



TO: ALL DEALERSHIPS, ALL BUSINESS CENTERS ATTN: SERVICE MANAGERS AND WARRANTY ADMINISTRATORS

Enhancements to the Powertrain Service Center (PTSC) Operations & Phone Line Hours of Operation

We've received your input that we need to improve our speed in providing pre-authorization approvals from the Powertrain Service Center (PTSC) for powertrain requests. To improve efficiencies and reduce the backlog of current submissions, we are implementing a process to solely dedicate our Agents time to your first priority and the majority of our volume which are electronically submitted pre-authorization requests.

In order to provide our Agents dedicated time to process your requests, we will temporarily be modifying the hours for the PTSC phone lines, and continue to assess service levels.

Currently the PTSC lines are open from 8am to 8pm EST, and on February 3, 2021 the hours will be changed to **11am to 8pm EST** allowing our Agents dedicated time in the morning to focus on pre-authorization requests. This still allows for 9 convenient hours across all time zones for your phone questions that you have.

This measure will allow us to better focus on each submitted case, and quickly return to expected response times. Long term, we're developing other strategies that will improve response times to allow us to address your requests as quickly as possible.

Thank you,

Warranty Operations

