



Flat Rate Manual

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Acknowledgments

NCM Associates gathers and revises data from dealerships across the U.S. and Canada. We wish to acknowledge and thank all of the dealers who provided us with information for use in this manual.

Introduction

This flat rate manual has been prepared for dealership management teams to be used as an aid in managing their service departments.

It is our intent that this manual be used only as a guide for determining what to charge in the sale of services to any customer. These time studies are guidelines and are not intended to be absolutes for every dealership. It is recommended that dealers obtain actual time studies for their dealership based on their own facility, the brands they carry, and the tools they have available. The dealership may change these suggested times when they are in full agreement that proper time studies have been done accurately.

Note The flat rate information contained in this manual has been compiled directly from data submitted by dealers. In some cases, this means the terminology is regional, or the wording is unfamiliar or incomplete. There are many variations between how different dealerships perform the same job. We cannot always control the flat rate jobs given by dealers – we trust that the dealers submitting information know what they’re talking about – and hopefully so will you!

About Flat Rate Times

Flat Rates should include time to:

- Pull the unit into the shop (uncover the unit if needed)
- Look up parts (“reasonable” amount of time)
- Pull parts from stock
- Perform the work needed
- Fill out the repair order with detailed notes
- Pull the unit out of the shop (cover the unit if needed)
- Clean up
- *Diagnosis should be considered a separate flat rate job*

The suggested flat rate times in this manual are based on these assumptions:

- Reasonably experienced technician (see below)
- Adequate facilities are provided
- Needed tools are readily available
- A reasonable supply of parts is available
- Technicians clean up after themselves
- *No travel time is taken into consideration*

Flat Rates should be based on the “Law of Averages”

Flat rate times are not set according to the best-of-the-best technician or based on a technician in training. They should be a blend of the two.

Example If the best technician takes 1 hour to perform a certain operation and a trainee takes 3 hours to perform the same operation, the flat rate time is 2 hours.

About Unit Prep Times

Here are definitions for the Predelivery/Rigging/Setup sections of the flat rate manual.

UNLOAD & INSPECT Unloading units from delivery trucks, placing them on trailers or storage racks and removing shrink wrap if needed (boats), and inspecting them for damages or shortages.

TRAVEL LIFT / FORK LIFT If needed, loading the unit from a storage rack onto the ground, into the water (boats), or onto a trailer if needed for unit prep.

TRAILER SETUP Adjusting tongue weight, winch height, checking lug nuts for proper torque, greasing bearings, checking lights for proper operation, etc.

UNIT PREP/RIGGING/SETUP Completely making a unit ready for delivery with the equipment it arrived with from the manufacturer. This includes whatever is required to have the unit ready for the customer, including filling out paperwork. Unit prep time does **not** include the time necessary to install additional equipment such as awnings, air conditioners, levelers, depth finders, radios, ski mirrors, fire extinguishers, etc.

WATER TEST (BOATS) Determined by each dealership according to their standards for rigging and the location of water.

CLEAN AND DETAIL FOR DELIVERY Cleaning up units after unit prep or before a customer takes delivery.

PRE-DELIVERY INSPECTION This operation is the complete check of all systems including running the engine for units that have previously been prepped but have been sitting on the lot for more than 30 days. Units that have been sitting for an extended period of time tend to have dead batteries, broken switches, parts missing and/or stolen, etc.

ORIENTATION Customer orientation on the unit in order to show the customer how all systems on the unit operate. Some customers have never owned this type of unit before and require extensive learning time; this should be taken into consideration.

POLICY ADJUSTMENT / GOODWILL Customer goodwill work or warranty work not paid.

TOTAL HOURS Total hours required to have the unit ready for the customer.

HOURLY RATE Amount the service department charges per hour.

= PREP LABOR CHARGE Total amount to be charged to the Sales Department which is considered a Collect-able™ activity in Service.

UNIT PREP MATERIALS Dollar amount for materials required to make a unit ready for a customer. Examples: nuts, bolts, screws, washers, fluids, cleaning supplies, etc. The recommended charge for this is 10% of the labor dollar amount. This amount for materials should not include installed options.

UNIT PREP TOTAL Total to be charged against the sale for unit prep labor and parts.

Flat Rate Updates

Each year we strive to improve the quality and quantity of flat rate information available to the industry. As new products and services are developed, and as existing job requirements change, we work to revise and update this manual. Please help us by calling to our attention the changes as you encounter them in your dealership.

Dealers who submit flat rate updates (additions, modified times on existing operations, or identification of duplicates) are eligible to receive the new flat rate manual at a reduced price, or even free.

