



Flat Rate Manual

©2001-2024 NCM Associates, Inc. All rights reserved.

No part of this manual may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without permission in writing from NCM Associates. Please direct your requests to:

NCM Associates, Inc.
2101 W. 41st St. Ste. 49
Sioux Falls, SD 57105

800.756.2620
www.ncmassociates.com
info@ncmassociates.com

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

Contents

Acknowledgments & Introduction

iii

Flat Rate Updates

vii

ATV

1

Arctic Cat/Textron ATV Body/Accessories	1	Honda ATV Starters	84
Arctic Cat/Textron ATV Brakes	2	Honda ATV Steering	85
Arctic Cat/Textron ATV Electrical	2	Honda ATV Suspension	85
Arctic Cat/Textron ATV Engines	2	Kawasaki ATV Accessories	87
Arctic Cat/Textron ATV Fuel/Oil	3	Kawasaki ATV Body/Frame	87
Arctic Cat/Textron ATV Service	3	Kawasaki ATV Brakes	87
Arctic Cat/Textron ATV Setup	3	Kawasaki ATV Electrical	87
Arctic Cat/Textron ATV Steering	3	Kawasaki ATV Engines	88
Arctic Cat/Textron ATV Suspension	3	Kawasaki ATV Fuel/Oil	88
Can-Am ATV Accessories	4	Kawasaki ATV Ignition	89
Can-Am ATV Body/Frame	7	Kawasaki ATV Service	89
Can-Am ATV Brakes	15	Kawasaki ATV Suspension	90
Can-Am ATV Electrical	20	Polaris ATV Accessories	91
Can-Am ATV Engines	24	Polaris ATV Body/Frame	91
Can-Am ATV Fuel/Oil	38	Polaris ATV Brakes	92
Can-Am ATV Ignition	45	Polaris ATV Electrical	93
Can-Am ATV Rear Drive	46	Polaris ATV Engines	94
Can-Am ATV Service	49	Polaris ATV Fuel/Oil	97
Can-Am ATV Setup	51	Polaris ATV Ignition	97
Can-Am ATV Starters	51	Polaris ATV Service	98
Can-Am ATV Steering	53	Polaris ATV Setup	98
Can-Am ATV Suspension	58	Polaris ATV Starters	98
Can-Am ATV Transmissions	59	Polaris ATV Suspension	99
ATV Accessories	63	Suzuki ATV Accessories	101
ATV Body/Frame	64	Suzuki ATV Body/Frame	101
ATV Brakes	65	Suzuki ATV Brakes	101
ATV Electrical	65	Suzuki ATV Engines	102
ATV Engines	65	Suzuki ATV Fuel/Oil	102
ATV Fuel/Oil	66	Suzuki ATV Service	102
ATV Service	66	Suzuki ATV Setup	103
ATV Setup	67	Suzuki ATV Suspension	103
ATV Starters	67	Yamaha ATV Accessories	104
ATV Suspension	67	Yamaha ATV Body/Frame	104
ATV Trade In Evaluation	67	Yamaha ATV Brakes	105
Honda ATV Accessories	68	Yamaha ATV Electrical	105
Honda ATV Body/Frame	68	Yamaha ATV Engines	106
Honda ATV Brakes	69	Yamaha ATV Fuel/Oil	106
Honda ATV Electrical	71	Yamaha ATV Ignition	107
Honda ATV Engines	72	Yamaha ATV Service	107
Honda ATV Fuel/Oil	79	Yamaha ATV Setup	108
Honda ATV Ignition	80	Yamaha ATV Starters	108
Honda ATV Service	80	Yamaha ATV Steering	108
Honda ATV Setup	84	Yamaha ATV Suspension	108

