



Warranty Flat Rate Times

1 message

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Hello Heather,

My name is Darrin Marshall and I am the Chair of the Automotive and Diesel Technology Department at the University of Alaska. I have been in the automotive field for over 25 years. I have worked in the dealership and in the independent world. I wanted to state that it is my belief that manufacturer warranty times are making life difficult for dealerships and the dealership technicians. We will need everyone's help to encourage manufacturers to treat our technicians and the dealerships fairly.

I believe the cut rate warranty time rate practice has made working in dealerships very difficult especially for entry level technicians. I am seeing that the "flat rate" warranty times are driving many of my students out of the repair business to seek employment in an industry that can better meet their financial needs. Warranty times have proven very difficult for many technicians to meet. I would encourage you or any member to review the difference between a manufacturer's warranty times and book labor times. Warranty times are consistently 30 to 40 percent less than book labor times.

The automotive service industry is suffering on many levels and can't afford to have manufacturers continue to drive new and current technicians from the industry. This has been an unfair practice for many years and needs to change. I believe this change can only happen if our Representatives can mandate the corporate manufactures to treat the technicians and dealerships fairly. I would appreciate any help you can give our industry.

Darrin Marshall
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