



Service Bulletin

File in Section: 00 - General Information

Bulletin No.: 01-00-89-010J

Date: November, 2012

INFORMATION

Subject: Comeback Prevention Information and Using Customer Concern Verification Sheets (CCVS)

Models: 2013 and Prior GM Passenger Cars and Trucks

Attention: Only GM Authorized callers such as GM Dealership Service Department Personnel and GM Approved Service Facilities are allowed to contact the GM Technical Assistance Center (TAC). DO NOT direct any GM vehicle owners, aftermarket or independent service facilities to contact TAC.

This bulletin is being revised to add the 2013 model year. Please discard Corporate Bulletin Number 01-00-89-010I (Section 00 – General Information).

Bulletin Purpose

The purpose of this bulletin is to provide a single point reference and strategy document to aid in reducing customer comebacks, and the possibility of buyback situations. Outlined in the information below, are specific guidelines, strategy and forms that will assist with this goal, by identifying, clarifying and documenting customer concerns accurately at each service visit.

Location of Comeback Prevention Flowchart and All Other Forms

- The condensed version of the Comeback Prevention Flowchart, the four categories of the Customer Concern Verification Sheets (CCVS), Comeback Log, Technical Assistance Information Form (TAIF), Strategy Based Diagnosis and the TAC Case Call Log Sheet are available at the end of this bulletin and also on Global Connect under Service Forms.
- In Canada these forms are on GlobalConnect > Service Library > Technical Assistance Centre and Vehicle Information.
- In the U.S. the TAC Case Closing Form is only available on GlobalConnect and must be completed and submitted electronically.
- Dealers in Canada must use GlobalConnect > Service Workbench > TAC Active Cases to review active cases and to close the case electronically.

Comeback Prevention

Comebacks hurt the image of the dealership service department and the image of the GM vehicle brand. GM understands that due to ever increasing vehicle complexity, this is a challenge. The service department should focus on the following critical areas in order to reduce comebacks:

- The communication between the customer, service advisor, service manager and technician.
- Accurate and complete information on the repair order (R.O.).
- Always using the Comeback Prevention Flow Chart.
- When a customer has a complicated, difficult or intermittent condition or concern, use the appropriate customer concern verification sheet (CCVS) on the first service visit. Always use the CCVS on second and third repair attempts for the same condition or concern.
Select the appropriate CCVS from the following four categories:
 - Automatic Transmission Driveability.
 - Brakes / Steering / Suspension / Tires / Wheels.
 - Engine Driveability.
 - Electrical / Accessory.
- Use the Comeback Log if the customer's vehicle has returned for the same condition.
- Service management must review the Comeback Log weekly to identify any trends and to develop and implement the necessary corrective action plans.
- Technician training should be as up to date as possible.

- Institute a quality control program that includes service management vehicle inspections, road tests and verification of the repair.
- Contact the GM Technical Assistance Center (TAC) when necessary. Be prepared with the necessary and completed documentation before calling.
- Update the TAC Call Log Sheet after each call.

Using the Comeback Prevention Flowchart

Always use the following Comeback Prevention Flowchart to help standardize work within the dealership as well as provide direction and appropriate use of research and diagnostic aids including TAC.

First Repair Attempt — Actions to Perform

1. Document all procedures and repairs on the R.O.
2. Understand and verify the vehicle condition and the customer concern on the R.O. Road test the vehicle with the customer as needed.
 - ⇒ If the road test demonstrates that the vehicle is not operating per: specifications, Go to Step 3.
 - ⇒ If the road test demonstrates that the vehicle is operating per: specifications, then road test a like vehicle to verify that the condition and customer concern regarding the condition are normal.
 - ⇒ If the customer is dissatisfied due to a concern about a normal operating characteristic, create a Field Product Report (FPR) refer to the latest version of Corporate Bulletin Number 02-00-89-002, in Canada a Product Information Report (PIR), refer to the latest version of Corporate Bulletin Number 10-00-89-006.
3. For any complicated, difficult or intermittent condition or concern, completely and accurately fill out the appropriate CCVS.
4. In GlobalConnect/Investigate Vehicle History (IVH), review the service history of the vehicle.
 - ⇒ If the vehicle has been serviced at least once previously for the same or similar condition or complaint, document the type of repair, number of repair attempts and the number of days the vehicle was out of service. **Go to: Second Repair Attempt — Actions to Perform.**
5. In GlobalConnect check for field actions and recalls.
6. Dispatch to a qualified technician.
7. Search SI for applicable bulletins and preliminary information (PI).
8. Use Strategy Based Diagnosis and road test the vehicle as needed.
9. Perform the repair as needed.
10. Verify that the customer is completely satisfied with the repair.
11. Deliver the vehicle.

Second Repair Attempt — Actions to Perform

1. **Notify the service manager of a repeat repair visit.**
2. Document all procedures and repairs on the R.O.
3. If available, review the original CCVS for the condition. Completely and accurately fill out the appropriate CCVS for this visit.
4. Understand and verify the vehicle condition and the customer concern on the R.O. Road test the vehicle with the customer as needed.
5. In GlobalConnect/Investigate Vehicle History (IVH), review the service history of the vehicle.
6. In GlobalConnect check for field actions and recalls.
7. Enter the information in the Comeback Log.
8. Dispatch to a qualified technician and review the CCVS and the R.O.
9. Search SI for applicable bulletins and preliminary information (PI).
10. Use Strategy Based Diagnosis and road test the vehicle as needed.
11. If additional diagnostic information is needed, call TAC with the above documentation and a completed Technical Assistance Information Form (TAIF).
12. Update the TAC Call Log Sheet after each call.
13. Follow up with TAC until the vehicle is repaired, including the results of the previous diagnostic recommendations made by TAC.
14. Perform an inspection and quality control road test as needed prior to delivery of the vehicle to the customer.
15. Verify that the customer is completely satisfied with the repair.
16. Deliver the vehicle.
17. Close the TAC case on GlobalConnect with as much detailed repair information as possible.

