

Do's & Don'ts

ASSEMBLY REPLACEMENT

We found that many dealers do not follow the guidelines found in the Warranty and Policy manual when repairing assemblies. There are many different circumstances when a complete assembly can be replaced, rather than repairing the assembly. When working with assemblies it is very important to make sure that all supporting documentation is attached to the repair order to support payment and not place your dealership into a chargeback situation. The only time a complete assembly can be replaced is when:

- During disassembly it is discovered that the assembly cannot be repaired. This would be grounds for complete assembly replacement. The technicians comments must include details to support the major damage to the unit and this MUST be entered into the ACES II payment system.
- The cost to repair the assembly exceeds the cost of a complete assembly. To back-up the replacement of the assembly it is recommended that a cost analysis sheet be completed and attached to the repair order or found on the hard copy (contact us for a cost analysis sheet).
- If there are no parts available and the parts catalog states, “serviced as an assembly”. A copy of the page that supports the replacement is recommended because, at a later date parts could be made available to repair the assembly. Be sure to state the catalog volume and date to support payment.
- If the part or parts required to repair the assembly are not available from the Parts Distribution Center or in other words D-99. A copy of the DOES II printout MUST be attached for support.
- When there is a broadcast message, Technical Bulletin, ONP, Recall, Shop Manual, or any other company publication. Be sure to state support documentation on the repair order.
- The repair exceeds the cost cap established within the FQR Exchange Program. Refer to your Exchange Program Manual for details on supporting replacement or refer to VOL 7 of the DO'S & DON'TS. If an FQR assembly is not obtainable from your FAR authorization is required.

Refer to the Warranty & Policy Manual 3-35 to determine which assemblies can be repaired & what assemblies must be automatically replaced. Remember to support all assembly replacements!

Special Note:

When it is necessary to take an assembly apart and reassemble it after determining it cannot be repaired, the associated labor is reimbursable when it is listed on the claim for the replacement assembly. The technician's comments must have documentation to support actual time and time clocking must be legible (should be punched separately).

