



A SPARTAN MOTORS COMPANY

# Service Guide

## Labor Flat Rates Aeromaster and Truck Body

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## **Introduction**

Flat Rates Time and Labor Standards is the average or typical allowed time in hours needed to make a given repair. In some cases, because of the complexity or unpredictable nature of the task, straight time (ST), the actual repair time recorded, is used in a warranty claim. For example, repairing a translucent panel in the roof is straight time, but resealing a complete roof is allowed up to 4.0 hours. Warranty claims for labor are the number of allowed-time hours or number of actual straight-time hours multiplied by the labor rate of the repair facility at which the job was done.

These times have been established to promote fair and impartial treatment in the processing of warranty claims. The policies and procedures are designed to improve communication in processing warranty claims and to minimize customer inconvenience concerning repairs.

Even though a repair has been assigned an allowed time, this does not mean that any such repair is automatically covered under warranty. These times may be used as guidelines and reference only.

## Owner's Responsibilities

- Keep warranty and service records readily available.
- Keep the vehicle clean and in good working order.
- Perform daily and periodic maintenance inspections.
- Be attentive and address any small issues before they grow into larger problems.
- Be familiar with the weight of products and supplies added to the vehicle to prevent overloading the maximum Gross Vehicle Weight Rating (GVWR).

## Warranty Information

This LIMITED WARRANTY is issued to the original retail purchaser and is transferable to the subsequent owners of the completed vehicle during the warranty period. UTILIMASTER warrants that the body and any service parts supplied by Utilimaster shall be free of defects in factory materials and workmanship, under normal use and service.

### THIS WARRANTY DOES NOT APPLY TO:

- a. Truck chassis, engine, cab and tires (which are warranted separately by manufacturers of these components.)
- b. Damage resulting from tire failure.
- c. Wheel alignment or damage resulting from misalignment.
- d. The refrigeration unit, cab AC and/or 110V generator, or any other optional equipment, if so equipped (which are warranted separately by the manufacturer thereof.)
- e. 5 year paint warranty requires full body undercoat to be applied
- f. Paint finish on steel bumpers, roll-up doors and wheel rims are limited under this warranty for a period of 12 months.
- g. Body glass, except for improper installation.
- h. Minor imperfections or defects which do not materially impair or affect the fair market value of the vehicle or its suitability for its intended use.
- i. Additions, alterations, or installations made by persons, including dealers, other than the manufacturer and defects arising out of or attributable to such additions, alterations, or installations without the express written consent of Utilimaster.
- j. Normal wear, usage or consumable items (e.g. light bulbs, fuses, windshield wipers, etc) or conditions resulting from the failure to perform regular maintenance and care.
- k. Defects attributable to abuse or misuse of the product, overloading the vehicle beyond the GVWR, or for uses for which it was not intended.
- l. Damage resulting from failure to promptly notify and comply with the instructions of the dealer or manufacturer about defects when noted.
- m. Batteries.
- n. Damage resulting from washing hardwood floors.

**This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.**

# Flat Rate Times

DESCRIPTION	UP TO (HOURS)
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## Bumper

Gripstrut, Rear - Replace	1.5
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## Door

### *Bulkhead*

Catch, Closed Position - Replace	0.20
Catch, Open Position - Replace	0.20
Door Seal - Replace	0.70
Door Track, Upper - Adjustment	0.75
Door, Lower Guide - Adjustment or Replace	0.75
Latch, Cab or Cargo Side - Replace	0.30
Load Bar - Replace	0.80
Load Bar Latch - Replace	0.50

## NOTICE

**Door Adjustments labor rates are paid during the first 120 days of service. After 120 days, adjustments are considered maintenance.**

### *Rear Roll-Up Door*

Catch LH/RH - Adjust	0.10
Catch LH/RH - Replace	0.20
Counterbalance Shaft - Replace	1.50
Door - Replace	1.20
Horizontal Track LH/ RH - Repair	0.50
Horizontal Track LH/ RH - Replace Fastener	0.50
Horizontal Track - Repair	0.50
Latch 2 PT Assembly - Replace	0.50
Latch LH/ RH - Replace	0.30
Cable RH/LH (One Side) - Replace	0.75
Panel, W/Enforcer - Replace	1.50
Roller, Bracket - Replace	1.00
Rollers, All - Replace	1.00
Rollers, Single - Replace	0.50
Seals, Bottom - Replace	0.50
Seals, Side - Replace	0.25
Spring - Align	0.30
Vertical Track LH/RH - Repair	0.50
Vertical Track LH/RH - Replace Fastener	0.50
Vertical Track LH/RH - Replace Fastener	0.50

