accounting firm with over 40 years of dealership experience.



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TO REGISTER, PLEASE RETURN THIS FORM AND PAYMENT OF \$99 / 1st PERSON AND \$89 / ADD'L PERSONS

CADA, 290 East Speer Blvd, Denver, CO 80203, Fax: 303.831.9100 [Checks payable to "CADA"] or rsvp@cadaonline.org. Colorado Springs dealers should register through CSADA 719.473.1465 or via email abwinslow@comcast.net

Dealership Name _____ City/Zip _____

Credit Card #. _____ EXP _____
(Visa / MasterCard / American Express accepted)

Name _____ Title _____

E-mail _____ Phone _____ Fax _____

Select Location: ___ Montrose, July 25 ___ Loveland, July 26 ___ Denver, July 26
 ___ Colorado Springs, July 27

_____ yes, please subscribe me to Open Road, the weekly CADA email newsletter.

Name _____ Title _____

E-mail _____ Phone _____ Fax _____

Select Location: ___ Montrose, July 25 ___ Loveland, July 26 ___ Denver, July 26
 ___ Colorado Springs, July 27

_____ yes, please subscribe me to Open Road, the weekly CADA email newsletter.

CANCELLATIONS: MUST BE RECEIVED TWO DAYS PRIOR TO THE TRAINING SESSION

QUESTIONS:
Tim Jackson, 303.282.1448
tim.jackson@cadaonline.org

QUESTIONS:
Tammi McCoy, 303.282.1449
tammi.mccoy@cadaonline.org

REGISTRATION:
Lauren Stadler, 303.457.5123
lauren.stadler@cadaonline.org

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