



QuickStart Guide

Warranty Download – General Motors
November 2004

Warranty Download – General Motors

ARKONA QuickStart Guide

Use this QuickStart Guide for help preparing warranty claims for transmission to the manufacturer.

- This QuickStart Guide offers a suggested path for completing warranty repair orders. The actual steps you take may vary according to the procedures used by your dealership.
- In this example we make the following assumptions about the procedures used by the dealership:
 1. The service writer adds the warranty line as a labor operation code rather than an undefined labor operation.
 2. The service writer puts the technician on the line without flagging time.
 3. The warranty administrator flags the technician time.
 4. The warranty administrator enters the story from the technician.

1. Get a repair order into 'Cashier' status.

- This step is usually accomplished by the service advisor.
- If a repair order has customer pay and warranty work, the customer pay portion of the repair order must be closed before the warranty repair order will display in the **10=Warranty Submission**.
- A warranty repair order must be in 'Cashier' or 'Pre-Invoice' status before it will appear in **10=Warranty Submission** in 'Pending' status.
- All lines on a repair order must be in 'Complete' status before the repair order will reach 'Cashier' status.
- Lines on a repair order reach complete status in one of 3 ways:
 1. Technician time is flagged using option **1=Enter Technician Time**.
 2. A technician is added to a line without time using option **1=Enter Technician Time** and function **F10=Accept** was used to override the warning that no tech time was entered.
 3. The line is forced to 'Complete' status with option **SC=Status Complete**.

SD1200DB	A R K O N A		11/17/04
JIM	Service Repair Order		15:33:52
=====			
LACROSS, ANDREW M.	801-676-5579	RO# 6002325	Cashier
9400598: 94 MAZDA B4000 RED		Tag Number	35285
4F4CR16X1RTM18258 XM5003	LPM C	Service Writer	Jim Jensen
Recommended Service		Date Opened	11/16/04
Op Ln Description		Hours	Rate Exten
1	WORK: REMOVE AND REPLACE INOP PART		
	Pay Meth: WARR-GM	Stat: C	Est: .00 .00
	Cause: THIS IS THE CAUSE TEXT		Repair order status must be Cashier or Pre-Invoice
	Corr: N1017: (OJ) (1D)		
	Tech: JIM Jim Jensen 11/16/04	1.00	62.08 62.08
	Part: 12003758 (FP):SOCKET,AS (02094-BOPCKT)	1	16.34 16.34
	Part: 10189205 :SEALER-TH (01097-BOPCKT)	1	6.26 6.26
	Correction: THIS IS THE CORRECTION TEXT		
			Total Estimate
F3=Exit F12=Cancel			

Repair Order Screen

2. Display your 'Pending' warranty repair orders.

- A warranty repair order must be in 'Pending' status before it is prepared to download to the manufacturer.
- a. Take option **10=Warranty Submission** from the Service Department menu and key in your service writer password.
- b. Take option **1=Select** by General Motors to display all 'Pending' repair orders.

3. Select a repair order to prepare.

- a. Take option **1=Select** by a repair order to display the Warranty Claim screen.
 - If the repair order you are looking for does not appear on the first screen you can page down or key the repair order number into the Position to RO# field at the top and hit [FIELD EXIT], [ENTER].

Opt*Ln	Tech	Lhrs	Ohrs	Labor	Parts	Net/ Sublet	Total
SD50200B 11/18/04							
QENSIGN Warranty Claim							
=====							
Repair Order	6039876	Date	11/18/04	Serv Wtr	282		
VIN	1G6KD54Y72U184876	Warr Start	12/29/01	Odometer	37111		
Customer	MILLER, CHARLES R.	Phone Home	876-325-8773	Work			
=====							
- 1	ENGINE						
-	PART: 89017467				53.35		
-	PART: 12573948				5.49		
-	PART: 12346290				14.70		
- 2	INTERIOR TRIM						
-	SUBLET C: F:					46.00	46.00
Bottom							
F5=Rebuild F6=XREF F8=RO F9=Print F10=Accept F12=Cancel F14=Odom							

Warranty Claim Screen

b. Use function **F8=RO** to display the repair order.

4. Prepare the repair order to be closed.

- As much required information as possible should be entered into the repair order for three reasons:
 1. The information entered into the repair order is retained in repair order history and will be included when a repair order is reprinted from history.
 2. The information entered solely into the Warranty Claim screen cannot be accessed from repair order history. It can be redisplayed from the warranty download screen, but will not be included when a repair order is reprinted from history.
 3. Entering the required information into the repair order helps eliminate discrepancies between what is submitted to the manufacturer and what is posted to the general ledger.
- a. Use function **85=Unlock RO** to put the repair order in 'Cashier' status if the repair order is in 'Pre-Invoice' status.
- b. Take option **2=Change** by the warranty line to display the Technician Time window.
 - If a Technician has not been added to the line, take option **1=Enter Technician** rather than option **2=Change**.

SD1200DB	Service Repair Order		11/18/04
QENSIGN			14:13:57
<pre> RO# 6039876 Line# 1 ENGINE Line Status C Technician* 23 Jon Skill A Hours .00 Actual* .00 Est 1.00 Actual Retail .00 Labor Op Code* Complaint Code* Failure Code* Claim Type _ Cause Correction REPLACE WATERPUMP_COVER GSKT, REFILL SYSTEM F5=Extended Cause/Correction F12=Cancel </pre>			
F3=Exit F12=Cancel			

Technician Time Window

- c. Key in the labor hours.
 - d. Key in the labor op code.
 - **To add more than one labor op code to a line**, take the following steps:
 1. Before entering the labor hours, [BACKTAB] to the Line Status field and change the line status to I (Incomplete).
 2. Complete steps 4d and 4e and press [ENTER] to save.
 - When you are ready to add the last labor op code for the line, change the Line Status field back to status C (Complete), key in the labor hours and labor op code and press [ENTER] to save and close the Technician Time window.
 - e. Enter the complaint code and failure code.
 - Hit F4 on the Complaint Code* or Failure Code* field to see a list of valid codes.
 - f. Key in the story and press [ENTER] to save.
 - g. Repeat steps 4b to 4e for each warranty line on the repair order.
 - h. Use function **F12=Cancel** to return to Warranty Claim screen.
- 5. Prepare the warranty claim for submission.**
- a. Use function **F5=Rebuild** to copy the required information from the repair order into the Warranty Claim screen.

