

OverVUE

Set up an Op Code each time the OEM issues a Warranty/Recall Bulletin.

Name the Op Code

Navigate to Service > Maintenance > Op Codes.

- Use the bulletin number to name the Op Code.
- Op Code Description: The Description and the Op Code preset Concern should reflect the Description provide in the bulletin from the OEM.



- Account Code setting: The Account Code must be set in the Accounting > Maintenance
 > Service Account Codes table as a Pay Type-Warranty Account Code.
- Default Account Code: An account code with a pay type *Warranty* must be set in the Op Code.



Warranty Settings: Once the account code is set to a *warranty* pay type, the [Warranty] button will appear in the Op Code screen.

Op Code	19S17	A	ictive 👻	Account Code	SW - Service Factory Warri 👻	Popular Op Code Select			
Description Concern	Rear Suspension	n Toe Link Replacem	nent	Skill Level	QCM - Qcm Extended Warra				
	Rear Suspension	Charges	Cause Inspection	Mark &s Deferred	SCP - Service Cust Pay SESP - Ford Extended Warr SISP - Ford Extended Warr SPW - Service Part Warrant SW - Service Pactory Warra C				
Make & Model		High Year	Make	Model	Description		Warranty		
Make & Model	Low Year					Wanrants			
Make & Model	0	0	Ford			Warranty			
Make & Model	Low Year 0	0	Ford			Fees			
Make & Model	0	0	Ford			Verranty Fees Parts			
Make & Model	0	0	Ford			Verranty Fees Parts Add			
Make & Model	0 1.4 hrs	0 Rate C	Ford ode W - Factory Warr	anty & ESP Rate	• Rate \$95.6	Warranty Fees Parts Add Amount S	133.89		

Ford - Warranty Op Code Set Up

Warranty Settings: Once the [Warranty] button is selected, you can define the:

- Claim Type
- Claim Sub Code
- And any associated Labor Ops and the corresponding hours to be claimed. (This information can be found on the published bulletin from the OEM.)

The Claim Type and Claim Sub Code should be the same for every recall that falls under a given bulletin.

Many bulletins have multiple Labor Ops that may be used depending on the scenario, but only a

Op Code Warranty Information × Claim Type 31 - FSA (Field Service Action) KIA Claim Sub Code 19s17 Ford Labor Labor Code Actual Hours 19S17C 0.6 X 19517D 0.8 X 4 Add Labor Ok Cancel

limited number of Labor Ops that can be used in that particular claim. The best practice is to add them all and then delete the un-used Labor Ops in the Warranty Ford tab in the operation that this Op Code is assigned.

Work Flow

When a customer arrives in the service drive for a service event, the Advisor should run a Ford OASIS report. (This report can be run through VUE, but many Service departments may choose to look directly at the OEM's website.) The Ford OASIS will contain the

peration Det

LABOR Total: \$1

PARTS SUBLETS

DISCOU

TAXES Total: S0.

WARRA FORD

bulletin number for any Open Recall that is reported for that VIN number. The bulletin number can be used as the Op Code for that particular operation.

NOTE: When a customer declines to have recommended service performed at this time, against the Advisor's advice, the Deferred operation serves as a record that the dealership informed the customer of the open recall and attempted to make the repairs.

When the operation is complete, the warran administrator will have the Claim Type, Claim Sub Code, and ALL possible Labor Ops already populated to the Warranty Ford Tab

Any unused Labor Ops that populate form

the Op Code setups can be easily deleted by the X at the far-right end of the labor line, u Labor tab, in the Warranty Ford Tab.

The Warranty administrator must populate t

- Concern Code
- Mark the Hold At Pre-Validation checkbo
- Condition Code as needed.
- Review Parts and Clock times for the operation.

ation Detail																
	Repair Order	409620	Opera	ation <	D - >	Advisor Aut	tumn McKenzie		Customer	Bushnell, I	Donald					
OPERATION	VIN	1FMJK1HT9JE	EA25949	2018	F	ord	Exp	pedition			Mileage 9854	5				
Total: \$133.89	Concern	Rear Suspens	ion Toe Link P	Replacement							Manager Appro	val				
LABOR Total: \$133.89	Cause												- 81			
PARTS Total: \$0.00	Correction												- 81			
SUBLETS	Tech Notes										Ō		- 81			
10101. 20.00	Op Code	19517		Q	Account	SW	Ŧ	Skill Lev	el Select			Ŧ				
CHARGES Total: \$0.00	Operation Detai	il						her Date Car	w		Bata			_		
DISCOUNT		Repa	air Order	409620	Opera	ation < D	~ > Adv	risor Autum	n McKenzie		Customer Bu	ishnell, Dor	nald			
fotal: \$0.00			VIN	1FMJK1HT9J	EA25949	2018	Ford		Expedit	tion		м	leage 98545			
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	PARTS Total: \$0.0	10	Clain	n Type 3	1 - FSA (Field	Service Action	i) -	Claim Sub	Code 19s17							
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