DESCRIPTION	UP TO (HOURS)
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## Door

### *Side Sliding*

Catch Front LH/ RH - Adjust	0.10
Catch Rear LH/RH - Adjust	0.25
Door LH/RH - Repair	1.00
Door Seal, Front LH/RH - Replace	0.50
Door Seal, Rear LH/RH - Replace	1.00
Handle, Exterior LH/RH - Replace	0.30
Handle, Interior LH/RH - Replace	0.30
Latch, Window LH /RH - Replace	0.30
Window, Lower Door Glass (W/ Gasket) - Replace	0.50
Window, Sliding LH/RH - Replace	0.70

## Door

### *Swing*

Bifold Door Dead Bolt Assy - Replace	0.30
Door (W/O Latch) - Adjust	0.30
Handle, Rear Swing - Replace	0.30
Threshold Brackets - Replace	0.40

## Floor, Cargo

Body Mounting, U-Bolt - Replace	0.50
Body Mounting Bolts - Replace	0.30
Body Mounting Bolts - Tighten Fasteners	0.10
Floor Corner Seal, Top - Replace (Truck Body Only)	0.20
Hardwood Floor - Complete Replacement (Truck Body Only)	16.00
Mud Flap Bracket - Replace	0.70
Mud Flap - Replace	0.40
Wheel Wells, Seal	0.25

DESCRIPTION	UP TO (HOURS)
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## Harnesses

Backup Alarm - Repair	0.30
Backup Alarm - Replace	0.50
Backup Camera - Replace	0.50
Backup Monitor - Replace	0.50
Dash - Repair	ST
Dash - Replace	1.00
Front Clearance - Repair	ST
Front Clearance - Replace	0.40
Quarter Post - Repair	ST
Quarter Post - Replace	ST
Rear Clearance - Repair	ST
Rear Clearance - Replace	0.40
Taillight Jumper - Repair	ST
Taillight Jumper - Replace	1.00

## Hood

Hold Downs LH/RH - Replace	0.30
Hood RIM - Align	0.80
Hood RIM - Replace	0.80
Latch, Side Hood RH/LH - Replace	0.30
Mounting Brackets - Replace	0.15
Mounting Brackets, M2 Hood - Replace	0.50
Prop Rod - Replace	0.20
Prop Rod Catch - Replace	0.20
RIM Fenders LH/ RH - Paint	5.00
Rubber Bumper Stop, LH/ RH - Replace	0.10
Spring, Gas LH/RH - Replace	0.15
Stud Ball, Bottom LH/ RH - Replace	0.20
Stud Ball, Top LH/ RH - Replace	0.20

DESCRIPTION	UP TO (HOURS)
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## HVAC

Actuator - Replace	1.00
Auxiliary Heater - Repair Wiring	0.50
Auxiliary Heater - Replace	1.50
Blower Motor - Replace	0.40
Control Head - Replace	0.50
Control Module - Replace	0.25
Core, Heater - Replace	0.50
Evaporator Assembly - Replace	1.50
Expansion Valve - Replace	0.75
Heater Defrost Fan - Replace	0.30
Hose, Evaporator	0.50
Hose, Compressor	0.50
Hose, Condenser	0.50
Hose, Drier	0.50
Refrigerant - Evacuate and Recharge	1.00
Resistor, Heater - Replace	0.30
Switch, Binary	0.30
Switch, Fan - Replace	0.30
Switch, High Pressure	0.30
Valve, Temp Control - Replace	0.40

**DESCRIPTION****UP TO  
(HOURS)****Keyless Entry***Bulkhead*

Door Ajar Switch - Replace	0.50
Door Ajar Switch Bracket - Replace	0.30
Door Module - Repair/Replace	0.50
Door Solenoid - Replace	0.25

*Cab*

Alarm Horn - Repair/Replace	0.50
Ignition Module - Replace	0.25

*Rear Roll-up Door*

Door Ajar Switch - Replace	0.50
Door Ajar Switch Bracket - Replace	0.30
Door Module - Repair/Replace	0.50
Door Solenoid - Replace	0.25

*Side Door*

Door Ajar Switch LH/RH - Replace	0.50
Door Module LH/RH - Repair/Replace	0.50
Door Solenoid LH/RH - Replace	0.25
Door Ajar Switch Bracket LH/RH - Replace	0.30

**Lights***Front*

Headlight - Replace	0.20
Side Marker Light, Hood - Reconnect	0.10
Side Marker Light, Hood - Replace	0.20
Turn Signal, Front - Reconnect	0.10
Turn Signal, Front - Replace	0.20

