

DIAG AS CAUSAL PART

DIAG as causal part number used for claiming technician time for diagnostics, when no repair is performed and the customer's drivability related concern cannot be verified.

- DIAG reimbursement is limited to 1.5 hours per repair.
- DIAG can only be claimed when diagnosing drivability concerns where no cause has been identified.
- Prior to claiming DIAG an Oasis symptom Code inquiry must be done to access all service recommendations.
- When claiming DIAG all valid diagnostics trouble codes must be entered with the DIAG repair.

When Not To Use DIAG

- As an ESP claim.
- When a cause has been identified and the part is not available to complete the repair.
- For vehicle inspections when the customer has not identified a specific drivability complaint.
- On-dealer owned vehicles such as new inventory, unsold used vehicles and dealer daily rentals.
- If the customer's complaint is exclusively for poor fuel economy.
- To reprogram the Powertrain Control Module.

What Technicians do to collect DIAG

- ✓ Attach the listing of Special Service Message ARN'S and suggested TSB'S from Oasis Symptom Code printout to the repair order.
- ✓ Ensure the DIAG time is supported by a full explanation in the technician comments area.