- b. Take option **2=Update Correction/Comments** by the labor operation code to display the Claim Detail window.

```

SD5020DB                                     11/18/04
QENSIGN                                     Warranty Claim
=====
Repair Order  6039876      Date      11/18/04      Serv Wtr 282
VIN          1G6KD54Y72U184264  Warr Start 12/29/01  Odometer  37111
=====
Claim Type*      -      Claim Number
Complaint Code*  _____  Failure Code*  _____
Labor Operation* N1000      Part Number
Technician*     23  266510230  Diagnostic Code  00  06913
Part Count/Qty  3      3      Parts Total      73.54
Labor Hours     .00      Labor Total      .00
Other Labor Hrs .00      Sublet           .00
Net Total       .00      Line Total      73.54
Customer Pymnt .00      Authorization Code _____
Comments: Type* _____  Authorizer Code  _____
=====
F12=Cancel

```

Claim Detail Window

- c. Key in the claim type (if required).
 - This field is not required for General Motors unless it is a GMPP extended service contract. The claim type for GMPP is 0.
- d. Make sure the complaint code, failure code, and labor op codes are valid and correct.
- e. Press [ENTER] to save and return to the Warranty Claim screen.
- f. Take option **F=Failed Part** by a part number to flag it as the failed part (if any).
 - **To delete unnecessary lines from the warranty claim**, take option **4=Delete** by the line.
 - **To add an additional labor op**, you can take option **6=Add Correction** by the complaint line. However, it is recommended that you return to the Repair Order screen and take option **1=Technician Time** by the line so you can preserve the additional labor op in history.

6. Validate the warranty claim for submission.

- a. Use function **F10=Accept** to validate the warranty claim.
 - The system checks the data entered against known business roles.

- Any problems found on the validation will display in a message at the bottom of the screen.
- If the repair order is validated the status changes from 'Pending' to 'To Download'.
- **If the Repair Order Totals screen displays**, press [ENTER] to display the Repair Order Close Confirmation window and press [ENTER] to close the repair order and change the status from 'Pending' to 'To Download'.

7. Download the repair order to the manufacturer.

- a. Use option **3=Download** to download the warranty claims one at a time until you start getting confirmations that the claims are being successfully accepted.
 - Once you feel comfortable that claims are being paid, you can use **F10=Download** to download multiple claims simultaneously.
- b. Wait for the Data Transfer Confirmation window to appear and press [ENTER] to close and return to the list of 'Pending' repair orders.

Special Situations

H Routing – This is a code entered into a General Motors warranty claim which will route the claim and comments to the dealership's GM District Service Manager. To H Route a claim, key H into the Comments Type* field on the Claim Detail window and enter comments to be included in the message to the District Service Manager.

Z5000 Outside Purchase Parts Reimbursement – GM dealerships are reimbursed for emergency purchased (EP) parts as follows: 1) **If there is a published trade price:** Factory cost + 40% + the difference between the EP cost and the factory cost up to the trade price of the part as published by GM. In other words, the total reimbursement for the part will not exceed the trade price. 2) **If there is no published trade price:** Factory cost + 40% + 25% of Factory Cost up to \$100.00.

When a part is placed on a repair order as an EP, the counterperson must key in the actual price paid for the part in the Cost field and the system will automatically compute the Z5000 reimbursement on the warranty claim.

Z5001 Overnight Freight – When a parts counterperson bills freight to a repair order using function **25=Freight In**, the system will automatically create the Z5001 claim for the freight. To add the freight dollar amount to the claim, take the following steps:

1. Take option **2=Update Correction/Comments** by the Z5001 claim to display the Claim Detail window.
2. Key the freight amount into the Net Total field on the left. Press [ENTER] and **F10=Accept** to save.

Other Labor Hours – To add other labor hours to a claim, take the following steps:

1. Take option **2=Update Correction/Comments** by the labor op code to display the Claim Detail window.
2. Key the hours into the Other Labor Hrs field. Press [ENTER] to save.
3. Key in E in the Authorization Code field and 0090 in the Authorizer Code.
 - The other labor hours will be combined with the regular labor hours and the Labor Total claim will increase accordingly.
 - You may want to add a second correction code to the repair order for the purpose of preserving the other labor hours in history and combining all of the hours into one on the warranty claim and deleting the unnecessary correction code.

Rental Car Reimbursement – Rental claims are handled as sublet with different labor op codes for the different levels of rental charges. For example, use labor op code Z7901 for rentals less than \$60, Z7902 for rentals between \$60 and \$90, and Z7903 for rentals greater than \$90. To put a rental charge on a warranty claim, take the following steps:

1. Add a separate line to the repair order for the rental charge.
2. Use function **50=Enter Sublet** to open a purchase order for the rental car.
3. Key in the amount to be reimbursed as the purchase order amount.
 - This amount will appear in the sublet field on the Claim Detail window and requires a labor op code, a technician number, complaint and failure codes to be validated.