SIB 01 01 20 2020-01-16

BMW WARRANTY SIMPLIFICATION PROGRAM

MODEL

All

INFORMATION

The Warranty department wants to help your center to drastically reduce the amount of repair-related notes and time a technician spends entering comments for all claim-related repair order line items in the Dealer Management System (DMS).

This will be accomplished by applying the new technician documentation minimum requirements and providing high-level repair-related notes through the use of:

- Diagnosis Category Identifiers;
- Repair Category Identifiers; and when applicable in conjunction with
- High-Level notes

Unless otherwise required by State law.

Using Diagnosis Category and Repair Category Identifiers the technicians still need to make sure to provide sufficient information for claim coding in order to get reimbursed the proper amount.

In addition to the minimum requirements the burden of creating a time record for each repair order line item is reduced for flat rate only repair orders by introducing a one on/off punch policy.

SITUATION

After a successful pilot in 2019 the above Warranty Simplification measures are rolled out to all centers across the US.

PROCEDURE

Diagnosis Flat Rate/Work Time Guidelines

For each repair order (RO) line item with diagnosis work time (DWT) performed, in place of entering long-form comments, the technician would either just simply enter:

- The two (2) character Diagnosis Category Identifier (below); or
- High-level repair notes (only state what was checked/diagnosed/repaired/replaced).

Diagnosis Category Identifiers

For standard operation vehicle test and charge battery

Diagnosis Category	DCI Code Descriptions
D1	Hook up battery charger, perform vehicle test, applicable fault found/not found (name component fault is pointing at), continued with (D3 – D6)
D2	Hook up battery charger, perform vehicle test, applicable fault found/not found (name component fault is pointing at), found applicable SIB

For claim-related repair order (RO) line items with one (1) to five (5) FRU of diagnosis work time.

Diagnosis Category	DCI Code Descriptions

Copyright ©2020 BMW of North America, Inc.

D3	Visual diagnosis (ex: Inspected for oil leaks)
D4	Mechanical diagnosis (ex: Swap ignition coils from cylinder to cylinder)
D5	Perform test plan after vehicle test
D6	Electrical diagnosis (ex: checking resistance in wires)
D7	Noise complaint diagnosis
D8	Drivability complaint diagnosis

Repair Flat Rate Guidelines and Repair Category Identifiers

Again, in place of entering long-form comments, the following list Repair Category Identifiers (one or more) can be used to document a repair. These codes can be used regardless of the amount of time (FRU) an established flat rate operation allows.

The codes listed below include all necessary steps as outlined by the associated repair instruction and/or applicable flat rate description/inclusive positions in AIR.

When using the RCI codes to document consequential repair work, the repair comments need to state the reason why the additional repair work and/or component replacement was needed.

Repair Categories Identifiers

Repair Category	RCI Code Descriptions
R1	Completed eligible Maintenance Program service task (name services).
R2	Replaced defective part (name component)
R3	Reference the SIB number and the work package (Pkg) number performed (For example: R3 B00 00 20 WP 1)
R5	Program and encode the vehicle’s control units (standalone or with part replacement)
R6	Additional programming after first failed programming session
R7	Additional programming after second failed programming session
R8	Confirmed effectiveness of the repair
R0	No Problem Found (NPF)

New Technician Documentation Minimum Requirements

Work Performed	Documentation requirements
Vehicle test, charging battery faults found/not found. SIB found/Not found	D1 or D2 Diagnosis categories
Diagnosis time up to 5 FRU (excluding vehicle test/charging battery)	D3, D4, D5,D6, D7, D8 Diagnosis categories
Diagnosis 6 FRU and above (excluding vehicle test/charging battery)	High Level repair notes
Maintenance, recall/service action, repair vehicle	R1 – R0 Repair categories

For examples of notes and coding, please see the attachment.

Recording of Flat Rate Times – New One Punch Policy

Copyright ©2020 BMW of North America, Inc.

Only one on/off punch is required per repair order if there isn't any worktime, i.e. diagnosis, removing broken bolts, during the repair visit.

This includes:

- Maintenance, recalls/service actions and/or warranty, CPO or EVP repairs.
- Consequential damage if documented in the technician notes.
- Add-on repairs if documented in the technician notes and approved before the repair is carried out.

If worktime is required it needs to be:

- Identified with a separate, identifiable and clearly labeled punch times for each repair occurrence.
- All work time must be clearly explained on the repair order and in the "comments" section of the claim
- Valid documentation that supports the time claimed must be maintained.

Note: Punch times are recommended as a best practice for monitoring technician/workshop efficiency.

WARRANTY INFORMATION

Claim Comment and Coding Examples

Coding worktime/diagnostic time

- Worktime for non-ISTA diagnosis should be claimed using main group xx99000 or 0012351 flat rate codes
- Worktime for ISTA diagnosis should be claimed using specific diagnosis code for ISTA diagnosis. For example 6610000, 6100009, 6590000. Please refer to AIR for full list of work time labor operations that cover ISTA diagnosis.
- Combined work time for diagnosis with and w/o ISTA should be claimed using ISTA work time labor code. Please see above statement.
- Worktime needed for steps in repair process that are not covered by the flat rate description/repair instruction (i.e. rusted bold torn off) needs to be claimed using xx99000 flat rate codes

Claim coding with the Diagnosis Categories

Below is an example of normal Technician comment:

Before: *Connected the battery charger, conducted short test. Fault present for passenger restraint system, passenger side airbag. Test plan indicates improper resistance measurement for passenger airbag. Gained access to ACSM module and inspected wiring from ACSM module connector A11*1B to gas generator for front passenger side airbag connector z1281B. No faults present. Removed passenger seat and inspected wiring from connector X12*1B to connector B69*1B. Discovered improper ohms measurement within passenger side airbag harness. Side airbag replacement required. Completed replacement of the passenger seat side airbag, reinstalled passenger seat, cleared fault memory and verified repair. No Faults present. New airbag serial number 18B0250A5594*

With these Diagnosis categories the Technician comment from above would now look as follows:

Using DCI + RCI: *D1. Fault for passenger side airbag. D5. Improper resistance in wiring of side airbag. R2 passenger side bag.*

With these Diagnosis categories were able to shorten the Techs comments from 8 lines to just 1 line. Example of how this would be coded for claim payment:

Copyright ©2020 BMW of North America, Inc.