Jet Boat

Jet Boat Body/Frame	111
Jet Boat Electrical	111
Jet Boat Engines	111
Jet Boat Ignition	111
Jet Boat Propulsion	111
Jet Boat Seasonal	112
Jet Boat Service	112
Jet Boat Starters	113
Jet Boat Steering	113
Jet Boat Trade In Evaluation	113
Mercury Jet Boat Electrical	114
Mercury Jet Boat Engines	114
Mercury Jet Boat Fuel/Oil	115
Mercury Jet Boat Ignition	116
Mercury Jet Boat Propulsion	116
Mercury Jet Boat Seasonal	117
Mercury Jet Boat Service	117
Mercury Jet Boat Starters	117
Mercury Jet Boat Steering	117
OMC Jet Boat Engines	118
OMC Jet Boat Fuel/Oil	118
OMC Jet Boat Propulsion	118

OMC Jet Boat Steering	118
Sea-Doo Jet Boat Body/Frame	119
Sea-Doo Jet Boat Electrical	120
Sea-Doo Jet Boat Engines	121
Sea-Doo Jet Boat Fuel/Oil	122
Sea-Doo Jet Boat Ignition	124
Sea-Doo Jet Boat Propulsion	124
Sea-Doo Jet Boat Seasonal	125
Sea-Doo Jet Boat Service	125
Sea-Doo Jet Boat Setup	126
Sea-Doo Jet Boat Starters	127
Sea-Doo Jet Boat Steering	127
Sea-Doo Jet Boat Trade In Evaluation	128
Yamaha Jet Boat Accessories	129
Yamaha Jet Boat Engines	129
Yamaha Jet Boat Fuel/Oil	129
Yamaha Jet Boat Ignition	129
Yamaha Jet Boat Propulsion	129
Yamaha Jet Boat Service	129
Yamaha Jet Boat Setup	130
Yamaha Jet Boat Steering	131

111

Motorcycle

Big Dog Motorcycle Service	133
BMW Motorcycle Service	134
Can-Am Motorcycle Accessories	135
Can-Am Motorcycle Body/Frame	136
Can-Am Motorcycle Brakes	137
Can-Am Motorcycle Electrical	137
Can-Am Motorcycle Engines	137
Can-Am Motorcycle Fuel/Oil	138
Can-Am Motorcycle Ignition	138
Can-Am Motorcycle Service	138
Can-Am Motorcycle Setup	138
Can-Am Motorcycle Steering	139
Can-Am Motorcycle Suspension	139
Motorcycle Accessories	140
Motorcycle Body/Frame	141
Motorcycle Brakes	141
Motorcycle Electrical	142
Motorcycle Engines	142
Motorcycle Fuel/Oil	143
Motorcycle Seasonal	144
Motorcycle Service	144
Motorcycle Setup	145
Motorcycle Suspension	145
Motorcycle Trade In Evaluation	145
Honda Motorcycle Accessories	146

Honda Motorcycle Body/Frame	148
Honda Motorcycle Brakes	149
Honda Motorcycle Electrical	150
Honda Motorcycle Engines	151
Honda Motorcycle Fuel/Oil	153
Honda Motorcycle Ignition	154
Honda Motorcycle Service	154
Honda Motorcycle Setup	161
Honda Motorcycle Starters	162
Honda Motorcycle Steering	162
Honda Scooter Service	162
Honda Scooter Setup	164
Honda Scooter Starters	164
Indian Motorcycle Accessories	165
Indian Motorcycle Body/Frame	165
Indian Motorcycle Engines	165
Kawasaki Motorcycle Accessories	166
Kawasaki Motorcycle Body/Frame	166
Kawasaki Motorcycle Brakes	167
Kawasaki Motorcycle Electrical	167
Kawasaki Motorcycle Engines	167
Kawasaki Motorcycle Fuel/Oil	168
Kawasaki Motorcycle Service	169
Kawasaki Motorcycle Starters	171
Kawasaki Motorcycle Steering	171

