

REPAIR SHOP INSTRUCTIONS

Repair Shop Instructions for the Labor Claims Form

Thank you for using the **AWDA Labor Claims Form**. By following these instructions, your labor claim should be handled more efficiently by your warehouse distributor and parts manufacturer. You should receive a response from your warehouse distributor within 45 days after your claim has been submitted, as well as an explanation of the manufacturer's findings on the returned part.

1. Download the **Labor Claims Form** from the website, www.aftermarket.org, or from your manufacturer's website.

While AWDA is encouraging all parts manufacturers to use the same form, some parts manufacturers may add some additional information requirements/instructions on the back of the form. Be sure to follow the instructions provided by the parts manufacturer.

2. Take a digital picture of the failed part, preferably both while on the vehicle and on the bench. The picture should be e-mailed to your warehouse distributor, noting that the picture is part of your labor claim package.
3. Fully complete the **Labor Claims Form** by providing ALL the information requested, including a detailed description of the failure and reason for the claim. If you do not provide all the required information your claim may be delayed. Print the form to include in the box with the part. Be sure to make a copy of the claim form for your files.

RGA# = Return Goods Authorization

RGN# = Return Goods Number

Claim Information

To determine your Labor Cost, multiply the Total Labor Hours by your Labor Rate (\$). Add this number with the Parts Cost for a Total Claim Amount.

4. A complete labor claim package will include:
 - a. A picture of the part
 - b. A fully completed labor claims form
 - c. The original parts receipt with date of purchase (if your warehouse requires)
 - d. A copy of the original work order with parts and labor bill (be sure to keep a copy for yourself)
 - e. Copy of warranty (redo) work order (be sure to keep a copy for yourself)
 - f. Alleged failed part(s) (you may use the box that the replacement part was shipped in)
5. Call your warehouse distributor as soon as you have all the items required for a complete labor claims package. According to the **Labor Claims Best Practices**, your claim should be in transit to the parts manufacturer within two business days of the warehouse distributor pick-up.
6. Your warehouse distributor will send the package to the manufacturer then follow up by providing you with a response regarding your claim and any technical explanations about the part.

For more information related to AWDA's Best Practices for Processing Labor Claims, contact Larry Northup at 301-654-6664 or visit www.aftermarket.org.

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