Third Repair Attempt — Actions to Perform

1. **Notify the Service Manager of a repeat repair visit.**
2. **Notify the District Manager Aftersales (DMA) and in Canada the District Manager Customer Care and Service Process (DM-CCSP).**
3. Document all procedures and repairs on the R.O.
4. Completely and accurately fill out the appropriate CCVS.
5. Understand and verify the vehicle condition and the customer concern on the R.O. Road test the vehicle with the customer as needed.
6. In GlobalConnect/Investigate Vehicle History (IVH), review the service history of the vehicle.
7. In GlobalConnect check for field actions and recalls.
8. Enter the information in the Comeback Log.
9. Dispatch to a qualified technician and review the CCVS and the R.O.
10. Search SI for applicable bulletins and preliminary information (PI).

11. Use Strategy Based Diagnosis and road test the vehicle as needed.
12. If additional diagnostic information is needed, call TAC with the above documentation and a completed Technical Assistance Information Form (TAIF).
13. Update the TAC Call Log Sheet after each call.
14. Follow up with TAC until the vehicle is repaired, including the results of the previous diagnostic recommendations made by TAC.
15. Perform an inspection and quality control road test as needed prior to delivery of the vehicle to the customer.
16. Verify that the customer is completely satisfied with the repair.
17. Deliver the vehicle.
18. Close the TAC case on GlobalConnect with as much detailed repair information as possible.

Comeback Log

- When writing the R.O. the service advisor should always ask the customer: "Have you had repairs on any of these conditions or concerns before, even if the vehicle was taken to a different dealership?"
 - ⇒ If the answer is yes, service management must become involved and the R.O. needs to be flagged as: **High Attention**.
- Ensure the necessary information is entered in the Comeback Log.
- Service management must review the Comeback Log weekly to identify any trends and to develop and implement the necessary corrective action plans.

Information for Using Customer Concern Verification Sheets

One of the most challenging aspects of our business is to communicate the concern from the customer to the technician. The more clearly the technician understands the concern and its symptoms, the more likely the problem will be **fixed right the first time**.

GM Customer Care and Aftersales (CCA) is releasing revised Customer Concern Verification Sheets (CCVS), in this bulletin and also on the GM GlobalConnect website. If you cannot access the Service Forms, contact your Partner Security Coordinator (PSC).

The following are a few of the benefits gained from using the CCVS:

- Reduces instances of customer concern not duplicated (CCND). For more information on CCND, refer to the latest version of Corporate Bulletin Number 06-00-89-026.
- Increased customer involvement.
- Customer perception that the service personnel really listen and understand.
- Reduces contacting customers for additional information.

- Improves night drop box information.
- Ensures all the correct questions are asked when the repair order (R.O.) is created.

The information below contains ideas and thought starters that may be helpful in using the CCVS.

- The service advisor should complete the CCVS whenever the following occurs:
 - On the first service visit, if the condition or concern is complicated, difficult or intermittent.
 - On any subsequent visits for the same condition or concern.
- Make sure to attach the CCVS to the paperwork that goes to the technician.
- Service management should review a copy of all CCVS and the accompanying R.O. on all service department comebacks.
- Hold a complete service department personnel meeting to get employee buy-in and their ideas on how to make the CCVS effective.
- Provide a copy of the CCVS, along with the customer copy of the R.O. to all departing service customers.

Best Practices Service Strategy

The Best Practices Service Strategy is a brief outline of the most important elements to incorporate into the service department comeback prevention strategy.

Customer Concern Verification Sheets

The service advisor should complete the CCVS whenever the following occurs:

1. On the first service visit, if the condition or concern is complicated, difficult or intermittent.
2. On any subsequent visits for the same condition or concern.

Customer Dissatisfaction Due to a Normal Operating Characteristic

Compare the customer vehicle to a similar vehicle. If the customer is dissatisfied with the normal operating characteristic of the vehicle perform the following:

- ⇒ U.S. dealers should create a Field Product Report (FPR). Refer to the latest version of Corporate Bulletin Number 02-00-89-002: Information for Dealers on How to Submit a Field Product Report (FPR) (U.S. Dealers Only).
- ⇒ Canadian dealers should create a Product Information Report (PIR). Refer to the latest version of Corporate Bulletin Number 10-00-89-006: Information for Dealers on How to Submit a Product Information Report (PIR) (Canada Only).

Comeback Prevention Flowchart

Always refer to the comeback prevention flowchart for the proper detailed service strategy before performing any repairs.

Comeback Log

If the vehicle is being serviced for the same customer concern, enter the information in the comeback log.

1. Use GlobalConnect/IVH to verify the number of repair attempts for a similar complaint and the number of days the vehicle was out of service. Notify the service manager of a second repair attempt.
2. Notify the service manager of a third repair attempt and the District Manager Aftersales (DMA) and in Canada: The District Manager Customer Care and Service Process (DM-CCSP).
3. The service department management must review the comeback log weekly to identify any trends and to develop and implement the necessary corrective action plans.

Strategy Based Diagnosis

The goal of Strategy Based Diagnosis is to provide guidance when you create a plan of action for each specific diagnostic situation. By following a similar plan for each diagnostic situation, you will achieve maximum efficiency when diagnosing and repairing vehicles.

Technical Assistance Center

General Motors Technical Assistance Center (TAC) no longer has model year limits on service support. ALL GM vehicle model years are now service supported. For more information, refer to the latest version of Corporate Bulletin Number 07-00-89-047.

1. Use the Comeback Prevention Flowchart to understand WHEN to contact TAC.
2. Before calling TAC, be prepared with accurate and completed information such as but not limited to: the R.O., the CCVS, the SI Document ID number, the technical assistance information form (TAIF).
3. Update the TAC Case Call Log before and after each call.
4. Follow up with TAC until the vehicle is repaired, including the results of previous diagnostic recommendations made by TAC.
5. Close the TAC case using GlobalConnect. Ensure that the closing information is as accurate and complete as possible.
6. Complete the TAC quality survey.

Technical Assistance Information Form (TAIF)

Answer the questions in the form, PRIOR to contacting TAC. Preparing for your call in advance will allow TAC personnel to reduce your call time and provide quality recommendations. After contacting TAC, complete the remaining three sections of the form.

TAC Case Call Log Sheet

Update the TAC Case Call Log before and after each call.

Technical Assistance Center Phone Prompts

For U.S. dealers the TAC phone prompt chart is available on GlobalConnect under Service Forms.

For Canadian dealers the TAC phone prompt chart is available on GlobalConnect > Service Library > Technical Assistance Centre.

