



Service Bulletin

Bulletin No.: 18-NA-263

Date: November, 2020

WARRANTY ADMINISTRATION

Subject: Variable Diagnostic Time Allowances (U.S. Only)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks	2010	2021	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	United States
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Labor operations that include diagnosis time allowances will display, in most cases, one of the following Add Times in the Labor Time Guide:

- 0.0 – 1.0 Diagnosis Time – Dealer may claim up to the allowable labor hours depending on actual time to perform diagnosis
- 0.3 Diagnosis Time – Dealer may claim up to the allowable labor hours depending on actual time to perform diagnosis

Policies for Transactions Including Diagnosis Time

Eligibility:

- The labor operation must include a published Diagnosis Add Time allowance to claim diagnosis time.
- Diagnosis time submitted on an eligible transaction must not exceed actual time spent by the technician on diagnosing the condition, supported by both separate on/off punch times and technician comments. For example, if an initial visual inspection identifies an immediate diagnosis, no diagnosis time should be submitted on the transaction.
- Technician inefficiency or lack of training is not sufficient justification for diagnosis time.
- Phone time with Technical Assistance Center is not considered Diagnosis Time or OLH.
- TAC cases can be referenced in support of diagnostic actions but cannot be used to validate diagnosis time claimed. Documented details on the job card, along with specific on/off punch times are the required items to support diagnosis time.

- Normal road test to verify repairs are part of the base labor operation and are not eligible for Diagnosis Add Time or OLH unless an extenuating circumstance is documented and approved by service management.
- Diagnosis Time allowances are not intended to subsidize repair time covered under the Base Labor Time allowance or substitute for a proper customer problem analysis by the Service Advisor.

Claim Submission:

- Eligible diagnosis time must be submitted in the Labor “Diagnosis Time” field.
- Technician “Cause” comments on the job card and submitted transaction must provide details to support the Diagnosis Time claimed.
- To avoid rejects, amount claimed must not exceed published allowance for the Labor Operation used.
- Diagnosis time that extends beyond the published allowance must be submitted in the Other Labor Time (OLH) field.

Punch Times:

- Diagnosis time submitted must be supported by individual and specific on/off punch times on the technician’s time ticket.
- Diagnosis time can be the first punch time on the time ticket in situations where the first job card line that the technician is working on involves immediate diagnosis time.
- When technician diagnosis time **extends beyond the published allowance**, the technician must punch OFF of diagnosis time and ON to OLH.

Service Management Responsibility:

- Service Management authorization is not required for amounts claimed within the published allowance (less than or equal to the 0.3 or 1.0 published maximum allowance).
- Diagnosis time that extends beyond the published allowance is to be claimed in the OLH field and requires Service Management approval.
- Service management is responsible for assuring complete technician documentation and the reasonableness of diagnosis time claimed.

Technician has punch times and proper documentation to support 0.6 hour diagnosis time. The Labor Time Guide has a published add time allowance of up to 1.0 hours for Diagnosis Time for the applicable labor operation. Time is submitted as shown above.

EXAMPLE #2:

Claim Submission Examples

EXAMPLE #1:

5135389

5135404

Technician punches in for diagnosis time and has completed 1 hour of diagnosis, but has not yet determined the necessary repair. Technician punches out of diagnosis at 1.0 hour and punches in for OLH. The technician completes diagnosis in an additional 0.4 hour and punches out of OLH. The Labor Time Guide has a published add time allowance of up to 1.0 hours for Diagnosis Time for the applicable labor operation. The times are submitted as shown above. The OLH time will require service management approval.

Version	2
Modified	Released August 24, 2018 November 25, 2020 – Added the 2020-2021 Model Years, corrected the Involved Region or Country section and made minor changes throughout the bulletin.

