

CURRENT WARRANTY

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Information valid for:

Trade partners

Branche
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Sales partners

Service partners

Information important for:

Management

Sales
managers

Service
managers

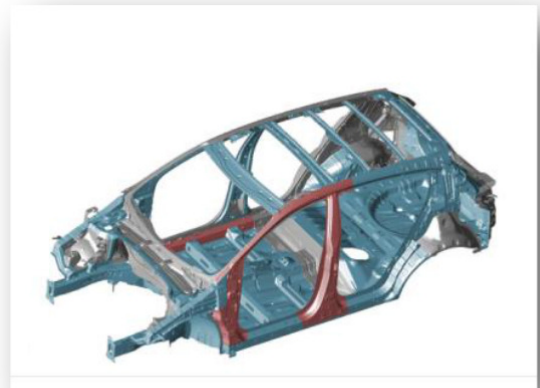
All employees

Kia paintwork times in insurance and warranty claims

The previous round tables addressed the subject of paintwork times and the stipulation of this for insurance claims. We would like to explain the recommended procedure in more detail here and talk about its pros and cons.

First, an overview of the key information:

- **Warranty claim** = 'Kia times' apply according to the Kia Labour Time Standard (LTS)
- **Insurance claim** = specified times of recognised calculation programs apply



Why is there a difference here?

- **Warranty claim** ('Kia times' according to LTS)
Each individual guideline time includes the required additional work (vehicle preparation, set-up times, small materials, colour mixing, test panel, etc.). If multiple components are painted in a warranty claim, some additional work may only occur once but the manufacturer does not reduce the time.
- **Insurance claim**
If damage is calculated with the 'Kia times', the insurance company often rejects or reduces them. This is firstly because the additional work may be too high, and secondly because the calculation basis for the area being painted is different.



Example of warranty specification versus recognised calculation program:

Positions	System	Specified time	Comment
99CHXTR0 Paint bonnet	DAT paint	2.1 h	No significant difference
	Kia	2.2 h	
99CHXTR0 + 99ABFTR0 + 991FLTR0 (bonnet + bumper cover + fenders paintwork)	DAT paint	4.8 h	Significant difference due to set-up times, which are only accounted for once
	Kia	6.7 h	

Our recommendation:

When calculating damage, use one of the recognised calculation programs such as DAT, Audatex or Schwacke, with calculation according to the AZT or Eurolack system.

If you have any questions or suggestions, the best way to contact us is by email as usual:

garantie@kia.de

Author: Rüdiger Scheibner
Responsible contact: Christian Kranl
Department: Technical Service / Warranty
Valid from: now
Valid to: unlimited