*Interior*

Cab Dome Light - Replace	0.20
Cargo Dome Light - Replace	0.20
Motion Sensor - Replace	0.50



DESCRIPTION	UP TO (HOURS)
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## Lights

### *Rear*

Back-Up - Reconnect	0.10
Back-Up - Replace	0.20
Hazard - Reconnect	0.10
Hazard - Replace	0.20
High-Mounted Stop Light - Reconnect	0.10
High-Mounted Stop Light - Replace	0.20
Stop/Taillight - Reconnect	0.10
Stop/Taillight - Replace	0.20
Turn Signal Rear - Reconnect	0.10
Turn Signal Rear - Replace	0.20

## Mirrors

### *Front*

Crosswalk Mirror - Replace	0.20
Crosswalk Mirror Head - Replace	0.10

### *Rear*

Rear Crosswalk Mirror - Replace	0.20
Rear Crosswalk Mirror Head - Replace	0.10
Rear Crosswalk Mirror - Tighten	0.10

### *Side*

Mirrors, LH/RH - Replace	0.20
Mirror Head, LH/ RH - Replace	0.10
Mirror Head, Heated/Remote - Replace	0.50
Mirror Head, Heated Harness - Repair	0.50

## Paint

Wheel, Repaint	1.00
Fender RIM, RH/LH - Repaint	5.00

## Rear Structure

Grab Handle, LH/ RH- Replace	0.20
License Plate Bracket - Replace	0.30
Rear Corner Post - Reseal	0.50

DESCRIPTION	UP TO (HOURS)
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**Roof**

Complete Roof Skin Replacement	6.00
Reseal	2.00

**Seats and Seat Belts**

Companion (Jump) Safety Belt - Replace	0.30
Companion (Jump) Seat - Replace	0.50
Driver Seat - Replace	0.50
Driver Seat Belt - Replace	0.30
Driver Seat Belt Latch - Replace	0.20
Seat Belt Buzzer - Repair	0.30

**Switches**

Auxiliary Fan, Dash - Reconnect	0.20
Auxiliary Fan, Dash - Replace	0.30
Cargo Light, Cargo - Reconnect	0.30
Cargo Light, Cargo - Replace	0.40
Cargo Light, Dash - Reconnect	0.20
Cargo Light, Dash - Replace	0.30
Dome Light, Dash - Reconnect	0.20
Dome Light, Dash - Replace	0.30
Door Override - Replace	0.30
Mirror Defrost, Dash - Reconnect	0.20
Mirror Defrost, Dash - Replace	0.30
Power Vents, Dash - Reconnect	0.20
Power Vents, Dash - Replace	0.30

DESCRIPTION	UP TO (HOURS)
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## Wall

### *Front*

Aluminum Panel - Replace	8.00
DuraPlate Panel - Repair	ST
DuraPlate Panel - Replace	ST
Front Corner Post - Reseal	0.50
Front Roof Cap - Reseal	1.00

## Wall

### *Sidewall*

Aluminum Panel - Replace	ST
Apitong (Wood) Scuff - Replace	1.00
Apitong (Wood) Slats - Replace	0.40
A-Track LH/RH - Tighten	0.20
Baserail - Replace	7.00
DuraPlate Panel - Repair	ST
DuraPlate Panel - Replace	ST
Reflector Tape - Replace	0.10
Side Vent LH/RH - Reseal	0.30

## Windows

### *Quarter*

Glass, Quarter Window LH/RH - Reseal	0.50
Glass, Quarter Window LH/RH - Replace	1.00
Glass, Quarter Window Trim - Replace	0.30

### *Side Sliding*

Door Window LH/RH - Replace	1.00
Door Window, Roll-Up - Replace	1.00
Weather Strip, Glass Channel Front LH/RH - Replace	1.00
Weather Strip, Glass Channel Rear LH/RH - Replace	1.00
Weather Strip, Glass Channel Top - Replace	0.50

### *Windshield*

Glass - Replace (Stress Cracks Only)	2.00
Glass Trim - Replace	0.50

**DESCRIPTION****UP TO  
(HOURS)****Wiper System**

Wiper Arm LH/RH - Replace	0.20
Wiper Harness - Replace	0.50
Washer Hose - Replace	0.20
Wiper Linkage - Replace	1.00
Wiper Module - Replace	0.40
Wiper Motor - Replace	1.00
Wiper Nozzle - Replace	0.20
Wiper Pivot - Replace	1.00

**Utilimaster Customer Service****800-237-7806****Email: [PartsFVSWarranty@SpartanMotors.com](mailto:PartsFVSWarranty@SpartanMotors.com)****Labor Flat Rates – Aeromaster and Truck Body**

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