

# Wizard\$ of Warranty™ Newsletter

From  
Randy Shepard & Associates, Inc.™

December 2006 - Week 2

## Toyota Warranty Guide

The past five or so years has brought us many different electronic versions of warranty flat rate manuals. They've gone from basic ones that were nothing more than PDF versions of the paper manual to more sophisticated ones that give you more functionality to zero in on labor operations in different ways.

The manufacturers have created their own electronic flat rate manuals, the major in-house computer system vendors have integrated warranty flat rate manuals into their service billing screens and a few outside vendors have developed their own that they sell as a standalone product or bundled with other products.

While they all have their pros and cons, none of them have gone far enough to be a warranty administration coding solution except for one.

That one is the Warranty Time Guide for Toyota dealerships. The Warranty Time Guide is the creation of John Dynan, founder and recently retired Toyota Service Manager.

Within one screen, you can pull the labor operation and labor time for any Toyota from 1996 until now. But that's not all. You have the option of searching for a labor operation by going to the repair section or doing searches using labor operation, keyword or failed part. You can also use a pull down menu to pick the repair group you're looking for and the repair groups are in terms you'll understand not the factory verbage.

Along with the labor operation and time, the program will tell you what the warranty coverage is for each labor operation. The combination codes will also be displayed so you don't miss out on any additional labor time you can claim.

### Randy Shepard & Associates, Inc.™ Introduces our new Managed Account Program (MAP)

Our Managed Account Program provides Numerous benefits to a dealership and it's service department.

- In most cases, an experienced ex-field representative will visit your dealership every other month to help with issues your service department may have.
- Review Dealer Progress Report with dealership management and ensure any needed corrective actions have taken place and continue to be followed.
- Unlimited telephone access to your assigned MAP Manager.
- Warranty Report analysis to identify critical issues driving over standard performance.
- Provide on- the- job warranty training for dealership personnel... Plus much much more!

The Managed Account Program is currently available to all Ford Motor Company dealers. Other franchises will be available soon.

For more information, please visit  
[WWW.RANDYSHEPARD.COM](http://WWW.RANDYSHEPARD.COM)  
or contact our customer service department today at:

**1-877-656-8900**

If you're coding a claim, you can check the box next to any combination codes you want to use then go to the next tab for T1 and T2 codes and check them off as well and you're all set. You can then print out a claim coding summary and attach it to the repair order.

But the warranty information doesn't stop there. Along with everything else, you can access warranty administration bulletins and service bulletins quickly. The service bulletins listed will include only those service bulletins that apply to the vehicle and year you're coding.

The Warranty Time Guide does go beyond being a great resource for coding claims. It also has information that can make the job of being a service advisor or technician easier.

As it says on the web site, it's a "great tool for new ASMs to quickly learn the product".

By pulling the year, model and engine of any Toyota, you can also find out drive type (chain or belt), plug type, oil type, ATF type and maintenance interval and whether or not the vehicle has a cabin filter or tire sensor.

With a quick switch to the source book data you can also find other information that can be valuable to have right at your fingertips. You can pull up the factory maintenance schedule, the towing stats and an overview of the warning lights for the car. Just to finish off the information available, you can also find out the gas tank, oil and coolant capacities.

For those of you interested in the Warranty Time Guide should go to the web site and check it out. You can get full access to the online version for 30 days at no cost to give it a test drive. You can go to [www.fixed-ops.com](http://www.fixed-ops.com) and click on the quick link to the Online Warranty Time Guide. The cost is extremely reasonable. It's \$295 for a full year and you're not limited to the number of users that can use it. The price is much less expensive than what is offered by the in-house computer companies and with far more features.

Updated and changed information is added to the web site as soon as new information comes out so there's no need to keep up with downloading any updates. 300 plus Toyota dealerships are already using this program and the list of clients is growing. If you're not using it, you're missing out. – Gregg ([gregg@wae1.com](mailto:gregg@wae1.com))

**This is an absolutely FREE news alerts service provided by Randy Shepard & Associates, Inc.™**

**Publisher:** Randy Shepard & Associates, Inc.™  
Randy Shepard, Sr. - CEO

**Editors:** Gregg Tompkins, Dealer Insight  
Daniel Hearn, Customer Service Manager  
Lou McCoy, Ford Lincoln Mercury Editor

This publication is written to provide accurate and authoritative information about its subject matter and is not intended to render legal advice. If legal advice is needed, you should seek the services of a qualified attorney. Please feel free to call toll free @ 1-877-656-8900 for more information on any of our additional warranty products and/or services.

©Copyright 2006 by Randy Shepard & Associates, Inc.™, **Warranty Administration Experts™**, **Wizard\$ Of Warranty™** Newsletter and/or any of its licensed affiliates.