Parts Application Issues — Parts Catalog Issues — Parts Delay — Customer Special Order (CSO) — Service Parts Assistance Center (SPAC) Case

1. When parts are delayed or other ordering issues occur, the service department **MUST** perform the following actions:
 - 1.1. **ENSURE** that the parts manager has requested a Customer Special Order (CSO).
 - 1.2. **ENSURE** that the parts manager has upgraded to a Service Parts Assistance Center (SPAC) case as quickly as possible.
2. For parts catalog, parts concerns or parts application issues, utilize the parts department and when those efforts have been exhausted follow the applicable parts support channels offered by GM to resolve the customer's concern as quickly as possible.

Strategy Based Diagnosis

The goal of Strategy Based Diagnosis is to provide guidance when creating a plan of action for each specific diagnostic situation. By following a similar plan for each diagnostic situation, maximum efficiency will be achieved when diagnosing and repairing vehicles.

Although each of the Strategy Based Diagnosis boxes are numbered, it is not required that every box be completed in order to successfully diagnose a customer concern.

The first step of the diagnostic process should always be: Understand and Verify the Customer's Concern.

The final step of the diagnostic process should always be: Repair Verification.

1. Understand and Verify the Customer's Concern. The first part of this step is to obtain as much information as possible from the customer. Are there aftermarket accessories on the vehicle? When does the condition occur? Where does the condition occur? How long does the condition last? How often does the condition occur? In order to verify the concern, the technician should be familiar with the normal operation of the system and refer to the owner or service manual for any information that is needed.
2. Vehicle Operating as Designed: This condition exists when the vehicle is found to operate normally. The condition described by the customer may be normal. Compare with another like vehicle that is operating normally under the same conditions described by the customer. Explain your findings and the operation of the system to the customer. If the customer is dissatisfied perform the following:
 - ⇒ U.S. dealers should create a Field Product Report (FPR). Refer to the latest version of Corporate Bulletin Number 02-00-89-002: Information for Dealers on How to Submit a Field Product Report (FPR) (U.S. Dealers Only).
 - ⇒ Canadian dealers should create a Product Information Report (PIR). Refer to the latest version of Corporate Bulletin

Number 10-00-89-006: Information for Dealers on How to Submit a Product Information Report (PIR) (Canada Only).

3. Preliminary Checks: Conduct a thorough visual inspection. Go to GlobalConnect/IVH and review the service history of the vehicle. Detect unusual sounds or odors. Record the diagnostic trouble code (DTC) information in order to achieve an effective repair.
4. Perform the Diagnostic System Check- Vehicle. This will verify the proper operation of the system. This will also lead the technician in an organized approach and identify what category of diagnostic to perform.
5. Check for related Bulletins, Recalls and Preliminary Information (PI).
6. Review the following diagnostic categories:
 - 6.1. Current DTC: Follow the designated DTC diagnostic in order to make an effective repair. Refer to Diagnostic Trouble Code (DTC) List - Vehicle.
 - 6.2. Symptom - No DTC: Select the appropriate symptom diagnostic. Follow the diagnostic steps or suggestions in order to complete the repair. Refer to Symptoms - Vehicle.
 - 6.3. No published diagnostics: Analyze the concern. Develop a plan for the diagnostics. The service manual schematics will display system power, ground, input, and output circuits. You can also identify splices and other areas where multiple circuits are tied together. Look at component locations to see if components, connectors or harnesses may be exposed to extreme temperature, moisture, or corrosives such as road salt, battery acid, oil or other fluids. Utilize the system description and operation and system circuit description.
- 6.4. Intermittent/History DTC: An intermittent condition is one that does not occur continuously, may be difficult to duplicate, and will only occur when certain conditions are met. Generally, an intermittent is caused by faulty electrical connections and wiring, malfunctioning components, electromagnetic interference (EMI), driving conditions, or aftermarket equipment. The following approaches and tools may prove to be beneficial in locating and repairing an intermittent condition or a History DTC.
 - 6.4.1. Combining the technicians knowledge and skill with the available service information.
 - 6.4.2. Evaluate the symptoms and conditions described by the customer on the Customer Concern Verification Sheets.
 - 6.4.3. Follow the procedures in Testing for Intermittent Conditions and Poor Connections.
 - 6.4.4. Use the available scan tool, digital multi-meter, or J-42598 with data capturing capabilities.
7. Isolate the root cause then repair and verify the correction using the Repair Verification. Verifying that the DTC or symptom has been corrected may involve road testing the vehicle.
8. Re-examine the Concern: If a technician cannot successfully find or isolate the concern, a re-evaluation is necessary. Re-verify the concern. The concern could be an intermittent or normal condition.

Navigating to the GlobalConnect TAC Case Closing Form (U.S. Website View Shown)

The screenshot displays the GlobalConnect website interface. At the top, the user is logged in as Michael Goinak. The main navigation bar includes 'Workbenches', 'My Shortcuts', 'Messages', and 'Library'. The page is titled 'Home' and welcomes the user to the GM GlobalConnect Home Page. A 'TIP OF THE DAY' section provides information about a new dashboard. The 'MY SHORTCUTS' section is expanded to show 'Service Shortcuts', where the 'Technical Assistance Center (TAC) Case Closing Form' is highlighted with a yellow arrow and a tooltip that reads 'Enables user to close TAC cases'. Other sections include 'MESSAGES', 'GM BRANDS' (with logos for Saturn, SiriusXM, GM Financial, etc.), 'GM RESOURCES', and 'GM MARKET PLACE'.

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1. Go To: GlobalConnect.
2. Go To: Service Applications.

Notice: This typical website view has service shortcuts set up.

