

Dealer Assessment Score (DAS) and Warranty Excellence

KEY MEASUREMENT CATEGORIES

The following measurement categories are found on the Warranty Dashboard and are used to calculate the DAS:

- Repair Cost Variance – Reduce Variability in the Repair Process
- Potential Repeat Repair – Measure claim attributes Customers may perceive as a repeat repair
- RO Open to Close Time – Measure the amount of time that a repair order is open
- RO Close to Submit Time – Measure amount of time for Dealerships to submit completed claims
- Claim First Time Through – Measure the percentage of claims accepted on first submission

WARRANTY EXCELLENCE STATUS

Based on the five key attributes listed above, your Dealership's performance on the following measurement categories are displayed below:

REWARDS AND ADDITIONAL HELP

Here is an outline of Rewards and Additional Help that will be included with Warranty

6 Months Data	Repair Cost Variance	Potential Repeat Repair	RO Open to Close	RO Close to Submit	Claim First Time Through	Total
Total Points Available	50	20	10	10	10	100
Your Dealership Score	35.71	16.67	.00	3.33	3.33	59

Excellence

Dealerships designated as Achieved (Platinum Blue) will be extended prestigious Rewards. Examples include the following:

- Dealer Decided Claim Reversal (Option to reverse disallowances on an assessed claim in select situations)
- Exclusion from Prior Approval
- Lower Random Audit Probability
- Additional Recognition

Dealerships designated as Achieved (Green) will be extended Rewards. Examples include the following:

- Exclusion from Prior Approval
- Lower Random Audit Probability

Dealerships designated as Not Achieved (Red) will be extended Additional Help. Examples include the following:

- Eligibility for Prior Approval
- Higher Random Audit Probability
- Additional Counseling