133

Kawasaki Motorcycle Suspension	171	Suzuki Motorcycle Setup	183
Kawasaki Motorcycle Transmission	171	Suzuki Motorcycle Transmission	183
KTM Motorcycle Accessories	172	Triumph Motorcycle Service	184
KTM Motorcycle Body/Frame	172	Yamaha Motorcycle Accessories	185
KTM Motorcycle Service	172	Yamaha Motorcycle Body/Frame	185
Piaggio Scooter Service	173	Yamaha Motorcycle Brakes	191
Polaris Motorcycle Body/Frame	175	Yamaha Motorcycle Electrical	193
Polaris Motorcycle Engines	175	Yamaha Motorcycle Engines	198
Polaris Motorcycle Service	176	Yamaha Motorcycle Fuel/Oil	212
Suzuki Motorcycle Accessories	177	Yamaha Motorcycle Ignition	215
Suzuki Motorcycle Body/Frame	177	Yamaha Motorcycle Seasonal	216
Suzuki Motorcycle Brakes	177	Yamaha Motorcycle Service	216
Suzuki Motorcycle Electrical	177	Yamaha Motorcycle Starters	218
Suzuki Motorcycle Engines	177	Yamaha Motorcycle Steering	219
Suzuki Motorcycle Fuel/Oil	178	Yamaha Motorcycle Suspension	219
Suzuki Motorcycle Service	178	Yamaha Motorcycle Transmission	221
Personal Water Craft			225
PWC Accessories	225	Polaris PWC Engines	233
PWC Body/Frame	225	Polaris PWC Fuel/Oil	234
PWC Detail	225	Polaris PWC Ignition	235
PWC Electrical	225	Polaris PWC Propulsion	235
PWC Engines	226	Polaris PWC Starters	235
PWC Fuel/Oil	227	Sea-Doo PWC Accessories	236
PWC Ignition	227	Sea-Doo PWC Body/Frame	237
PWC Propulsion	227	Sea-Doo PWC Detail	253
PWC Seasonal	228	Sea-Doo PWC Electrical	253
PWC Service	229	Sea-Doo PWC Engines	262
PWC Setup	229	Sea-Doo PWC Fuel/Oil	278
PWC Starters	229	Sea-Doo PWC Ignition	296
PWC Steering	229	Sea-Doo PWC Propulsion	300
PWC Trade In Evaluation	229	Sea-Doo PWC Seasonal	309
Honda PWC Engine	230	Sea-Doo PWC Service	310
Honda PWC Propulsion	230	Sea-Doo PWC Setup	311
Honda PWC Seasonal	230	Sea-Doo PWC Starters	312
Honda PWC Service	230	Sea-Doo PWC Steering	314
Honda PWC Starters	230	Sea-Doo PWC Suspension	320
Kawasaki PWC Body/Frame	231	Sea-Doo PWC Trade In Evaluation	320
Kawasaki PWC Electrical	231	Yamaha PWC Accessories	321
Kawasaki PWC Engines	231	Yamaha PWC Body/Frame	321
Kawasaki PWC Fuel/Oil	231	Yamaha PWC Electrical	321
Kawasaki PWC Ignition	232	Yamaha PWC Engines	321
Kawasaki PWC Propulsion	232	Yamaha PWC Fuel/Oil	321
Kawasaki PWC Starters	232	Yamaha PWC Propulsion	322
Kawasaki PWC Steering	232	Yamaha PWC Seasonal	322
Polaris PWC Accessories	233	Yamaha PWC Service	322
Polaris PWC Electrical	233	Yamaha PWC Starters	323

