

Warranty Claims

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Warranty Claims

CARSTAR Warranty

CARSTAR Manitoba offers nationwide, lifetime warranties on all the work done in a CARSTAR facility.

****WE DO NOT WARRANTY RUST – DO NOT ACCEPT RUST WORK IN YOUR SHOP****

- When a customer contacts you regarding concerns about a repair invite them to your shop at their earliest convenience to review.
- Print the original claim to have as a reference.
- Have the shop manager or estimator do a walk around with the customer to outline the areas of concern.
- Once a repair plan has been established, book the customer in for repairs.
- **NOTE: WE DO NOT PAY THE SAME TECHNICIAN TWICE FOR A REPAIR FAILURE! ALWAYS DOUBLE CHECK WHO DID THE ORIGINAL WORK BEFORE ASSIGNING THE TIME!!**

Closing a Warranty RO

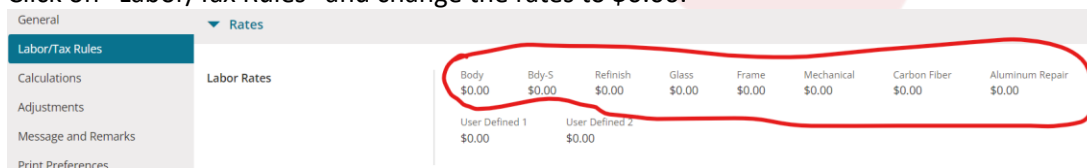
Once the work is completed and the customer takes their vehicle back the file needs to be closed. The process is different than any other RO closing as there is no sale allocated to the shop, only costs.

In Mitchell Connect:

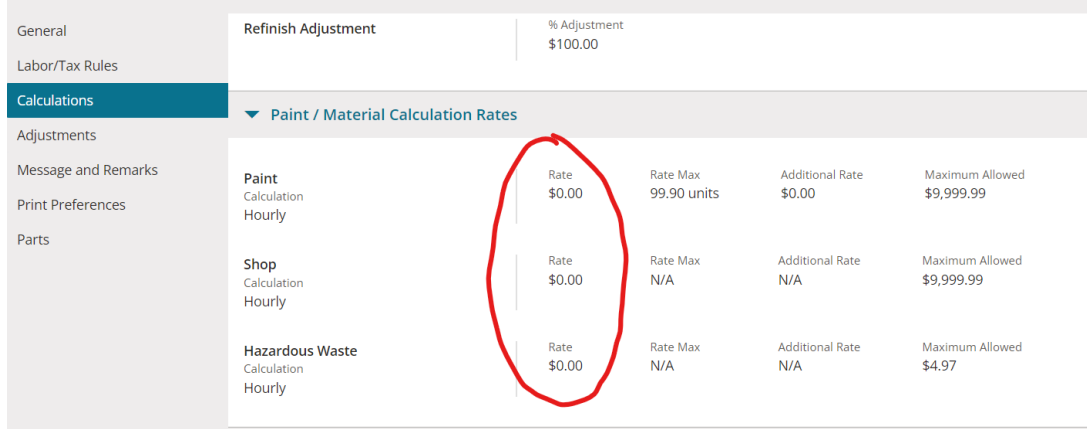
- Open the claim in Mitchell Connect.
- Click “View or Supplement”.



- Click “Estimate Profile” on the left side of the page.
- Click on “Labor/Tax Rules” and change the rates to \$0.00.



- Click on “Calculations” and change the rates to \$0.00.



- Go back to the estimate and change all part or sublet pricing to \$0.00.

Warranty Claims

Filter Repair Lines...				
Front Bumper				
Description	Operation	Type	Total Units	
Frt Bumper Cover Assy	OH	Body	2.6#	
Part Type Existing				
S1 Description	Operation	Type	Total Units	
Frt Bumper Cover	RR	Body	INC#	
Part Type	Part #	Qty	Total Price	Tax
Remanufactured	NI1000322R	1	\$0.00 *	✓
S1 Description	Operation	Type	Total Units	
Frt Bumper Cover	RO	Refinish	2.6#	
Clear Coat Only				
Additional Operations				
Description	Operation	Type	Total Units	
Clear Coat	AO	Refinish	1.0	
			Total Price	
			\$0.00	

- The total cost of the claim should now read \$0.00 at the top of the page.

ACV
\$0.00 (0.0%)

Commit

Share PDF | Export EMS

- Hit "Commit".
- Confirm that the total cost of the claim is \$0.00 and click "Export EMS".

Supplement 1 [View or Supplement](#)

\$0.00 →

System Mitchell Estimating Estimator Tanis Varey

Status Committed
08/25/2023 10:56 AM

Export EMS

- Switch the "Job Action" to "Closed".

