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IMPORTANT WARRANTY INFORMATION

REF 17-011R

Effective 03/12/2018

Release 04/03/2017 (Revised 03/12/2018)

SUBJECT Revised: Detroit Advanced Diagnostic Labor Code

❖ **Advanced Diagnostic Time**

As a result of collaboration between DTNA's Warranty and Service Departments with the Joint Application Development (JAD) committee, DTNA created an Advanced Diagnostic (AD) labor **type and associated code**, 939-1000A, for Detroit Diesel Corporation (Detroit) powertrain repairs. Apply this labor **type** to Detroit claims when a technician followed an AD troubleshooting routine during a repair; **use AD** labor to claim technician diagnostic time, as provided by the AD report.

A variety of DiagnosticLink resources, including training and Technical Service letter 15TS-19Rev2, are available via *DDCSN > Tools > Electronics > Advanced Diagnostics*.

❖ **AD Routine Best Practices**

To ensure that claims are filed properly, good communication between Warranty and Service Departments is essential. To eliminate possible delays in adjudication, technicians should state in their repair order (RO) write-up that an AD troubleshooting routine was used. Good communication will have several benefits for a service location that utilizes AD troubleshooting routines such as:

- Increased efficiency
- Improving a location's service throughput with accurate and fast diagnosis
- Ease of claim administration (creation, submission, and processing)

AD troubleshooting reports can be accessed on any laptop that has DiagnosticLink 8.00, or newer, installed. Registering DiagnosticLink is **NOT** required to view AD troubleshooting reports. For easy accessibility, DTNA recommends that service locations save all AD troubleshooting reports to a shared local network server. If a technician utilized an AD troubleshooting routine, a Warranty Administrator can access the completed report on the shared network location to obtain the repair information needed for the associated claim. See Technical Service letter 15TS-19Rev2 for instructions on how to save reports to a shared network location and how to identify a completed report.

❖ **Applying AD Labor**

When the technician indicates that a DiagnosticLink AD troubleshooting routine was followed, a Warranty Administrator can apply AD labor to a claim. Do not apply AD labor unless an AD routine was utilized. DiagnosticLink data will show whether an AD routine was used. Detroit does **NOT** require that AD routine reports be attached to claims.

When using **AD labor**, additional Standard Diagnostic Times (SDTs) are not necessary. The *Total Diagnostic Time* (see **C** in diagram on page 2) accrues while the AD routine runs and is the actual diagnostic portion of the repair. The AD troubleshooting report also provides applicable Standard Repair Times (SRTs), if any, to claim for component removal and installation/replacement. To complete an AD routine, the technician is required to perform a repair validation; the time to perform this repair validation is included in Total Diagnostic Time. Validation may include a regen, Airless Dosing System (ADS) self-check, running the engine at idle, etc. Additional unnecessary repair validations outside the AD routine are not required and will not be credited on the claim.

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Based on information from the AD report stored on the local network server, Warranty Administrators may add the following labor during claim creation:

- The AD labor operation code and manually enter *Total Diagnostic Time* data (see **C** in diagram)
- SRT code(s); see the applicable Labor Time Guide (LTG) for associated times (see **D** in diagram)
 - Access LTGs using the *Dealer Repair Time* link in OWL's left hand navigation menu
- *Generic type labor*, noted in the AD report (see **E** in diagram) and/or technician notes

A	Summary
B	Automatic Diagnostic Time 0.1 hours (0 hours and 5 minutes)
C	Integrated Diagnostic Time 0.2 hours (0 hours and 11 minutes)
D	Total Diagnostic Time 939-1000A 0.3 hours (0 hours and 16 minutes)
E	SRT Codes Used 939-6225D 102-6407E
	Additional Repair Time Requested 0.0 hours (0 hours and 0 minutes)
	Reason for Requesting Additional Repair Time
	Diagnostic Procedure Led to Correct Repair Yes
	Comments

Callout	Description
A	Automatic Diagnostic Time - The time recorded by the tool during automated steps of the diagnostic procedure; not added to a claim as a separate labor operation because this time is included in <i>Total Diagnostic Time</i> (see C above)
B	Integrated Diagnostic Time - The time recorded by the tool during manual steps of the diagnostic procedure (if no SRT exists for a step); not added to a claim as a separate labor <i>type</i> because this time is included in <i>Total Diagnostic Time</i> (see C above)
C	Total Diagnostic Time - Total diagnostic portion of the repair (A+B), claimed as 939-1000A
D	SRT Codes Used - Provides code for removal and installation (R&I) of component(s) during repair process. See LTGs for applicable times.
E	Additional Repair Time Requested - <i>Generic</i> labor, time added by technician; see the <i>Reason for Requesting Additional Repair Time</i> field for technician notes/justification

Page 3 of this letter shows labor operations from a sample AD report applied to an example claim.

It is important to note that claim requirements have not changed. The AD report enhances the technician's notes by providing additional information regarding the repair. For further information, please see the [DTNA Warranty Manual](#). In addition, labor claim values are subject to audit. If AD labor is applied to a claim but DiagnosticLink data does not indicate an AD routine was completed in a particular repair, the claim is subject to modification and/or chargeback.

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Sample AD Troubleshooting Report and Associated Claim

Summary									
Automatic Diagnostic Time					0.1 hours (0 hours and 5 minutes)				
Integrated Diagnostic Time					0.2 hours (0 hours and 11 minutes)				
Total Diagnostic Time					0.3 hours (0 hours and 16 minutes)				
SRT Codes Used	939-1000A 939-6225D 102-6407E								
Additional Repair Time Requested					0.0 hours (0 hours and 0 minutes)				
Reason for Requesting Additional Repair Time									
Diagnostic Procedure Led to Correct Repair	Yes								
Comments									

Claim	Failure	Parts	Labor	Other Charges	Location	Payment	Attachments(1)		
Labor Type									
☐	ADVANCED DIAGNOSTIC		SRT	Includes	ADVANCED DIAGN	Add Ops	SRT Hours	Claimed	Hours P
☐	STANDARD DIAGNOSTIC		939-1000A	Includes	COMPUTER HOOK		0.1	0.3	
☐	ADMIN		939-6225D	Includes	Admin SRT		0.2	0.2	
☐	STANDARD		939-6010A	Includes	FUEL (HC) DOSER		0.3	0.3	
			102-6407E	Includes			0.4	0.4	

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