

Do's & Don'ts

Tracking Repeat Repairs

The ACES II payment system had an edit added a few years ago that rejected possible repeat repairs. This edit in some cases, adds to the ever increasing claims payment workload. Often claims are rejecting that are completely unrelated to the previous repairs.

Since the start of Repeat Repair Self Approval Program, we do not believe that a large percentage of the dealerships are not following the program properly. Many reviews have been completed, and we found that documentation required for this program has not been detailed properly per Ford's Policy. During the Warranty Counseling Process this error would become costly at the third level and thereafter.

At most dealerships we reviewed we found that the warranty administrator would just include an approval code to get the repair paid. In some dealerships the service manager would be involved, but there was no documentation to support the decision processes on the repair order. Listed below will help determine the proper procedure:

Service Management Responsibilities

If during the review of the vehicle history or after an ACES II rejection it is determined that the repair is a repeat repair, a five-digit approval MUST be determined and used. The codes below MUST be entered in the Approval Code box.

DDDR1 - *Service Part Failure*

DDDR2 - *New Technical Data Available*

DDDR3 - *Different Causal Part Failure*

DDDR4 - *Other - See the repair description area of the claim*

DDDME - *Odometer or Repair Date Discrepancy area of the claim*

When Repeat Repair Self Approval is required you MUST include a complete description of the circumstances including the technical source used in the decision process. The narrative MUST be entered on both the repair order and in the technician area in the ACES II system. Just by using the code without comments could result in a chargeback. Make sure that this last step is completed properly in your dealership.

Dealers who do not properly control this program could result in loss of this self approval authority. Loss of this program would require approval by your service representative and the odds of rejection or denial of payment..

