

Specification of Competency Standards
for the Automotive Industry
Unit of Competency

Functional Area - Vehicle Servicing

Title	Handle after-sales warranty claim
Code	108748L3
Range	This unit of competency is applicable in vehicle service/servicing centers. Practitioners should be able to assess if the defects of customers' vehicles are covered within the vehicle manufacturer's coverage of warranty by individual cases in accordance with organisational procedure. They should also submit report on the description of defects, and coordinate with the service advisor to arrange with customers for the manufacturer's warranty-claim services.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (After-sales warranty claim services)</p> <ul style="list-style-type: none"> • Master the vehicle manufacturer's maintenance requirements for vehicles as well as the warranty coverage, terms and policy for vehicle faults and damages. • Master the causes of vehicle faults and damages and also analyse the liabilities involved. • Master the procedure of vehicle servicing and its workflow. • Master the application procedure for warranty claims of defects and submission of the required information. • Master the arrangement and procedure of the manufacturer's warranty campaign services. <p>2. Performance (Handle after-sales warranty claim)</p> <ul style="list-style-type: none"> • Evaluate the vehicles fault or damage and assess whether it fulfills the manufacturer warranty requirement, policy and coverage. • Arrange necessary repair work according to the assessment. • Analyse the causes for vehicles fault or damage according to the defect of different vehicles and submit report to relevant departments. • Coordinate with service advisors to arrange maintenance and repair according necessary maintenance procedure. • Submit application for warranty claims of repair, compile damage and services report. • Coordinate with the service advisor to make arrangement with customers for the manufacturer's warranty-claim services.
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> • Capable of assessing the need for repair or services and making necessary arrangements according to the manufacturer's coverage and terms of warranty on defects of vehicles; and • Capable of coordinating and making arrangement for the services/repair required for respective vehicles according to the vehicle manufacturer's warranty campaign services.
Remark	The credits value of this unit of competency is set on the presumption that the practitioner concerned has already possessed the knowledge of vehicle inspection and servicing.