

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.

- 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.
- For identifying product features or characteristics.
- Whenever parts are replaced as a result of diagnosing the customer's concern
- When non intermittent concerns are not verified by service management during write-up.
- For vehicle inspections when the customer has not identified a specific product complaint.
- For diagnosis of dealer-owned vehicles, such as stock units, used cars and dealership daily rental units.
- For use with any EEC diagnosis related concerns.
- For repairs performed beyond New York warranty coverage
- ESP repairs are NOT eligible for NPF labor
- For drivability concerns.
- When a cause has been identified and the part is not available to complete the repair.

What Technicians 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.