



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 | MATER- IALS | TOTAL |
|------------------------|-------------------|--|--------------------------------|---------------|----------------|-------|
| | | <u>ARCTIC CAT/TEXTRON ATV BODY/ACCESSORIES</u> | | | | |
| 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 | | | | |
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| | | | | | | |
| | | | | | | |

ARCTIC CAT

ATV



| SUGG FLAT RATE TIME | FLAT RATE CODE | OPERATION | DEALER FLAT RATE TIME | LABOR RATE | MATER- IALS | 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 | | | | |
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| | | | | | | |
| | | <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 | | | | |
| | | | | | | |
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| | | <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 | | | | |
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| | | <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 | | | | |
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| SUGG FLAT RATE TIME | FLAT RATE CODE | OPERATION | DEALER FLAT RATE TIME | LABOR RATE | MATER- IALS | TOTAL |
|------------------------|-------------------|---|--------------------------------|---------------|----------------|-------|
| | | <u>ARCTIC CAT/TEXTRON ATV FUEL/OIL</u> | | | | |
| 1.0 | 731450 | CARBURETOR CLEAN & SET | | | | |
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| | | <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 | | | | |
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| | | <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 | | | | |
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| | | <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) | | | | |
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| | | <u>ARCTIC CAT/TEXTRON ATV SUSPENSION</u> | | | | |
| 2.0 | 731440 | AXLE BOOT R&R (FRONT OR REAR) | | | | |
| 5.0 | 768100 | TRAX KIT INSTALL PROWLER | | | | |
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| SUGG FLAT RATE TIME | FLAT RATE CODE | OPERATION | DEALER FLAT RATE TIME | LABOR RATE | MATER- IALS | TOTAL |
|------------------------|-------------------|---|--------------------------------|---------------|----------------|-------|
| | | <u>CAN-AM ATV ACCESSORIES</u> | | | | |
| 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) | | | | |
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| 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 | | | | |
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| 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 | | | | |
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| 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 | | | | |
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| 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... | | | | |
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