3. Select: Technical Assistance Center (TAC) Case Closing Form.

Example of GlobalConnect TAC Case Closing Form (U.S. Form Shown)

Technical Assistance Center (TAC) Case Closing Form _____

* Required Fields

TAC Case Number: *

Last 8 of VIN: *

TAC Consultant's Name:

R.O. Number:

Dealer Code:

Name Of Person Who Called TAC:

Email Address of Person Who Called TAC:

To be copied on this TAC Case Closing Request please enter your email address:

Please Choose A Repair Category that best fits the repair: *

OnStar/XM Radio

Engine/Driveability/Mechanical

Drivetrain/Transmissions/Transfer Case/Axles

Chassis/Steering/Suspension/Brakes

Electrical/HVAC/Body

Repair Information:

PLEASE BE SPECIFIC. In the technician's own words, what fixed the vehicle? (Include SI document numbers, circuit and terminal numbers, locations, part names, and numbers). *

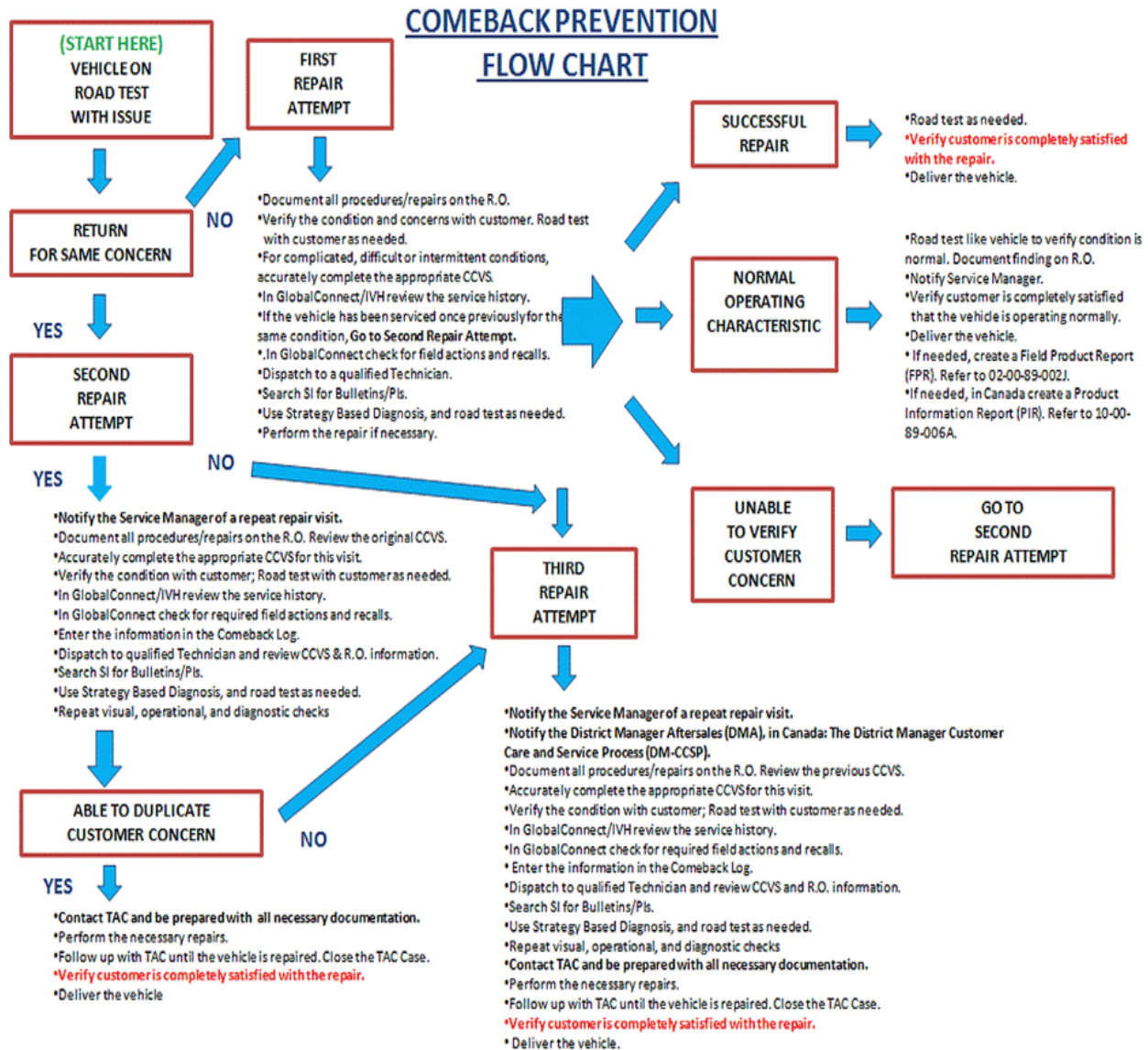
Additional Comments:

