INTRODUCTION TO CLAIM CODING
Revised October 2017

The Subaru Labor Time Guide (LTG) lists the complete model lineup starting in 1995. This application covers repair time allowance for warranty operations. These times are representative of the time required by a Subaru technician in a typical Subaru dealership using normally available hand tools, equipment and Subaru special service tools to perform repairs.

Times include all necessary testing unless indicated otherwise. Times are based on recommended repair procedures outlined in Subaru service manuals, training manuals, service bulletins and the use of genuine Subaru replacement parts.

The operation numbers and times listed are to be used in the preparation of the repair order claim for reimbursement. All operations and times listed are complete operations unless otherwise specified and the times given are sufficient to complete the total operation.

INSTRUCTIONS

This Subaru Labor Time Guide combines Labor Operations and Failure Codes with illustrations. It is suggested that you read the following instructions and examples carefully in order to fully understand its use. Also refer to the Subaru Policies and Procedures Manual for specific warranty information.

DETERMINING LABOR OPERATIONS

Each operation numbers is identified with an "ITEM" number located to the left of the operation number. This “ITEM” number will match the number reflected in the assembly drawings for the failed component. It must also match the “ITEM” number associated to the applicable fail code.

Example
There are three types of labor operations. They may be identified by a prefix letter “A”, “B” or “C” before the six-digit numeric code. The prefix is used as an identifier and is not part of the labor operation number. Therefore, the prefix should never be entered on a claim.

- **“A” operation prefix**
  - Indicates an independent or complete repair
  - Appears by itself on a claim
  - Includes all necessary time to perform a complete repair

- **“B” operation prefix**
  - Indicates an independent or prime repair
  - Appears on its own on a claim
  - Can appear in conjunction with a “C” operation number

- **“C” operation prefix**
  - Indicates the labor operation is a **dependent** repair
  - Must be used in conjunction with a “B” operation
  - Cannot be entered on a claim by itself
  - Usually follow directly below the prime “B” operation

Labor operations include all necessary time for repairs and include adjustments, unless indicated otherwise.

The term “**In car servicing**” refers to repairs performed to major component assemblies while installed on the vehicle.

The term “**out of car servicing**” refers to repairs performed to major component assemblies which require their removal from the vehicle.

**DETERMINING FAILURE CODES**

After determining an operation code, the applicable fail code can be selected from the “**Fail Code**” list. The failure code consists of a 3-character alpha portion that identifies the part and a 2-digit numeric portion (Trouble Code) that indicates how that part failed.

“**Fail Codes**” applicable to a particular repair are listed adjacent to the Description/Failure column in the lower right quadrant of the Labor Time Guide. Select the 3 character alpha failure code that identifies the failed part. Select the 2 digit Trouble Code which best describes how that part failed.

Note that Powertrain (indicated with an asterisk *) and Subaru added security plan coverage (C=Classic, G=Gold, P=Powertrain) is also listed next to the Fail Code column.

**Example**
CODING ELECTRICAL REPAIRS

Failure Codes for electrical wiring repairs must be created using the Electrical Location Grids depending on the location of the electrical repair that was performed.

Access (1) the Electrical Location Grids from the drill-down menu as seen below. Select (2) the wire harness being repaired and note (3) the "Item" number beside the operation code. Now select (4) View Image to display the electrical grid.

Example
An electrical grid fail code always begins with a "V" (noted in the upper left hand corner of the grid). Notice the title across the top of the grid, it states: **Second Failure Code Digit** with the letters A through M, one letter for each column of the grid. Down the left side of the grid it states: **3rd Failure Code Digit** and letters A through J correspond to each row of the grid.

Select the grid where the wiring repair was performed. Follow the column to the top to select the 2nd alpha character of your fail code. Follow the row to the left to select your 3rd alpha character. The remaining 2-digit trouble code can be obtained from the Fail Codes list when close the grid.

**Example**
EMISSIONS

Items covered by Emission Warranties are identified in the “Notes” section of the Labor Time Guide. For parts covered under the 7 year/70,000 mile California Emissions Extended Defect Warranty, refer to your Subaru Policies and Procedures Manual.