Power Equipment			325
Alpina Snow Groomer	325	Honda Generator	332
Briggs And Stratton Engines	326	Honda Lawn Mower	332
Cub Cadet Tractor	330	Honda Snowblower	334
General Generator	331	Honda Tiller	334
General Snowblower	331		
Snowmobile			337
Arctic Cat Snowmobile Body/Accessories	337	Ski-Doo Accessories	348
Arctic Cat Snowmobile Electrical	337	Ski-Doo Body/Frame	350
Arctic Cat Snowmobile Engines	337	Ski-Doo Brakes	365
Arctic Cat Snowmobile Fuel/Oil	337	Ski-Doo Electrical	369
Arctic Cat Snowmobile Service	337	Ski-Doo Engines	377
Arctic Cat Snowmobile Suspension	338	Ski-Doo Fuel/Oil	400
Snowmobile Accessories	339	Ski-Doo Ignition	415
Snowmobile Body/Frame	339	Ski-Doo Service	418
Snowmobile Electrical	340	Ski-Doo Setup	419
Snowmobile Engines	340	Ski-Doo Starters	419
Snowmobile Fuel/Oil	341	Ski-Doo Steering	421
Snowmobile Seasonal	341	Ski-Doo Suspension	432
Snowmobile Service	341	Ski-Doo Trade In Evaluation	459
Snowmobile Setup	341	Ski-Doo Transmission	459
Snowmobile Suspension	342	Yamaha Snowmobile Accessories	466
Snowmobile Trade In Evaluation	342	Yamaha Snowmobile Body/Frame	466
Polaris Snowmobile Accessories	343	Yamaha Snowmobile Electrical	467
Polaris Snowmobile Body/Frame	343	Yamaha Snowmobile Engines	467
Polaris Snowmobile Electrical	344	Yamaha Snowmobile Fuel/Oil	468
Polaris Snowmobile Engines	345	Yamaha Snowmobile Ignition	468
Polaris Snowmobile Fuel/Oil	346	Yamaha Snowmobile Service	469
Polaris Snowmobile Ignition	346	Yamaha Snowmobile Setup	469
Polaris Snowmobile Service	346	Yamaha Snowmobile Starters	469
Polaris Snowmobile Setup	346	Yamaha Snowmobile Steering	469
Polaris Snowmobile Starters	347	Yamaha Snowmobile Suspension	470
Polaris Snowmobile Suspension	347		
Trailer			473
Trailer Accessories	473	Trailer Setup	474
Trailer Hitches	473	Trailer Suspension	474
Trailer Jacks	473	Trailer Tires	474
Trailer Service	473		
UTV			477
Arctic Cat Steering	477	Can-Am UTV Fuel/Oil	485
Arctic Cat UTV Body/Frame	477	Can-Am UTV Ignition	486
Arctic Cat UTV Brakes	477	Can-Am UTV Rear Drive	486
Arctic Cat UTV Fuel/Oil	477	Can-Am UTV Service	486
Arctic Cat UTV Suspension	477	Can-Am UTV Setup	486
Can-Am UTV Accessories	478	Can-Am UTV Starters	487
Can-Am UTV Body/Frame	479	Can-Am UTV Steering	487
Can-Am UTV Brakes	483	Can-Am UTV Suspension	487
Can-Am UTV Electrical	484	Can-Am UTV Transmissions	488
Can-Am UTV Engines	485	Can-Am ATV Body/Frame	489

Can-Am ATV Electrical	489	Massimo UTV Body/Frame	500
UTV Accessories	489	Massimo UTV Engines	500
UTV Body/Frame	489	Massimo UTV Service	500
UTV Electrical	490	Polaris UTV Accessories	501
UTV Engines	490	Polaris UTV Body/Frame	505
UTV Suspension	490	Polaris UTV Brakes	509
Honda UTV Accessories	491	Polaris UTV Electrical	509
Honda UTV Body/Frame	493	Polaris UTV Engines	510
Honda UTV Brakes	494	Polaris UTV Fuel/Oil	511
Honda UTV Electrical	494	Polaris UTV Service	512
Honda UTV Engines	494	Polaris UTV Setup	512
Honda UTV Service	494	Polaris UTV Starters	513
Honda UTV Setup	495	Polaris UTV Steering	513
Honda UTV Starters	495	Polaris UTV Suspension	513
Honda UTV Steering	495	Polaris UTV Transmission	514
Kawasaki UTV Accessories	496	Yamaha UTV Accessories	515
Kawasaki UTV Body/Frame	496	Yamaha UTV Body/Frame	515
Kawasaki UTV Brakes	497	Yamaha UTV Brakes	515
Kawasaki UTV Electrical	497	Yamaha UTV Electrical	516
Kawasaki UTV Engines	497	Yamaha UTV Engines	516
Kawasaki UTV Fuel/Oil	498	Yamaha UTV Fuel/Oil	516
Kawasaki UTV Service	498	Yamaha UTV Setup	516
Kawasaki UTV Setup	499	Yamaha UTV Suspension	517

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...				