

Do's & Don'ts

WORD OF CAUTION!!

Almost all dealers write up Owner Notification Programs (ONP) improperly and this could be costly in an audit. The ONP's are unlike recalls. They do expire and should not automatically be performed if it shows up on Oasis. There are three different types of ONP's as listed below:

- **“B” Programs** (i.e., 94B55, 99B03) - These programs advise the customer to return to the dealership to have the repair completed. Check the program guidelines to determine if the program has not expired. Generally these programs have a date of expiration with no mileage limitations. The programs are safety related issues. That is why you must complete the program.
- **“M” Programs** (i.e., 99M02, 98M87) - **These programs are only to be completed if the customer communicates a symptom as outlined in the program.** Customer write-up should not say “Complete 99M02 recall”. With this type of ONP, the customer MUST describe the concern that fits the program or, in completing diagnosis, technician determines that the condition fits the program guidelines. Be careful when completing these repairs automatically (see note below). These programs have an expiration date. If the repair is completed before the date, there is no mileage limitation. After the expiration date, most programs have a mileage cap along with a time from the WSD. The vehicle must be within both the time and mileage limits(similar to the Bumper to Bumper coverage).
- **“L” Programs**(i.e., 94L01, 96L06) - These programs are label revision programs. The customer will be mailed a label they can install or the customer may return to the dealership for installation free of charge. These programs are not on Oasis but remain eligible for six months from the release of the letter.

On “M” programs Oasis will state **“CAUTION: MAY NOT NEED REPAIR; SERVICE ONLY IF CONCERN IS PRESENT. PLEASE REFER TO DEALER LETTER FOR PROGRAM COVERAGE”**. ***A STATEMENT WILL BE PRESENT TO SUPPORT THE DEFECT IN THE PROGRAM GUIDELINES. DO NOT AUTOMATICALLY COMPLETE THESE PROGRAMS.*** Make sure the technician documents the particular component failure as described in the program to be eligible, just like any other warranty repair documentation.

Starting this month ONP repairs are now within the measured warranty expense on your Warranty Trend Report. Our understanding is that the repair will be placed in the category that represents the part failure within the particular program. CAUTION: All related damage claims will now be measured along with the initial repair.

- θ Warranty Practice Review
- θ Audit Appeal Assistance
- θ Warranty Claim Collection
- θ Collection of Past Due Claims



- θ Temporary Claim Processing
- θ ACES II Corrections & Training
- θ Mini Warranty Mock Audit
- θ Warranty Administrator School

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