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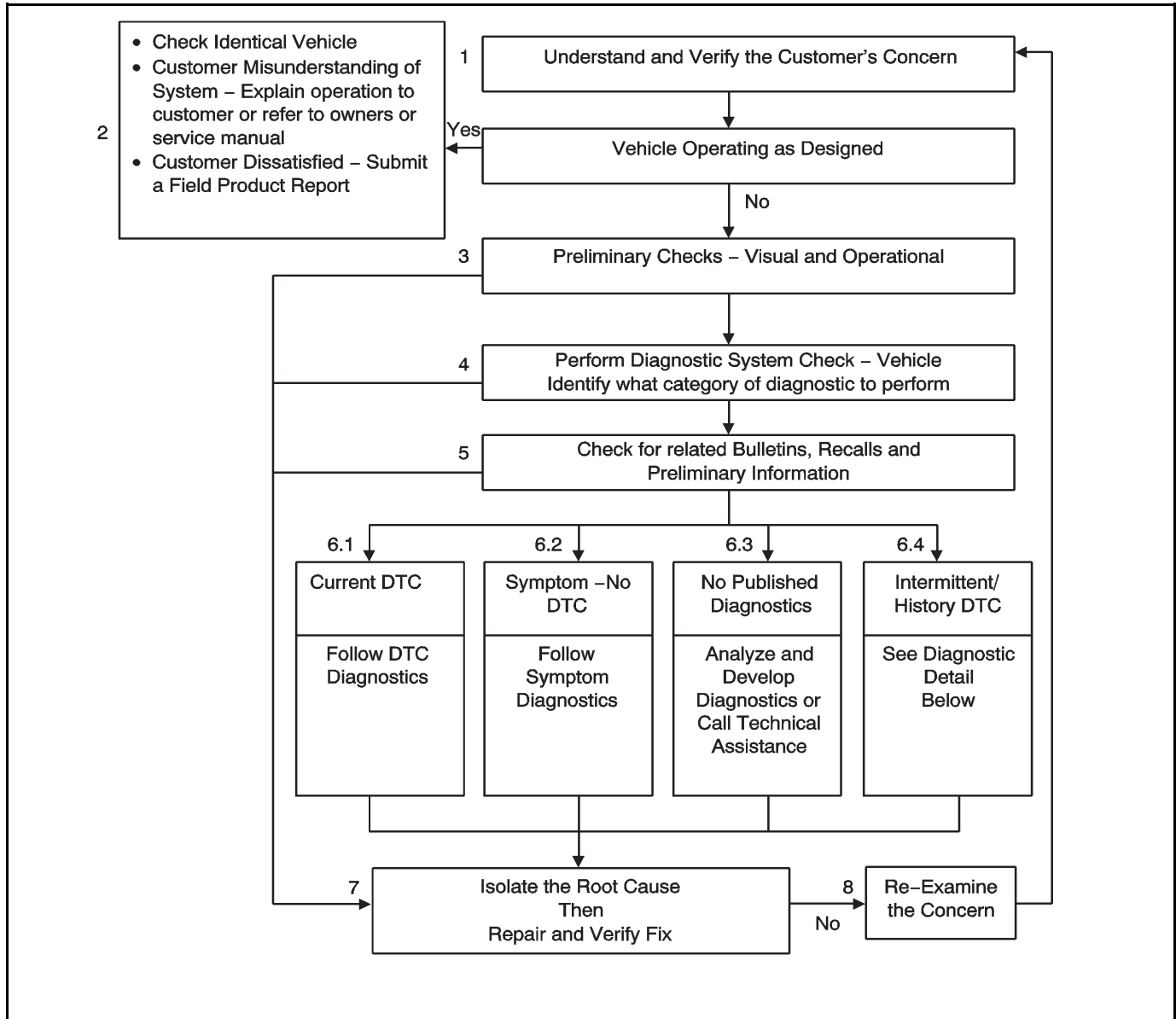
1. The four **required** fields on the TAC Case Closing Form are indicated by asterisks.
2. Type accurate and detailed case closing information.
3. Select: Submit, when the form is completed. Dealers in Canada must use GlobalConnect > Service Workbench > TAC Active Cases to review active cases and to close the case electronically.

Condensed Version of the Comeback Prevention Flowchart and All Other Forms

Condensed Version of the Comeback Prevention Flowchart



Strategy Based Diagnosis Flowchart



Comeback Log

Comeback Log

Date	Original R.O. # Date Labor Op Used	Original Technician ID #	Customer Name	Problem Description	Cause of Repeat Visit	New R.O. # Date Labor Op Used	Repairing Technician ID #
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
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_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____

TAC Case Call Log Sheet

TAC Case Call Log Sheet

Call #	Date of Call	Caller's Name	TAC Consultant's Name	R.O. & Job #	TAC Case #	Date Closed
1st Call						
2nd Call						
3rd Call						
4th Call						
1st Call						
2nd Call						
3rd Call						
4th Call						
1st Call						
2nd Call						
3rd Call						
4th Call						
1st Call						
2nd Call						
3rd Call						
4th Call						

Technical Assistance Information Form

Technical Assistance Information Form

Technical Assistance Information Form (TAIF)		
Enter the Answers to All of the Following Questions Prior to Contacting TAC		
Caller Name _____	Business Associate Code (BAC) _____	
VIN _____	Repair Order (R.O.) Number _____	Mileage _____ km _____
Enter the ID Information for All That Apply		
Bulletin Number _____ Diagnostic Information and Procedures Document ID Number _____ Engineering Information Number _____ Harness Routing View Document ID Number _____ Preliminary Information (PI) Number _____ Repair Instructions Document ID Number _____ Service Information (SI) Document ID Number _____ Wiring Schematic Document ID Number _____ Other _____		
How many times has this vehicle been to your Service Department for the SAME condition or customer concern _____		
How many days has this vehicle been in your Service Department for this condition or customer concern _____		
Go To: GlobalConnect, Investigate Vehicle History (IVH), and review the service history of the vehicle. Enter the information here _____ Enter the information here _____ Enter the information here _____		
Does the vehicle have any GM aftermarket accessories _____		
Does the vehicle have any non-GM aftermarket accessories _____		
Has the vehicle been modified from production: Yes _____ No _____		
If yes, please describe _____		
Why did the customer bring their vehicle to your Service Department. Please describe _____		
What are the results of the Strategy Based Diagnosis. Enter the Information for All That Apply		
Are any DTCs set _____ How often does the condition occur _____ Identify the diagnostics that were performed _____ Identify the parts replaced _____ Identify the Scan Tool software version number _____ Was the vehicle compared to a similar vehicle _____ When does the condition occur _____		

Technical Assistance Information Form (cont'd)

Technical Assistance Information Form (TAIF)	
Technical Assistance Center	
TAC Case Number _____	TAC Consultant's Name _____
Technical Assistance Center Recommended Actions	
Suggested action #1 _____	
Suggested action #2 _____	
Suggested action #3 _____	
Technical Assistance Center (TAC) Case Closing Form Actions Required	
<ol style="list-style-type: none">1. Go To GlobalConnect > Service Applications > Technical Assistance Center (TAC) Case Closing Form. Dealers in Canada must use GlobalConnect > Service Workbench > TAC Active Cases to review active cases and to close the case electronically.2. Complete the TAC Case Closing Form.3. Provide as Much Detail as Possible in the Repair Information Section.4. Provide as Much Detail as Possible in the Additional Comments Section.	

