

-SQA- SCOTTISH QUALIFICATIONS AUTHORITY

**Hanover House
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NATIONAL CERTIFICATE MODULE DESCRIPTOR

-Module Number-	2210671	-Session-1991-92
-Superclass-	ZA	

-Title-	MOTOR VEHICLE WARRANTY POLICIES AND PROCEDURES (X1¹/₂)
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-DESCRIPTION-

Purpose	This module is designed to develop the necessary skills and knowledge of motor vehicle warranty policies and procedures from both an administrative and practical point of view.
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It is aimed at those intending to pursue a career in a motor vehicle service department or workshop.

Preferred Entry Level	64510 Mobile Plant Parts Product Knowledge I. 64511 Mobile Plant Parts Product Knowledge II.
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Outcomes	The student should: <ol style="list-style-type: none">1. outline the role of manufacturers' warranty policies in the motor vehicle industry;2. analyse the content and layout of manufacturers' warranty policies;3. outline the procedures for formulating and processing motor vehicle warranty claims;4. outline electronic claim submission procedures;5. outline the role of a dealer in vehicle recall programmes.
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Assessment Procedures	Acceptable performance in this module will be satisfactory achievement of all the Performance Criteria specified for each Outcome.
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The following abbreviations are used below:

PC Performance Criteria
IA Instrument of Assessment

Note: The Outcomes and PCs are mandatory and cannot be altered. The IA may be altered by arrangement with SQA. (Where a range of performance is indicated, this should be regarded as an extension of the PCs and is therefore mandatory.)

OUTCOME 1 OUTLINE THE ROLE OF MANUFACTURERS' WARRANTY POLICIES IN THE MOTOR VEHICLE INDUSTRY

- PCs
- (a) Explanation of the role of warranty claims and their importance within the motor vehicle industry is comprehensive in terms of the relationship between customer and dealership.
 - (b) Description of the link between the customer and a dealership when dealing with warranty claims is comprehensive in terms of warranty periods and post warranty.
 - (c) Identification of warranty claims is correct in terms of the involvement of:
 - (i) service department;
 - (ii) parts department;
 - (iii) body repair workshop;
 - (iv) paint workshop.

IA Objective Test

The student will be presented with an objective test to test the recall of knowledge relating to the role of manufacturers' warranty policies in the motor vehicle industry.

The objective test could take the form of multiple choice or short answer questions.

The student will be presented with 2 items corresponding to the Performance Criteria and allocated as follows:

- | | | |
|-----|---|-----|
| (a) | role of warranty claims | - 2 |
| (b) | warranty periods and past warranty | - 4 |
| (c) | involvement of departments and workshop | - 6 |

Satisfactory achievement of the Outcome will be based on all Performance Criteria being met. This will be demonstrated by the student producing at least one

correct response from (a), 2 from (b) and 4 from (c) above.

OUTCOME 2 ANALYSE THE CONTENT AND LAYOUT OF MANUFACTURERS' WARRANTY POLICIES

- PCs
- (a) The description of the layout of a manufacturer's warranty policy is accurate for specified warranty policies.
 - (b) Interpretation of terminology used in motor vehicle warranty policies is in accordance with the manufacturer's definition.

IA Objective Test

The student will be presented with an objective test to test the recall of knowledge relating to the content and layout of manufacturers' warranty policies.

The objective test should take the form of short answer questions.

The student will be presented with 4 short answer questions allocated as follows:

- (a) layout of manufacturers' warranty policies - 4
- (b) terminology used within manufacturers' warranty policies - 10

Satisfactory achievement of the Outcome will be based on all Performance Criteria being met. This will be demonstrated by the student producing at least 2 correct responses from (a) and 7 correct responses from (b) above.

OUTCOME 3 OUTLINE THE PROCEDURES FOR FORMULATING AND PROCESSING MOTOR VEHICLE WARRANTY CLAIMS

- PCs
- (a) Identification of the procedures to be followed when a customer initially reports a warranty problem is correct in terms of:
 - (i) appropriate claim completion;
 - (ii) job card completion;
 - (iii) booking in the customer.
 - (b) Identification of warranty complaint codes is in accordance with the manufacturer's literature.
 - (c) The packaging of components returned under warranty ensures that labelling is appropriate and HAZPAK regulations are adhered to for safe return to the factory.

- (d) Identification of the procedures to be followed when vehicles are delivered with incorrect specifications and shortages is correct in terms of manufacturer's recommended procedures.

IA Objective Test and Practical Exercise

A. Objective Test

The student will be presented with an objective test to test the recall of knowledge relating to the procedures for formulating and processing motor vehicle warranty claims.

The objective test could take the form of multiple choice or short answer questions. The student will be presented with 7 items corresponding to the Performance Criteria and allocated as follows:

- (a) 3
- (b) 2
- (d) 2

B. Practical Exercise

The student will be presented with a practical exercise to test the application of skills and knowledge relating to the procedures for formulating and processing motor vehicle warranty claims. The practical exercise will consist of the student completing the following:

- (i) warranty repair order form;
- (ii) warranty claim form;
- (iii) parts claim form;
- (iv) warranty return label;
- (v) package 2 components covered by HAZPAK regulations.