POWER TRAIN WARRANTY

Items covered by the 5 year/60,000 mile power train warranty are identified by an asterisk (*) in the “Powertrain” column to the right of the Fail Codes list. The asterisk is used as an identifier and is not part of the failure code.

STRAIGHT TIME

Straight time repairs are repairs that do not have pre-established labor times. Examples are certain wiring repairs and body metal repairs. Labor operations for this type of repair have a designation of S.T. in the “Hours” column.

Separate time clock punches (on/off time) are required for all straight time repairs.

ADDITIONAL TIME

Additional labor time may be claimed when a repair involves more time to complete because of unusual circumstances. An example of an unusual circumstance is a repair involving broken or seized bolts.

Additional labor time may not be claimed unless unusual circumstances exist. A description must be noted on the repair order and in the claim comments detailing the unusual circumstances.
CODING PAINT REPAIRS

The paint film on Subaru vehicles is of the highest quality produced using the latest techniques in production line finishing. However, the best quality control measures cannot eliminate all minor imperfections. The finish on a new vehicle cannot be reproduced using available aftermarket products and repair procedures. Therefore, it is suggested that dealers correct only the most OBVIOUS paint defects and leave minute imperfections alone. All new vehicles should be inspected before delivery to determine if any imperfections exist on the vehicle. Refer to the Subaru Policies and Procedures Manual for applicable authorization requirements prior to performing warrantable paint repairs.

The labor operations contained in this section include time for the removal and reinstallation of any moldings, emblems and trim or masking such parts; sanding, application of primer sealer, surfacer, blending adjacent body panels and required two stage paint (color/clear coats) and any final detailing.

MATERIAL ALLOWANCE: A material allowance equal to 40% of the total body labor change may be applied to ALL materials used when performing labor operations beginning with: 97, 98, or 99.

PAINT LABOR OPERATION DESCRIPTION

BUFF AND POLISH REPAIR: Recommended for conditions such as minor surface scratches, excessive orange peel, foreign material in surface coats (clear) and overspray.

Operation: 971 - 008 Buff and/or Polish

SPOT REPAIR: Recommended for repairing large panels when the repair area is LESS than 25% of the total panel area OR for semi-concealed areas such as door openings, underside of deck lid and hood, interior components, hinges, brackets, etc.

Operation: 981 - 001 - Spot Repair Clear and/or Color Coat or Operation: 991 - 001 - Spot Repair Refinish

CLEAR COAT/COLOR COAT REPAIR: To be used when the repair does NOT extend into the Prime Coat where only the clear/color coat is involved.

Operation begins: 98_ - ___ Clear and/or Color Coat Repair

REFINISH REPAIR: To be used when the repair extends into the Prime Coat or Metal where repair to the base metal and prime coat is required. THIS OPERATION DOES NOT INCLUDE METAL REPAIR.

Operation begins: 99_ - ___ Refinish Repair

PANEL BLEND: To be used when color coating or refinishing one panel and blending adjacent panel(s) to correctly match paint tint and color. Each operation includes one or two adjacent panels as required.

METAL REPAIR: To be used for Bumping, Filling and Resurfacing up to but not including the prime coat. This operation must be used with an appropriate Refinish labor operation.

Operation begins and ends: 99_ - ___9 Metal Repair
BODY NOISE & LEAK REPAIR

Claim coding for Body Noise and Leak repairs should be used only under the following conditions:

All repairs are straight time repairs which include diagnostic, access, and repair time.

Refer to the Subaru Claims Policies and Procedures Manual for applicable authorization requirements prior to performing warrantable paint repairs.

BODY/WIND NOISE REPAIRS: This claim coding is to be used only for repairs to vehicles which require body component and/or body panel adjustments to eliminate body/wind noise.

If component or body panel replacement is necessary to correct the condition, refer to the Body & Paint section.

WATER/AIR LEAK REPAIRS: This section is to be used only for repairs to vehicles which require resealing body panels, repairing body seam welds, installation of missing body grommets, or panel adjustments except glass adjustments.

If glass adjustment or component replacement is necessary to correct the condition, refer to the Body section.