



FINAL REPAIR OPPORTUNITY VEHICLE INSPECTION PROCEDURE

At each step, photographs or videos are strongly encouraged to be taken to make a record of observations.

- Have the BRC speak with customer/attorney to gather all details about the complaints and record them on the Repair Order. If customer does not mention the items listed on the FRA notice, ask customer if those concerns still exist. Regardless of their response, proceed with inspecting all concerns on the FRA letter and verbally conveyed by the customer.
- Find out specific details about when the concern occurs and what's going on when the concern occurs in order to try to replicate those conditions during the inspection.
- Visually inspect the vehicle, checking and documenting the following
 - General condition of the vehicle
 - Aftermarket modifications / Aftermarket devices plugged in or in vehicle
 - Impact on current AND historical issues
 - Damage due to accident/abuse/neglect/improper use
 - Impact on current AND historical issues
 - Messages on DIC
- When possible for infotainment issues, use the customer's phone/cord when attempting to diagnose
- Take photos of the vehicle and areas of concern (if applicable)
- Document the general condition of the vehicle and its appearance / use
- Document the mileage in writing on the RO, and FRA report
- Check vehicle wide Diagnostic Trouble Codes and record results on the RO or print out GDS2 report and attach to RO
- Document fluid levels and condition
- Proceed with inspecting all concerns and using all available tools and resources, including, but not limited to:
 - PICO Scope
 - GDS
 - GR8 or other Battery Tester
 - Road Force Balance Machine
 - Comeback Prevention Bulletin #01-00-89-010 / Document ID: 5415499
 - Technical Assistance Center
- Note: it is not recommended to use the NEO Fire and Vehicle Spy for FRA and legal cases. Use only diagnostic tools available to GM Dealers.
- Print and attach any generated reports or screen captures (e.g. GDS – Vehicle Wide DTC and Information Report, GR8 test results, etc.)
 - Provide the expected/ideal results for tests in addition to the actual results

- Make sure to put enough miles on the vehicle during the test drive to demonstrate that sufficient effort was put into trying to duplicate the concern.
 - Recommended minimum 25 miles with combined highway/city driving
 - Provide a detailed explanation of all methods used to duplicate the issue
- Proceed with completing any necessary repairs to confirmed defects in materials or workmanship. Repairs should be completed as quickly as possible, making sure to complete them within the timeframe specified by your state's lemon law. If assistance is needed with expediting parts, contact your ROM /DMA/DVM.
- **Do Not perform any repairs if no defect is found.** If there is a non-warrantable defect found, document that on the RO and explain why it is not covered under the warranty. If there is a strong case to pursue a Customer Enthusiasm repair, contact your DMA/DVM prior to making any repairs.
- Thoroughly document the Concern / Cause / Correction on the Repair Order
 - Thoroughly explain, in your professional opinion, the defect/issue and its impact on the use/value/safety of the vehicle
- Make sure to document the mileage at the completion of the inspection/repair. Mileage Out on the Repair Order should never be the same as the Mileage In
 - Always road test the vehicle if you can safely do so, regardless of the concern
- Document the date and time that the repair was completed and when the customer was notified that their vehicle was ready
- If the dealership will have to wait on an ordered part, document and share the drivability/safety of the vehicle in the interim
 - If the vehicle is approaching 30 days down and it is safe to do so, release the vehicle back to the customer while they await the delayed part
- Once the FRA Repair Order is completed, send a copy to the BRC via DCM within 48 hours
- If repairs are performed, submit the claim per normal process
- If no repairs are needed, use Labor Op 0600016 to submit the claim

If any concerns or questions arise during the Final Repair Opportunity inspection or repairs, immediately contact the assigned BRC advisor or your DMA/DVM.

RO Documentation Checklist

Please take a moment to double check that the following critical pieces of information are recorded on the RO

	Three Cs – Detailed Complaint / Cause / Correction
	Repairs Performed / Note That No Repairs Were Performed
	Date In/Out
	Date/Time of Customer Notification
	Mileage In/Out
	Test Results / DTCs
	(If CCND) Methods Attempted to Duplicate Issue
	Aftermarket/Damage/Modifications (Incl. Non-Warrantable Defects)
	Impact of Aftermarket/Damage/Modifications on Vehicle Performance
	Impact of Defect on Vehicle's Use/Value/Safety