



SMARTWARRANTY MINIMUM TRAINING REQUIREMENTS

We'd like to thank all of you for the great work you performed during these challenging and unprecedented times. As you are aware, to assist you, Minimum Training Requirement (MTR) has been removed since April-2020 as a requirement of the SmartWarranty program. During the past several months, Technical Training has been working diligently to ensure that courses are available to dealerships. ***As a result, MTR will be reinstated within the SmartWarranty program in September-2021.***

To achieve PLUS level for Q4 with effective date of November 1st through January 31st, dealerships must achieve the FFV target for the quarter as well as MTR according to the Technician Training guidelines.

This change will take effect for the metrics to set Q4 levels:

- FFV (July 1st through September 30th)
- MTR (Must achieve MTR by September-2021)

The metrics for Q3 levels remain unchanged as previously announced.

To view your MTR requirements and status, visit the Performance Institute Learning Center > Reports > Minimum Technical Training Requirements

Please ensure the appropriate Service Department personnel are informed of this notice.

Thank you,

Warranty Operations