



VUE

FORD Warranty Op Code Set Up

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.

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

The Warranty administrator must populate the:

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