

No Problem Found Program (NPF)

There has been some misunderstanding what constitutes a NPF repair. Here are details that will hopefully help to better understand this program. I used section 4-7 thru 4-8 and 1-8 of the Warranty and Policy Manual.

NPF program can only be claimed within bumper to bumper warranty for a maximum of 1.5 hours per concern.

It is to be used for diagnosing hard-to-find or intermittent customer identified products concerns.

Technicians can spend more time to diagnose the customer concern to fix it right the first time.

When NPF cannot be used

- If the service writer is unable to obtain enough detail to duplicate at write-up so the technician cannot verify the customer's concern.
- If the concern is determined to be normal operation of the vehicle.
- If a defect is found then claim under regular warranty.
- When non intermittent concerns are not verified at write-up.
- Add-On repairs not identified by the customer at write-up.
- Cannot be claimed on dealer owned vehicles or inventoried vehicles.
- Cannot be claimed for EEC or drivability related concerns.
- Cannot be claimed outside the bumper to bumper warranty.
- Cannot be used when a defect is found but the part must be ordered.
- In SDS's opinion repairs with less than 0.5 would be determined that not enough effort was exerted to attempt to find the customer's concern. This would be subjected to service manager's approval.



What MUST the technician do to collect NPF

- ✓ All NPF repairs must be time recorded.
- ✓ Must be trained in the area being repaired.
- ✓ Run Oasis with symptom code and attach a copy to the hard copy.
- ✓ Oasis contact I.D. number must be written in tech comments or placed on the claim.
- ✓ Review all SSM's, ARN's and TSB's that are found on Oasis.
- ✓ Perform normal diagnosis detailing all test results and steps completed to attempt to duplicate the concern.
- ✓ Must have a full explanation to support all steps completed for NPF.