WARRANTY | Job Actions ▾

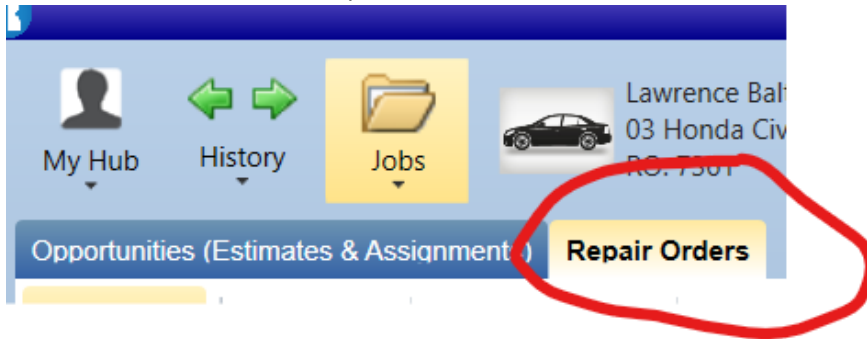
Open
Mark this job as Open to add it to your open jobs list

● Closed

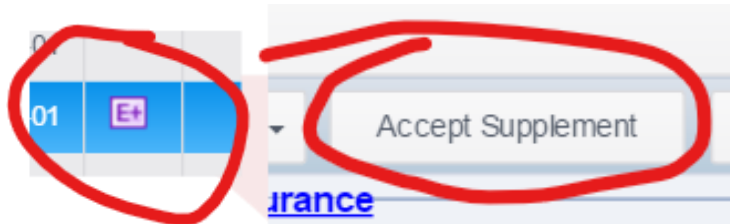
Warranty Claims

In Repair Center:

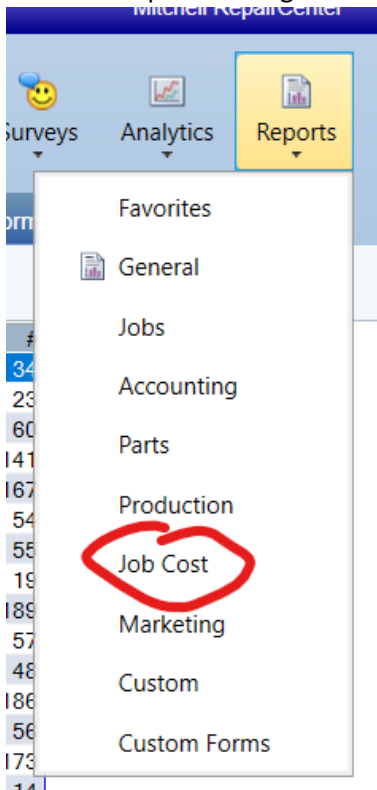
- Search the RO under the “Repair Orders” tab.



- Accept the supplement.



- Double check that all your dollar amounts are \$0.00! You **cannot** close a warranty claim with dollar amounts present as it creates a false sale in the system.
- Follow the “Closing Checklist” to ensure that everything is still posted appropriately.
- When you go to transfer and close the job you will get an error message. Because there is no cost there is nothing to transfer to Sage.
- Do not transfer, just close the job.
- Click on “Reports” and go to the “Job Cost” tab.



Warranty Claims

- Select "Job Cost Summary" (#54).

Current RO	Job Cost RO Summary - Classic	167
Current RO	Job Cost Summary	54
Current RO	Job Cost Summary with Postings	55

- Confirm that there are no totals under "Est List", you will want all the totals under "Flg Hrs" and "Cost" to finish filling out your "Warranty Form".

Dept.	Est Hrs	Act Hrs	Flg Hrs	Est List	Act List	Cost	Profit \$	Profit %	Eff. %
Body	8.50		8.50	0.00	716.38	297.08	-297.08		
Detail	2.00	7.09	7.09	0.00	498.71	138.97	-138.97		28.2
Paint	4.20		4.20	0.00	353.98	141.71	-141.71		
Haz	0.00	0.00		0.00	0.00	0.00			
Pnt/Mat	0.00	0.00		0.00	0.00	0.00			
Bdy/Sup	0.00	0.00		0.00	0.00	0.00			
Parts Existing	0.00			0.00	0.00	0.00			
Parts New	0.00			0.00	117.36	77.46	-77.46		
Sublet	0.00			0.00	0.00	1,555.00	-1,555.00		
Totals	14.70	7.09	19.79	0.00	1,686.43	2,210.22	2,210.22	0.0	207.4
Taxes				0.00					
Grand Total				0.00					

****NOTE: The final cost shown under the "Cost" column is the total cost of the warranty RO****

- Scan and email a copy of the signed "Warranty Form" and the "Job Cost Summary" report to the designated member of the Accounting Team.
 - Proceed with closing and transferring procedures in Repair Center.
- Note: You should not be able to transfer a warranty job because it should be \$0.00. If it allows you to transfer you have done something wrong!