

Attention: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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IMPORTANT WARRANTY INFORMATION

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SUBJECT Standard and Diagnostic Time Quick Tips

Labor can be claimed using a variety of labor types. In both chassis and engine claims, more than one labor type is allowed on a single claim as long as each labor type is supported by the claim comments.

Standard Repair Time (SRT)

SRTs include all the necessary steps to complete the repair. Additional operations, such as removing fairings to access a fuel tank, appear as a check box in the claim. Only check the box, if the additional operation has been performed.

Diagnostic Time

Please note: Many SRTs do not include diagnostic time. If diagnostic time is needed to complete the repair, please include diagnostic time separately on the claim, especially when no published Standard Diagnostic Time is linked to the repair, and describe the steps that were required. However, before adding diagnostic time to your claim, please check to see if a Standard Diagnostic Time already exists for the repair being performed.

Two types of diagnostic times are available if needed:

Standard Diagnostic Time (SDT)

SDTs are created for the diagnosis of a known failure mode where the diagnostic procedures are established and repeatable for the majority of failure occurrences. There are typically three levels of SDT's; Easy, Moderate, and Difficult. Select the level of SDT that matches the diagnostics performed. Do not use the next level diagnostic SDT if actual diagnostic procedures do not meet those published in the *Includes* or when actual time exceeds the appropriate SDT time (refer to the *Includes* button in OWL to review the operations that are included in each SDT).

Steering Pump 015-005		
EZ	Moderate	Difficult
0.5 Hour 015-005BB Steering System Diagnostics – Easy	1.0 Hour 015-005CC Steering System Diagnostics – Moderate	2.0 Hour 015-005EE Steering System Diagnostics – Difficult
STI 492 -Preliminary diagnostic and visual checks	STI 492 -Preliminary diagnostics including installation and diagnostic steps which require gauges	STI 492 -Complete diagnostic including system operation testing in step 9

Example:
If gauges were not required during diagnosis, "Moderate" or "Difficult" SDTs cannot be claimed.

*Click on the *Includes* button in OWL to review the differences between EZ, Moderate, and Difficult procedures.

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Generic Time

Generic time is used when no published SRT is available or when additional time is required beyond the SRT, due to an extraordinary repair situation. **NOTE: The Additional Labor type in OWL has been slated to be eliminated in 2014 and should be filed as Generic starting immediately.**

Admin Time*

Administration time of 0.3 hours is allowed once per claim (0.4 hours on motor home models).

- Truck in/out
- Read/fill out repair order
- Punch in/out
- Tools in/out
- RV only – Interior prep

*Admin time is system generated when a published SRT is used in the OWL claim for chassis claims.

Example

Below is an example of how to claim for each type of [labor in a repair](#)...

Scenario:

- Truck comes in with a power steering leak; the leak is not readily visible.
- Failure requires diagnosis, which took 75 minutes.
- During the repair there was a seized bolt that took an extra 12 minutes to free and correct.

Labor						Hours		Labor Rate	
Labor Type	SRT	SRT Description	Add Ops	SRT Hours	Claimed	Processed	System	Pro	
STANDARD	536-6045A	Includes GEAR ASSY, STEE		1.9	1.9	0.0	0.00		
ADMIN	939-6010A	Includes Admin SRT		0.3	0.3				
STANDARD	015-005CC	Includes STEERING SYSTEM		1.0	1.0				
DIAGNOSTIC	536-1045A	GEAR ASSY, STEE		0.0	0.3				
GENERIC	015-3003A	STEERING GEAR A		0.0	0.2				
Actual Tech Time				0.0					

Selected Labor

Model: F07 FTL M2

Claimed

Standard Diagnostics

Extra Diagnostics, if justified

Seized Bolt

Time claimed:

- Published SRT (and Admin time claimed in OWL)
- Published SDT entered for Moderate level.
- Extra diagnostic time of extra 0.3 hours may be claimed if properly justified.
- Generic time of 0.2 for seized bolt

In this example, if steering pump diagnostics required hooking up gauges to diagnose the problem and you did not perform system operation testing in step 9, you would claim the Moderate SDT. Additional diagnostic time required beyond the SDT may be added as a separate line item. Be sure to explain each operation performed for the repair in the Comments field on the Failure tab of the claim.

Note: Claim story must include the red outlined verbiage or equivalent for SDTs.

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