



Explanation of Flat Rate Labor Times

Explanation of Flat Rate Labor Times ♦ Operation Time / Skill Level ♦ Operation Number Description

Operation Time

Time allowances are listed in hours and tenths (six minute intervals). Each operation time includes:

- o Actual time to do the job, including: Normal diagnosis and/or testing where specified in Honda service manuals or bulletins; inspection, measurement, and cleaning of all parts; adjustments; gasket removal; and emission control functional checks, road testing, and quality control checks. If you need additional diagnosis time, call your Honda District Parts and Service Manager for assistance.
- o A straight percentage of the actual time, added to the operation, to compensate for technician fatigue and differences in shop conditions.
- o Paint refinish/top-coat operations also include:
 - **Top-coat:** Use the listed paint refinish time for top-coat repairs. Do not claim top-coat time and refinish time for the same panel.
 - **Metal prep:** If more than 50% of a panel must be stripped down to bare metal, you may claim additional prep time equal to 25% of the refinish time. Your District Parts and Service Manager, however, must inspect the car and authorize the work before you start.
 - **Paint mixing time:** The time allowed for mixing paint and cleaning equipment is 0.3 hour, no matter how many panels you paint on the car. Only one mixing time is allowed for each total paint claim. Enter it in the OPERATION NO. section of the claim as operation number 901010. NOTE: This number may not be used as the primary operation number.
 - **Paint and materials allowance:** Multiply the total refinish time you're claiming (do not include mixing time) by your warranty labor rate. Multiply that result by 25% to get your allowance for the paint and materials you used. For example:
(6.00 hours refinish time) x (\$22.00 per hour warranty labor rate) = \$132.00
(\$132.00) x (25% material allowance rate) = **\$33.00 for paint and materials**
- Enter your paint and material allowance on the R.O. in the customer complaint section, and write the words "PAINT and MATERIALS" next to it. Then enter the allowance on the claim in the space for MATERIAL(S).

Skill Level

Skill level codes are assigned to each labor operation. Use of skill level codes can help as a guide for dispatching work to the qualified technician. Definition of technician skill levels:

- T: Apprentice technician** – A service employee who is preparing to become a maintenance technician
- M: Maintenance technician** – A technician who is competent in performing both pre-delivery inspections and periodic maintenance operations
- R: Repair technician** – A technician who, in addition to the maintenance technician capability, is competent in performing repairs with known repair method at reception
- D: Diagnosis technician** – A technician who, in addition to the repair technician capability, is competent in performing diagnosis with unknown root cause at reception

Revision Rights
Reserved: The flat rate time allowances are subject to revision by American Honda Motor Co., Inc., at any time, depending upon new time studies; design changes or improved methods, techniques, or equipment; or other advances in the industry.