**The following two courses are now available under Customer Dealer Services on SMART.**

**Warranty Denials: 10 Minute Course**

**Do you know the best ways to determine if a car is under warranty and how to document a denial of warranty situation? Are you certain of how to respond if a customer asks for coverage for work that is not covered by warranty? Do you know who to notify when this happens? How about requests under the Subaru Added Security warranty?**

**This 10 minute course is designed to help you to answer these questions and perform your duties on the on the job as they relate to warranty denials.**

**Course Topics Include:**

- **Determining whether a repair is under warranty**
- **Properly documenting a denial of warranty**
- **Notifying the right people of a denial of warranty**
- **What to do if customer asks for coverage for work that is not covered**
- **How to handle requests under Subaru Added Security**

**Lemon Law and Breach of Warranty: 20 minute Course**

**Do you know when a car can be declared a lemon according to your state's lemon laws and how to prevent it? Do you know where to find and how to properly fill out an URFCA form? Do you know who to notify of a potential lemon law situation?**

**This 20 minute course is designed to help you to answer these questions and perform your duties on the job as they relate to lemon laws.**

**Course Topics Include:**

- **Accurately applying your State's lemon law**
- **Finding and using the URFCA forms**
- **Notifying the right people of a potential lemon law situation**
- **Properly documenting a repair order**
- **Handling a breach of warranty situation**