Labor Op #	Description	FRU Value
00 00 006	Performing vehicle test	4
Or:		
00 00 556	Performing vehicle test (Plus work)	2
61 21 525	Charging battery	1
61 99 000	Working time without specification/electrical system	4
72 12 503	Removing and installing or replacing passenger airbag module	42

Claim coding with Diagnosis Categories/High Level repair notes

What are high level technician notes?

Technicians are really good at writing down every step they take during diagnosis but rarely does Warranty need that kind of detail for claim payment. We really only need the main things the Technician did.

Example detailed Technician repair notes:

Before: *HOOKED UP BATTERY CHARGER PERFORMED SHORT TEST FOUND FAULTS FOR RAIL PRESSURE MONITORING. FC 249300. RAN TEST PLAN. CHECK WIRES GOING TO AND FROM INJECTORS. REMOVED SPARK PLUGS AND INSPECTED. REMOVED QUANTITY CONTROL VALVE TO INSPECT AND FOUND NO METAL SHAVINGS. HIGH PRESSSURE PUMP REQUIRES REPLACMENT. REMOVED CLYINDER HEAD COVER. REMOVED IGNITION COILS. DISCONNECTED PRESSURE LINE AND FUEL SUPPLY LINE. REPLACED HIGH PRESSURE PUMP. WENT FOR TESTDRIVE. ALL OK*

Same Technician notes rewritten with Diagnosis categories and high level notes:

Using DCI + RCI: *D1 Found FC 249300. D5*. Checked injector wires, spark plugs and quantity control for possible metal shavings. No defect found. R2 high pressure pump.*

*At D5 the technician reached the 5 FRU limit on diagnosis so he must now write high level notes instead of using D4 to explain the mechanical diagnosis.

How this statement would look coded in the DMS:

Labor Op #	Description	FRU Value
00 00 006	Performing vehicle test (Main work)	4
Or:		
00 00 556	Performing vehicle test (Plus work)	2
61 21 525	Charging battery	1
61 00 006	Vehicle Diagnosis-Carrying out the ABL (test plan)	6
11 99 000	Job time without allowance/Engine	8
13 51 517	Replacing high pressure pump	15

Parts of the Technician statement above and why Warranty does not need them:

CHECK WIRES GOING TO AND FROM INJECTORS

The claim specialist can infer that by just saying “Checked injector wires” that the tech is going to check all wires going to and from the injectors.

REMOVED SPARK PLUGS AND INSPECTED. REMOVED QUANTITY CONTROL VALVE TO INSPECT

Copyright ©2020 BMW of North America, Inc.

AND FOUND NO METAL SHAVINGS

By just saying “Checked spark plugs and Quantity control valve” the Claim Specialist knows that you need to remove these items to inspect them.

REMOVED CLYINDER HEAD COVER. REMOVED IGNITION COILS. DISCONNECTED PRESSURE LINE AND FUEL SUPPLY LINE. REPLACED HIGH PRESSURE PUMP. WENT FOR TESTDRIVE. ALL OK

The Claims Specialist doesn’t need written documentation of every part that was removed to replace the pump. By just stating “Replaced high pressure pump” the Claim Specialist can combine that statement with repair instructions to determine what needed to be done to replace the pump.

Supporting Materials

picture_as_pdf 20190103_Warranty_Simplification_Onepager_WD.pdf

Copyright ©2020 BMW of North America, Inc.

WARRANTY SIMPLIFICATION

Diagnosis Categories

Diagnosis Category	Description of Code
D1	Hook up battery charger, perform vehicle test, applicable fault found/not found, continued with (D3 – D6)
D2	Hook up battery charger, perform vehicle test, applicable fault found/not found, found applicable SIB
D3	Visual diagnosis (ex: Inspected for oil leaks)
D4	Mechanical diagnosis (ex: Swap ignition coils from cylinder to cylinder)
D5	Perform test plan after vehicle test
D6	Electrical diagnosis (ex: checking resistance in wires)
D7	Noise complaint diagnosis
D8	Drivability complaint diagnosis

Repair Categories

Repair Category	Description of Code
R1	Completed scheduled maintenance (name service)
R2	Replace defective part (name component)
R3	Completed campaign/service action (name SIB and work package number if available)
R5	Program vehicle
R6	Additional programming after first failed programming session
R7	Additional programming after second failed programming session
R8	Confirmed effectiveness of repair
R0	No problem found

Example #1	Example #2
Complaint: (as per repair order)	**Complaint:** (as per repair order)
Cause: D1 Air bag D6 high resistance in air bag wiring.	**Cause:** D2 SIB XX XX XX
Correction: R2 airbag	**Correction:** as per SIB R2 component/R5; or **Correction:** R3 SIB WP x

Example of Technician Punches in the Order They Should Occur

Type of Time Punch	Description of Punch
Flat rate	Vehicle test, charging battery, finding faults
Diagnostic work time punch	Investigating faults, looking up SIB, calculating test plan, running test plan*, establishing repair needed
Flat rate	Performing repair as per diagnosis result