



(On I-80, Exit 267 South) 2096 Moscow Road, Moscow, Iowa 52760

Phone: (800)321-3494 or (563)724-3396 Fax: (563)724-3408 Internet: www.hwhcorp.com

SERVICE BULLETIN

ISSUE DATE: July 18, 2012
TO: Repair and Service Centers
FROM: HWH CORPORATION
RE: Flat Rate Times

EXPLANATION OF HWH FLAT RATE TIMES

The flat rate times listed on the HWH repair parts price list are used to determine allowable labor times to replace a particular component when performing a warranty repair. See ML40486 on the HWH web site for complete Warranty Adjustment Procedures. These times will not always reflect the total labor or material cost to complete the repair. The flat rate times do not include accessibility issues encountered during the repair such as removing and replacing vehicle components or mechanisms to complete the repair. In a warranty situation, the vehicle manufacturer would be responsible for the labor and any materials to take care of that portion of the repair. Neither do flat rate times include incidental items such as shop supplies, oil, wire ties or cleaning supplies.

In a non-warranty situation, the flat rate times should only be used as a guideline to replace the component and should not be used to estimate the total cost of the repair. An estimated time to remove and replace vehicle components or mechanisms needs to be added to the HWH component flat rate time.

Please contact HWH CORPORATION at (800) 321-3494 for technical advice or assistance.

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