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IMPORTANT WARRANTY INFORMATION

REF **15-003**

Effective 01/26/2015

Release 01/26/2015

SUBJECT **Detroit Introduces General Diagnostic Time**

❖ General Diagnostic Time Introduced

As a result of collaboration with the Joint Application Development (JAD) committee, DTNA is pleased to announce the availability of an additional labor type for Detroit claims. To support the service network and streamline the claims submittal process, Detroit's Warranty Department created General Diagnostic Time (GDT). The new labor type is available for immediate use in the Detroit Warranty System.

❖ How to Use the GDT

The new GDT, 939-1010E, can be utilized in the following scenarios:

- When a standard diagnostic operation is NOT available
OR
- When the diagnoses performed exceed the defined standard diagnostic operation(s)

Utilizing the GDT

To properly apply the GDT, a Standard Repair Time (SRT) must also be used on the claim. The GDT does not include any task covered by an SRT, such as the removal of a component. Additionally, the GDT does not include any task(s) covered by a Standard Diagnostic Time (SDT).

The GDT amount is manually entered. A separate text box, the *Explanation of Diagnostic Labor Ops* box of the *Claim Narrative* section of the claim, captures details about any GDT and/or SDT used on the Detroit Warranty claim. All diagnostic time must be itemized and thoroughly explained; please include any values (ohm, voltage, pressure, etc.) encountered when verifying the cause of the customer complaint.

IMPORTANT WARRANTY INFORMATION LETTER

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GDT usage can include, but is not limited to:

- Difficult to identify leaks
- Extensive wiring testing
- Intermittent issues
- Fluid consumption issues

GDT cannot be used for the following:

- Removing engine or chassis components - use the appropriate SRT
- Performing tasks defined in an SDT, *unless* the diagnosis exceeds the SDT in which case the claim narrative must include a comprehensive description of the additional diagnostic steps

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