Customer Concern Verification Sheet — Automatic Transmission Driveability

Customer Concern Verification Sheet — Automatic Transmission Driveability

Symptoms — Check All That Apply				
Will Not Shift _____	Will Not Up Shift _____	Will Not Down Shift _____	Slips _____	Shifts Into Next Gear Early _____
Shifts Into Next Gear Late _____	Starts in the Wrong Gear _____	Delayed Engagement Into Both "D" and "R" _____	Delayed Engagement Into "D" _____	Delayed Engagement Into "R" _____
Engine Starts in Other Than "P" or "N" _____	Do Any Indicator Lights Turn ON _____	Does the Transmission Make Noise — Identify All That Apply: Whine _____ Rattle _____ Groan _____ Clunk _____ Buzz _____ Slam _____ Other (Describe) _____		
Operating Conditions — Check All That Apply				
When Did the Concern Start _____		How Often Does it Occur _____		How Long Does it Last _____
Driving Conditions — Check All That Apply				
No Throttle _____	Light Throttle _____	Medium Throttle _____	Hard Throttle _____	Wide Open Throttle _____
At Idle _____	Starting _____	Decelerating _____	When Shifting _____	Up Hill _____
Down Hill _____	During Braking _____	Highway _____	City _____	Towing _____
Stop and Go Only With A/C ON _____	Cruising Steady at _____ MPH Cruising Steady at _____ km/h		Cruising Between _____ MPH and _____ MPH Cruising Between _____ km/h and _____ km/h	
At What Engine Temperature Does it Occur — Check All That Apply				
When the Engine Temperature is _____ °F When the Engine Temperature is _____ °C Any Temperature _____				
Weather and Environment Conditions — Check All That Apply				
Ambient Temperature: Very Cold: Colder Than 0°F (-18°C) _____ Cold: 0°F to 32°F (-18°C to 0°C) _____ Cool: 32°F to 60°F (0°C to 16°C) _____ Warm: 60°F to 80°F (16°C to 27°C) _____ Hot: Hotter Than 80°F (27°C) _____				
Any Environment _____	Dry _____	High Humidity _____	Raining _____	Wet Roads _____
Icy Conditions _____	Snowy Conditions _____	Below Sea Level _____	At Sea Level _____	At High Altitudes _____
What Type of Fuel is Used				
Biodiesel _____ Brands (Describe) _____	Diesel #1 _____ Brands (Describe) _____	Diesel #2 _____ Brands (Describe) _____	Compressed Natural Gas (CNG) _____ Brands (Describe) _____	
Ethanol E85 _____ What Blend / Alcohol % _____ Brands (Describe) _____	Regular Unleaded _____ Brands (Describe) _____	Mid Range Unleaded _____ Brands (Describe) _____	Premium Unleaded _____ Brands (Describe) _____	
When the Gear Selector is in What Range — Check All That Apply				
Park / Neutral Reverse _____	Overdrive Tap Shift _____	Manual Gear Selection: D1 ___ D2 ___ D3 ___ D4 ___ D5 ___ D6 ___ D7 ___		
Shifting From Gear to Gear — When Does it Occur				
Between Shifts From _____ Gear to _____ Gear	Between Shifts From _____ Gear to _____ Gear	Between All Gear Shifts _____		
At What Shift Point Does it Occur — Check All That Apply				
Between Shifts From _____ MPH to _____ MPH	Between Shifts From _____ km/h to _____ km/h	All Shift Points _____		
This Section Is For Dealer Use Only:				
VIN: _____ Miles (km): _____ Technician #: _____				
Advisor #: _____				

Customer Concern Verification Sheet — Brakes / Steering / Suspension / Tires / Wheels

Customer Concern Verification Sheet — Brakes / Steering / Suspension / Tires / Wheels

System and Components — Check All That Apply				
Antilock Brake System (ABS) _____	Brakes _____	Park Brake _____	Electronic Suspension Control _____	StabiliTrak® System _____
Steering _____	Suspension _____	Tires _____	Tire Pressure Monitor (TPM) _____	Traction Control System (TCS) _____
Vehicle Electronic Stability (VES) System _____	Vehicle Stability Enhancement System (VSES) _____	Wheels _____	Wheel Alignment _____	Other (Describe) _____
Instrument Illumination, Messages and Audible Warnings — Check All That Apply				
ABS Yellow Light is ON _____	Brake Audible Warning is Active _____	Brake System Red Warning Light is ON _____	Service Brakes Soon Message is Displayed _____	Service Brake System Message is Displayed _____
StabiliTrak® Light is ON _____	StabiliTrak® OFF Message is Displayed _____	Service StabiliTrak® Message is Displayed _____	Service Suspension System Message is Displayed _____	Service Traction Control Message is Displayed _____
TRAC OFF Indicator is ON _____	Tire Learning Active Message is Displayed Continuously _____	Tire Pressure Monitor (TPM) Light is ON _____	Service Tire Monitor System Message is Displayed _____	Other (Describe) _____
Symptoms — Check All That Apply				
Brake Noise: Chirp _____ Grind _____ Squeak _____ Squeal _____ Other _____ Left Front _____ Right Front _____ Left Rear _____ Right Rear _____		Brake Pedal Exhibits: Excessive Travel _____ Hard Pedal _____ Soft Pedal _____		
Brake Pulsation When Stopping: Left Front _____ Right Front _____ Left Rear _____ Right Rear _____		Park Brake: Does Not Hold Vehicle in Place _____ Will Not Apply _____ Will Not Release _____		
Vehicle Ride Quality: Rides Hard _____ Rides Soft _____	Shimmy / Vibration: Left Front _____ Right Front _____ Left Rear _____ Right Rear _____ Floor _____ Seat _____ Steering Wheel _____		Vehicle Dog Tracks _____	
Poor Steering Wheel Return After Cornering _____	Steering Wheel is Off Center _____	Vehicle Continues to Steer in Direction of Previous Turn _____	High Steering Effort Required _____	Vehicle Wanders to the Left _____ Vehicle Wanders to the Right _____
Suspension Bottoms Out _____	Suspension Noise: Groan _____ Pop _____ Slam _____ Squeak _____ Rattle _____ Other (Describe) _____			
Vehicle Sits Uneven: Left Front _____ Right Front _____ Left Rear _____ Right Rear _____ Left Side _____ Right Side _____		Tires Leak Air: Left Front _____ Right Front _____ Left Rear _____ Right Rear _____ Spare _____		
Tires Are Noisy: Left Front _____ Right Front _____ Left Rear _____ Right Rear _____		Tires Have Uneven Wear: Left Front _____ Right Front _____ Left Rear _____ Right Rear _____		
Vehicle Pulls When Accelerating: Pulls to the Left _____ Pulls to the Right _____		Vehicle Pulls When Stopping: Pulls to the Left _____ Pulls to the Right _____ Pulls Side to Side _____		
Vehicle Sustained Road Debris Impact Damage _____	Vehicle Leans or Sways in Corners _____	Wheels: Appearance _____ Bent _____ Damaged _____		Other (Describe) _____

