



CHANGES TO SMARTWARRANTY TARGETS-Q4 2020

Please note the following targets for SmartWarranty which will be used to assign your SmartWarranty level for Q4 2020 (which will be effective November 1st 2020 through January 31st 2021).

The Fixed First Visit (FFV) SmartWarranty target will decrease for this quarter.

FFV: The FFV 3 Month Rolling target is **91.5%**. Your FFV performance from July 1st through September 30th 2020 will be used to evaluate your performance. The current national average for FFV is 90.9% from July 1st through August 24th, with a YTD average of 91.7%.

MTR: Minimum Training Requirement (MTR) is suspended for this quarter as in the previous quarter. Each dealer will be given credit for MTR.

Days To Submit: The Target for Days To Submit will decrease to **3.5 Days**. The current National average for Days to submit is 3.1 days. This metric will be evaluated as the 3 Month Rolling average from July 1st through September 29th.

Claims Paid First Submission: Claims Paid First Submission target is unchanged from the previous quarter. This metric will be evaluated as the 3 Month Rolling average from July 1st through September 29th.

METRIC	Q4 TARGETS
Fixed First Visit (FFV)	91.5%
Minimum Training Requirements	Yes
Days to Submit (DTS)	3.5
Claims Paid First Submission (CPFS)	80.0%

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

Thank you,

Warranty Operations