

Time Allowances

Effective Date: Jul 1, 2012

TIME ALLOWANCES

Labor times published in this guide are established by one of three methods:

- Physical time study performed on a vehicle.
- Average of actual times submitted on warranty claims (Straight-Time Averaging process).
- Estimation based on the labor time of similar components or sub-systems.

No connection with the technicians' wages is implied since they are dependant upon the dealer pay plan in effect. The appropriate document should be referenced for repair situations that may require time beyond that published within the guide or for general claim processing questions and instruction.

Allowances based on physical time study have been determined by performing the operation a sufficient number of times to establish a fair and equitable time. Standard technicians' hand tools are used unless specified in the service procedure. Dealer essential and available tools are used. Procedures outlined in Service Instruction, other service publications, and good shop practices are followed as a guide when performing the work necessary to establish time allowances. In addition to the time required to perform the repair, allowance is applied for operating variables such as variation in vehicle age and condition, obtaining special tools, obtaining parts, and personal time. Published times do not include the removal and replacement of special equipment other than manufacturer options.

Please note that service procedures may include “links” to assist in the repair as reference. Not all steps associated with these links are required to perform the repair and may not be included within the time study.

Most labor times for new program launches will initially follow a Straight-Time Averaging process. Selected operations will be time studied after vehicle introduction following established procedures. Straight-Time labor operations will be averaged based on actual paid warranty claims and the averages will be published in subsequent version of the Labor Time Guide. Labor operations will display “ST” in the time field until averages have been provided for publication. Information regarding the Straight-Time Averaging process has been communicated through Warranty Administration publications.

A dash in the labor time field indicates there is not a specific time assigned to the labor operation number. These labor operations are for claim processing use (example: sublets, MIC, net amounts, AC Delco, etc). Please reference the appropriate publication for claim processing instruction.

Major Operations

All operations with an assigned labor operation number are classified as Major Operations. In general, Major Operation descriptions are aligned with the corresponding service procedure title. Some operations released may be related to partial work or special situations. Clarification notes are published as required.

A major operation time allowance, with the addition of ADD conditions as appropriate, allows sufficient time to do the work described in the service procedure as a single repair operation. Please note that service procedures may include “links” to assist in the repair as reference. Not all steps associated with these links are required to perform the repair and may not be included within the time study. The appropriate document should be referenced for specific repair situations that may require time beyond that included within the guide or for general claim processing instruction.