Satisfactory achievement of the Outcome will be based on all Performance Criteria being met. This will be demonstrated by the student producing correct responses as follows:

A. Objective Test

- (a) 3
- (b) 1
- (d) 1

B. Practical Exercise

Items listed (i) to (v) above should be satisfactorily completed.

OUTCOME 4 OUTLINE ELECTRONIC CLAIM SUBMISSION PROCEDURES

- PCs (a) Identification of the main components of an electronic claim submission system is correct for a specified system.
- (b) Operation of an electronic claim submission system is accurate in terms of the compilation of documentation from information supplied.

IA Objective Test and Practical Exercise

A. Objective Test

The student will be presented with an objective test to test the recall of knowledge relating to electronic claim submission procedures.

The objective test could take the form of structured questions.

The student will be presented with 15 questions allocated as follows:

- | | | |
|-------|-----------------------------------|-----|
| (i) | description of equipment | - 4 |
| (ii) | method of inputting documentation | - 3 |
| (iii) | storage and retrieval methods | - 3 |
| (iv) | output of information | - 3 |
| (v) | time factors involved | - 2 |

B. Practical Exercise

The student will be presented with a series of practical exercises in a workshop environment to test the application of skills and knowledge required to operate an electronic claims submission system.

The student will undertake the following:

- (i) input information, from claim submission documentation;
- (ii) produce printed output;
- (iii) demonstrate storage and retrieval methods.

Satisfactory achievement of the Outcome will be based upon all Performance Criteria being met. This will be demonstrated by the student producing correct responses as follows:

A. Objective Test

- | | |
|-------|---|
| (i) | 3 |
| (ii) | 2 |
| (iii) | 2 |

- (iv) 2
- (v) 1

B. Practical Exercise

Items (i) to (iii) above should be satisfactorily completed.

OUTCOME 5

OUTLINE THE ROLE OF A DEALER IN VEHICLE RECALL PROGRAMMES

PCs

- (a) The identification of safety faults which may involve vehicles being recalled is in accordance with Department of Transport guidelines.
- (b) The identification of problems which may affect a vehicle recall programme's effectiveness is comprehensive in terms of the role of the dealer.

IA Objective Test

The student will be presented with an objective test to test the recall of knowledge relating to vehicle recall programmes.

The objective test should take the form of short answers; the test will consist of 5 items allocated as follows:

- (a) vehicle faults - 3
- (b) vehicle recall - 2

Satisfactory achievement of the Outcome will be based upon all Performance Criteria being met. This will be demonstrated by the student producing at least 2 correct responses from (a) and one correct response from (b).

**The following sections of the descriptor are offered as guidance.
They are not mandatory.**

CONTENT/CONTEXT

Corresponding to Outcomes 1-5:

1. What is warranty? Explanation of the role of warranty within the motor industry. Different types of warranty (eg. service department, parts department, body repair, and paintwork aspects). Relationship between the customer and the dealership whilst dealing with a warranty claim. Periods of warranty. Explanation of post warranty (goodwill).

2. Analysis of different franchise dealerships warranty policies, examination of the content and the format they take. The courtesy car scheme. Explanation of the audit operation.

Specialist areas such as battery charging, damage under lacquer, consumables, windscreen shattering and safety related parts.

3. Labour rate. Lubricants, fluids, antifreeze. Authorisation for repairs on major units, (eg. engines). Material re-imburement. Making up materials and material handling charges. Motability conversions. Non-warranty items. Overseas visitors. Paintwork claims. Parts availability and discrepancies. Factory damage. Non-authorized dealers. Sub-contracted work. Surcharges and net credit allowance. Towing recovery. Transfer of ownership. Tyres. Vehicle conversions.

Understand what is meant by a manufacturer's warranty complaints code by analysing such a set of codes from any franchise dealership manual. Knowledge of Post office code of practice on packaging of parcels. Booking the customers in. Approved jobcard sets. Prior consultation procedures. Claim completion (vehicle), claim completion (parts). Procedure for vehicles delivered with incorrect specification or shortages. Claims rejection. Labelling and return of material. Material re-instatement. Claims adjustments and amendments. Safety elements - fire, electricity, dangers of machinery, (eg. vehicle lifts, safety signs in a workshop etc.). General understanding of COSHH Regulation and HAZPAK regulations.

Examination and analysis of the various types of documentation/forms/labels etc. involved in the processing of a warranty claim ie. warranty claim forms, summary forms, parts claim forms, goodwill contribution claim forms, special battery warranty documentation and various other types of warranty claim documentation.

4. Operation of electronic claim submission procedures and computerised service reception techniques.

SUGGESTED LEARNING AND TEACHING APPROACHES

It is important in the early part of the module, that students understand the importance of correctly interpreting claims, accurately completing paperwork, and realise the financial implications of inaccurate recording. Actual documentation should be used whenever possible.

Using electronic claim submission procedures it is important that students understand the implications of inaccurate recording, particularly from a financial point of view. Whenever possible, practical examples should be used, particularly when dealing with paperwork. Active role play exercises could be used as a learning vehicle for Outcome 3 and actual documentation should be used wherever possible. Appropriate computer software should be used in Outcome 4 and if possible a visit to a dealership should be arranged.

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09/02/98 JH/CD