

3/5/14

Do's & Don'ts

TECHNICIAN DOCUMENTATION

We have discovered that on most repair orders the technician lacks proper documentation of the repairs completed. On either the electronic tech system or the handwritten repair orders, many times the repair detail is either missing or abbreviated leaving out vital information required by the manufacturer to support the repair in an audit. Management **MUST** review the repair orders to ensure that detail will support all labor operations claimed. If additional documentation is required then the technician may add their own comments. Listed below are some tips on what the technician **MUST** document to support payment:

- ☑ **State the causal part that is required for the repair to be covered.** In an assembly he/she **MUST** state the part that caused the repair and not the assembly. The only exception to this rule is when an FQR assembly is replaced or a **FREE** assembly is supplied by the plant. An FQR assembly may be used if the technician documents a **major internal failure** with detailed comments (refer to the Exchange Guide).
- ☑ **Clarify the repair steps completed.** It is important to list any accessory item such as: A/C, P/S, speed control, full carpet, 4X4, etc. required to be removed for access to complete the repair. Any non-Ford item that requires removal **MUST** be stated and should be time punched separately for compensation. You must state all primary steps to complete the repair.
- ☑ **Identify diagnostic equipment results performed.** Any step completed that produces a test result or code **MUST** be present in the technician's comments. If a labor operation is collected that states a test the result **MUST** be found to support payment. General terms such as within factory specifications is not acceptable by the manufacturer.
- ☑ **Identify the cause of the repair or failure.** Do not use terms such as "bad part" or "replaced part because someone special ordered it." You **MUST** indicate the defect found with every part replaced. Remember only a defect in material or workmanship is covered by warranty. Terms such as broken, cut, scratched, gouged, torn, bent, etc. require more detail to support replacement under warranty.
- ☑ **Support all labor operations claimed.** Technician **MUST** indicate all repair steps performed in order to claim the associated labor operation found in the SLTS Manual. Do not add labor operations that are not supported by the technician's comments.



6211 West M-72, Grayling MI 49738

Phone (989) 348-9755 Fax (989)348-9756