



CHANGE TO SMARTWARRANTY TARGETS - Q4 2019

Please note there are changes to the Fixed First Visit (FFV) and Claims Paid First Submission (CPFS) targets. Your performance for the months of July, August, and September will be used to assign your SmartWarranty level for Q4 2019 (which will be effective November 1st, 2019 through January 31st, 2020).

All other targets remain unchanged:

METRIC	Q4 TARGETS
Fixed First Visit (FFV)	91.0% (Sept. 3 mo.)
Minimum Training Requirements (MTR)	Yes
Days to Submit (DTS)	3.0
Claims Paid First Submission (CPFS)	80.0%

Refer to the June 2019 Warranty Operations Newsletter for details on SmartWarranty timing changes.

Please ensure the appropriate Service Department personnel are informed of these changes.

Thank you,
Warranty Operations