**Customer Concern Verification Sheet — Brakes / Steering / Suspension / Tires / Wheels
(cont'd)**

System and Components — Check All That Apply				
Weather and Environment Conditions — Check All That Apply				
Any Environment ____	Cold Days ____	Dry Roads ____	Dusty Environment ____	Hot Days ____
Icy Conditions ____	Salty Environment ____	Snowy Conditions ____	Wet Roads ____	Other (Describe) ____
Operating Conditions — Check All That Apply				
When Did the Concern Start ____	How Long Does it Last ____	How Often Does it Occur ____	What Makes it Start (Describe) ____	What Makes It Stop (Describe) ____
This Section Is For Dealer Use Only:				
VIN: _____		Miles (km): _____	Technician #: _____	
Advisor #: _____				

Customer Concern Verification Sheet — Engine Driveability

Customer Concern Verification Sheet — Engine Driveability

Symptoms — Check All That Apply				
Backfire (Popping Noise): From the Tail Pipe ____ From Under the Hood ____		Cranks But Does Not Start ____	Cranks With a Hard Start ____ Cranks With a Very Long Time to Start ____	
Does Not Crank ____	Difficulty When Refueling the Vehicle ____ Fuel Odor When Refueling the Vehicle ____		Engine Continues to Run After Key is Turned OFF: All the Time ____ Sometime ____	
Engine Noise:				
Bang ____ Buzz ____ Chirping / Squeal ____ Clunk ____ Groan ____ Hammer ____ Ping / Detonation / Spark Knock ____ Rattle ____ Whine ____ Other (Describe) _____				
Engine Performance:				
Buck ____ Chuggle ____ Hesitation ____ Jerk ____ Sag ____ Skip ____ Stumble ____ Surge ____				
Engine Runs Hot ____	Engine Speed Fluctuates Without Moving the Accelerator ____	Engine Stalls ____	Exhaust Smells Like Sulphur (Rotten Eggs) ____	Exhaust is Smoky ____
Fuel Economy: Poor in City Driving ____ Poor in Highway Driving ____ What is the Reported Fuel Economy ____			Idle is Rough ____ Idle Searches ____	Idle is Too Low ____ Idle is Too High ____
Increased Engine Coolant Consumption ____	Increased Engine Oil Consumption ____	Low Power ____	Misfire ____	Other (Describe) ____
Illuminated Indicator Lights and/or Driver Information Center (DIC) Messages Displayed — Check All That Apply				
Check Engine Light is ON ____	Driver Information Center (DIC) Messages Are Displayed (Describe) ____	Malfunction Indicator Light is ON ____	Reduced Engine Power Message is Displayed ____	Service Engine Soon Light is ON ____
Other Indicator Lights are Illuminated (Describe) _____				
Operating Conditions — Check All That Apply				
When Did the Concern Start ____		Does the Concern Go Away ____	How Long Does it Last ____	How Often Does it Occur ____
Driving Conditions — Check All That Apply				
Accelerating ____ At the Beginning of the Acceleration ____	Cruising Between ____ MPH and ____ MPH Cruising Between ____ km/h and ____ km/h		Cruising Steady at: ____ MPH ____ km/h	Decelerating ____
Down Hill ____ Up Hill ____	Driving: City ____ Highway ____ Stop and Go ____		During Braking ____	During Idle ____
During Shifts ____	Only With A/C ON ____	Only With Defrost ON ____	No Throttle ____	Light Throttle ____
Medium Throttle ____	Hard Throttle ____	Wide Open Throttle ____	Towing ____	Other (Describe) ____
At What Engine Temperature Does it Occur — Check All That Apply				
When the Engine Temperature is ____ °F		When the Engine Temperature is ____ °C		Any Temperature ____

Customer Concern Verification Sheet — Engine Driveability (cont'd)

Symptoms — Check All That Apply				
Weather and Environment Conditions — Check All That Apply				
Ambient Temperature: Very Cold: Colder Than 0°F (-18°C) _____ Cold: 0°F to 32°F (-18°C to 0°C) _____ Cool: 32°F to 60°F (0°C to 16°C) _____ Warm: 60°F to 80°F (16°C to 27°C) _____ Hot: Hotter Than 80°F (27°C) _____				
Any Environment _____	At Sea Level _____	At High Altitudes _____	Below Sea Level _____	Dry _____
High Humidity _____	Icy Conditions _____	Raining _____	Snowy Conditions _____	Wet Roads _____
What Type of Fuel is Used				
Biodiesel _____ Brands (Describe) _____	Diesel #1 _____ Brands (Describe) _____	Diesel #2 _____ Brands (Describe) _____	Compressed Natural Gas (CNG) _____ Brands (Describe) _____	
Ethanol E85 _____ What Blend / Alcohol % _____ Brands (Describe) _____	Regular Unleaded _____ Brands (Describe) _____	Mid Range Unleaded _____ Brands (Describe) _____	Premium Unleaded _____ Brands (Describe) _____	
When the Gear Selector is in What Range — Check All That Apply				
Park / Neutral _____	Reverse _____	Low _____	Intermediate _____ Drive _____	Overdrive _____
Manual Gear Selection: D1 __ D2 __ D3 __ D4 __ D5 __ D6 __ D7 __				
At What Shift Point Does it Occur — Check All That Apply				
All Shift Points _____	Between Shifts From _____ MPH to _____ MPH	Between Shifts From _____ km/h to _____ km/h		
Does it Occur During Certain Gear Shifts — Check All That Apply				
Park to Reverse _____ Park to Drive _____	Reverse to Drive _____	First to Second _____ Second to Third _____	Third to Fourth _____ Overdrive _____	Other Gear _____ (Describe) _____
This Section Is For Dealer Use Only:				
VIN: _____ Miles (km): _____ Technician #: _____				
Advisor #: _____				