- | | |
|---------------------------------|-----------------------------------|
| * Send in 10-19 operations | Receive 50% off the update price. |
| * Send in 20-29 operations | Receive 75% off the update price. |
| * Send in 30+ operations | Receive the update FREE! |

Flat Rate Manual Update Process

- Fill in your dealership's shop-studied flat rate time under the DEALER FLAT RATE TIME column on the page where the operation is located.
- Photocopy the page and submit it along with the following cover page to us in accordance with the update timeline. You will receive notification of this timeline each year in the fall, and will be required to submit the flat rate changes by a deadline date.

Flat Rate Update Notes

- Dealerships with more than one location with a flat rate manual at each store do not qualify for multiple copies of the update at a reduced price. Each store needs to qualify for the reduced price or free update individually.
- Warranty times from manufacturers are not acceptable flat rates to qualify for a free or reduced-price flat rate update, unless you have created a retail version of the job based on actual time studies in your shop.
- Some software applications (Flat Rates Online and Service Management) have functions available to submit your flat rates automatically. Contact the Help Desk for more information.

Flat Rate Update Cover Page

Please fill in the information below and include a copy of this page with your photocopied flat rate pages from this manual for the update.

Dealership: _____ Date: _____

Contact Person: _____ E-Mail: _____

Address: _____

City: _____ State/Prov: _____ Zip/PC: _____

Phone: _____

Email updates to: sfhelpdesk@ncmassociates.com
Subject: Flat Rate Update

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SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		ARCTIC CAT/TEXTRON ATV BODY/ACCESSORIES				
1.5	404372	BRUSH GUARD INSTALL PROWLER				
1.0	404042	BRUSH GUARD INSTALL (FRONT)				
0.5	404032	BUMPER INSTALL (REAR)				
1.0	404062	CARGO BOX INSTALL (REAR) CRUISER				
1.0	768120	CARGO BOX INSTALL TRV				
1.5	731350	FENDER R&R (FRONT OR REAR)				
0.5	731360	FENDER R&R (FRONT OR REAR) FASCIA				
0.8	404082	FENDER EXTENSIONS INSTALL (FRONT OR REAR)				
20.0	731320	FRAME CHANGE OUT 4X4 400 AUTO				
20.0	731320	FRAME CHANGE OUT 4X4 500 AUTO				
22.0	731320	FRAME CHANGE OUT 4X4 650 AUTO				
0.5	737010	GUN SCABER INSTALL				
1.2	737020	HAND & THUMB WARMER KIT INSTALL				
0.5	404072	HAND GUARD INSTALL				
1.5	404092	HAND WARMER INSTALL (REAR) TRV				
1.0	768060	HID LIGHT INSTALL				
1.8	737030	LIFT KIT INSTALL				
0.4	404382	NERF BAR INSTALL (RIGHT OR LEFT) COMMANDER				
0.6	404382	NERF BAR INSTALL (RIGHT OR LEFT) PROWLER				
2.3	737060	PLOW INSTALL W/MANUAL LIFT				
3.0	737070	PLOW INSTALL W/WINCH				
0.5	768110	RACK INSTALL TRV DELUXE (REAR)				
2.5	403272	ROCK SLIDERS INSTALL COMMANDER				
0.8	404362	ROOF KIT INSTALL PROWLER				
0.5	731380	SEAT COVER R&R				
2.5	767980	SKID PLATE KIT INSTALL PROWLER				
1.0	768080	TIRE CARRIER KIT INSTALL PROWLER				
1.0	731370	WHEEL BEARINGS R&R (FRONT OR REAR) INCL SEALS				
		ARCTIC CAT/TEXTRON ATV BODY/ACCESSORIES continued on				

ARCTIC CAT ATV



SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		<u>ARCTIC CAT/TEXTRON ATV BODY/ACCESSORIES continued.</u>				
2.2	737040	WINCH INSTALL				
2.5	737040	WINCH INSTALL				PROWLER
0.5	737050	WINDSHIELD INSTALL				
1.5	737050	WINDSHIELD INSTALL				TOURING
1.3	404342	WINDSHIELD INSTALL FLIP-UP				PROWLER
1.5	771560	WINDSHIELD INSTALL FOLDING TEXTRON				HAVOC
1.5	771560	WINDSHIELD INSTALL FOLDING TEXTRON				STAMPEDE
0.7	404352	WINDSHIELD INSTALL FULL				PROWLER
		<u>ARCTIC CAT/TEXTRON ATV BRAKES</u>				
1.0	731390	BRAKE PADS R&R (FRONT BOTH)				
0.5	731400	BRAKE PADS R&R (REAR BOTH)				
0.5	731410	MASTER CYLINDER R&R				
		<u>ARCTIC CAT/TEXTRON ATV ELECTRICAL</u>				
0.4	404232	BATTERY R&R				
0.3	404222	DIGITAL GAUGE ASSY R&R				
0.5	731420	HEADLIGHT ASSY CHANGE (ONE SIDE)				
2.0	768010	RADIO INSTALL				PROWLER
0.3	731430	SPEEDOMETER CABLE R&R				
10.6	404242	WIRING HARNESS R&R COMPLETE				TRV 1000
		<u>ARCTIC CAT/TEXTRON ATV ENGINES</u>				
2.0	404112	CV BOOT R&R (FRONT INNER & OUTER)				
2.0	404192	CV BOOT R&R (REAR INNER & OUTER)				
6.5	404102	ENGINE REBUILD TOP END			400	
10.5	404052	ENGINE ASSY R&R COMPLETE				
3.5	767970	HEATER INSTALL				PROWLER

SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		<u>ARCTIC CAT/TEXTRON ATV FUEL/OIL</u>				
1.0	731450	CARBURETOR CLEAN & SET				
		<u>ARCTIC CAT/TEXTRON ATV SERVICE</u>				
1.0	731460	BELT R&R				
1.8	737080	FIRST SERVICE				
3.0	737080	FIRST SERVICE			V-TWIN	
1.0	737090	FULL SERVICE				
		<u>ARCTIC CAT/TEXTRON ATV SETUP</u>				
3.0	771550	ASSEMBLE ATV TEXTRON			ALTERRA	
0.5	737100	PDI ATV				
1.5	737110	SETUP & PDI ATV				
1.3	737110	SETUP & PDI ATV			PROWLER	
		<u>ARCTIC CAT/TEXTRON ATV STEERING</u>				
1.3	404132	ACTUATOR REPLACE 4x4 (FRONT)				
2.5	404122	DIFFERENTIAL SEAL (FRONT OUTER RIGHT OR LEFT)				
2.3	404172	DIFFERENTIAL SEAL (REAR RIGHT OR LEFT)				
		<u>ARCTIC CAT/TEXTRON ATV SUSPENSION</u>				
2.0	731440	AXLE BOOT R&R (FRONT OR REAR)				
5.0	768100	TRAX KIT INSTALL			PROWLER	

CAN-AM ATV



SUGG FLAT RATE TIME	FLAT RATE CODE	OPERATION	DEALER FLAT RATE TIME	LABOR RATE	MATERIALS	TOTAL
		CAN-AM ATV ACCESSORIES				
0.6	633955	A-ARM GUARDS INSTALL (BOTH SIDES)				
0.7	400792	A-ARM PROTECTORS INSTALL (EACH)			OUTLANDER	
0.6	753400	A-ARM PROTECTORS INSTALL (FRONT)				
2.0	753320	CARBURETOR JET KIT INSTALL				
0.4	658940	CELL PHONE MOUNT INSTALL				
1.0	755760	DELUXE FAIRING INSTALL				
0.5	755760	DELUXE FAIRING INSTALL			OUTLANDER	
0.4	658930	GPS MOUNT INSTALL				
0.8	658910	GUN KIT INSTALL				
0.5	09-138B	HAND PROTECTORS INSTALL				
0.5	09-138B	HAND PROTECTORS INSTALL			2 QUEST XT	
0.5	09-138B	HAND PROTECTORS INSTALL			4 TRAXTER XT	
0.5	09-138B	HAND PROTECTORS INSTALL			6 DS 650/BAJA	
0.8	658880	HANDLEBAR PROTECTOR KIT INSTALL METAL				
0.6	658890	HANDLEBAR PROTECTOR KIT INSTALL XT STYLE				
0.5	404332	HANDLEBAR WIND DEFLECTOR KIT INSTALL			OUTLANDER	
0.5	404332	HANDLEBAR WIND DEFLECTOR KIT INSTALL			RENEGADE	
1.3	408890	HEATED GRIPS INSTALL				
1.2	408890	HEATED GRIPS INSTALL			OUTLANDER	
1.3	408890	HEATED GRIPS INSTALL			RENEGADE	
1.6	659240	HEATED GRIPS INSTALL INCL THUMB WARMER			OUTLANDER	
2.0	633925	HEATED GRIPS INSTALL OEM			AFTERMARKET	
2.0	633925	HEATED GRIPS INSTALL OEM			OUTLANDER 400	
1.0	633925	HEATED GRIPS INSTALL OEM			OUTLANDER 500	
1.0	633925	HEATED GRIPS INSTALL OEM			OUTLANDER 650	
1.0	633925	HEATED GRIPS INSTALL OEM			OUTLANDER 800	
1.5	755770	HEATED GRIPS INSTALL OEM PASSENGER			OUTLANDER MAX	
0.5	755780	HEATED VISOR OUTLET INSTALL				
1.3	403702	LIFT KIT INSTALL ELECTRIC W/SNOW PLOW			TRAXTOR	
		CAN-AM ATV ACCESSORIES continued on next page...				