Customer Concern Verification Sheet — Electrical / Accessory

Customer Concern Verification Sheet — Electrical / Accessory

Electrical System, Component or Accessory — Check All That Apply				
Antenna: Backglass ___ Fixed Mast ___ Front Windshield ___ Multi-Band (Roof) ___ Passenger Side Rear Window ___		Auxiliary (AUX) USB Port ___	Bluetooth® ___	CD Player ___
Clock ___	DVD Player ___	Heads Up Display (HUD) ___	Hard Disc Drive (HDD), (Used to Store Music) ___	Heating, Ventilation and Air Conditioning (HVAC) ___ Rear HVAC ___
Inside Mirror ___	Instrument Panel ___	iPhone® ___	iPod® ___	Keyless Entry System ___
Keyless Entry System Key Fobs: One ___ Both ___	MP3 ___	Navigation System ___ Navigation Map Disc ___	OnStar® ___	Personal Audio Link (PAL) ___
Radio ___	XM Radio® ___	Rear Seat Entertainment (RSE) System: Audio ___ AUX Devices ___ AUX Input Jacks ___ Video ___ Video Screen(s) ___ Other ___		
Rear Seat Entertainment (RSE) System Remote Controls: One ___ Both ___		Speakers ___	Warning Chimes ___	Wired Headphones ___ Wired Headphone Jacks ___
Wireless Headphones ___	Universal Serial Bus (USB) ___	Other (Describe) _____		Other _____
Instrument Illumination — Check All That Apply				
HVAC System: Front ___ Rear ___	Inside Mirror ___	Instrument Panel ___	Radio ___	Rear Seat Entertainment System ___
Symptoms — Check All That Apply				
Antenna: Damaged ___ Missing ___	AUX Input Jacks Unresponsive ___	Auxiliary (AUX) USB Port: Unresponsive ___	Bluetooth®: Improper Function ___ Unresponsive ___ Voice Recognition Unresponsive ___	
CD Player: CD Will Not Eject ___ CD Will Not Insert ___ Improper Function ___ Unresponsive ___		Integral Multi Disc CD Changer: CD Will Not Eject ___ CD Will Not Insert ___ Improper Function ___ Unresponsive ___ Other ___		
DVD Controls: DVD Will Not Eject ___ DVD Will Not Insert ___ Improper Function ___ Unresponsive ___			DVD Displays Error Messages On the Rear Seat Entertainment Video Screen ___	
Hard Disc Drive (HDD), (Used to Store Music): Improper Function ___ Unresponsive ___	Heads Up Display: Improper Display ___ Inaccurate Display ___ Unresponsive ___		HVAC Controls: Improper Function ___ Unresponsive ___ Voice Commands Unresponsive ___	
Rear HVAC Controls: Improper Function ___ Unresponsive ___	Instrument Panel Controls: Improper Function ___ Unresponsive ___ Other _____		iPod®: Improper Function ___ Unresponsive ___	iPhone®: Improper Function ___ Unresponsive ___
Keyless Entry: Improper Function ___ Unresponsive ___ Insufficient Range ___ One or More Fobs Do Not Function ___ Other _____				MP3: Improper Function ___ Unresponsive ___

Customer Concern Verification Sheet — Electrical / Accessory (cont'd)

Electrical System, Component or Accessory — Check All That Apply		
Navigation System:		
Controls Improper Function ___ Controls Unresponsive ___ Inaccurate or Missing Information ___ Map Disc Will Not Eject ___ Map Disc Will Not Insert ___ No Display ___ Voice Commands Unresponsive ___ Other _____		
OnStar®:		
Dropped Calls ___ Improper Function ___ Mirror Controls Broken ___ Mirror Controls Unresponsive ___ OnStar® Mirror Light Does Not Transition From Red to Green ___ Poor Reception ___ Turn by Turn Will Not Connect ___ Unresponsive ___ Voice Commands Unresponsive ___ Other _____		
Personal Audio Link (PAL): Improper Function ___ Unresponsive ___	Radio Controls: Unresponsive ___ Improper Function ___ Voice Commands Unresponsive ___	Radio Data System (RDS): FM Station Name or Call Letters Do Not Display ___ Inaccurate Information ___ Unresponsive ___ Radio Displays Error Messages ___
Radio Noise:		Radio Reception Quality:
High Tension Wire Interference ___ Radio / TV Transmission Tower Interference ___ Identify the Band Being Used When it Occurs: AM ___ FM ___ XM Radio® ___		Poor ___ Fades In and Out ___ Identify the Band Being Used When it Occurs: AM ___ FM ___ XM Radio® ___
Radio Speaker Static:		
Continuous ___ Only in Certain Areas ___ Identify the Source Being Used When it Occurs: AM ___ FM ___ XM Radio® ___ CD ___ DVD ___ AUX ___ USB ___ MP3 ___ iPod® ___ Bluetooth® / OnStar® Call ___ Rear Seat Entertainment ___ Rear Seat Audio ___		
Speakers:		
No Sound ___ Poor Sound ___ All Speakers ___ Left Front ___ Right Front ___ Left Rear ___ Right Rear ___		
Rear Seat Audio (RSA): Improper Function ___ Unresponsive ___	Rear Seat Entertainment (RSE) AUX Input Device: Unresponsive to Video Game Console ___ Unresponsive to Camera ___ Unresponsive to Other Device ___	Rear Seat Entertainment Controls: Improper Function ___ Unresponsive ___
Rear Seat Entertainment Remote Control(s): One or Both Controls Are Unresponsive ___ Some Functions Are Unresponsive ___		Rear Seat Entertainment Video Screen(s): Improper Function ___ Unresponsive ___
Speed Compensated Speaker Volume: Improper Function ___ Unresponsive ___	Steering Wheel Controls: Buttons Broken ___ Improper Function ___ Unresponsive ___	Warning Chimes: Improper Function ___ Unresponsive ___
Wired Headphones: Improper Function ___ Unresponsive ___	Wired Headphones Control Knob(s): Unresponsive: Left ___ Right ___ Wired Headphone Jacks: Unresponsive ___	Wireless Headphones: Improper Function ___ Unresponsive ___
XM Radio® Improper Function ___ XM Radio® Unresponsive ___	Blows Fuses (Describe) ___	Other (Describe) ___

Customer Concern Verification Sheet — Electrical / Accessory (cont'd)

Electrical System, Component or Accessory — Check All That Apply		
Operating Conditions — Check All That Apply		
When Did the Concern Start _____	How Often Does it Occur _____	How Long Does it Last _____
This Section Is For Dealer Use Only:		
VIN: _____ Miles (km): _____ Technician #: _____		
Advisor #: _____		

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