Bulletin No.: 01-00-89-010J
Date: Nov-2012

Service Bulletin

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.

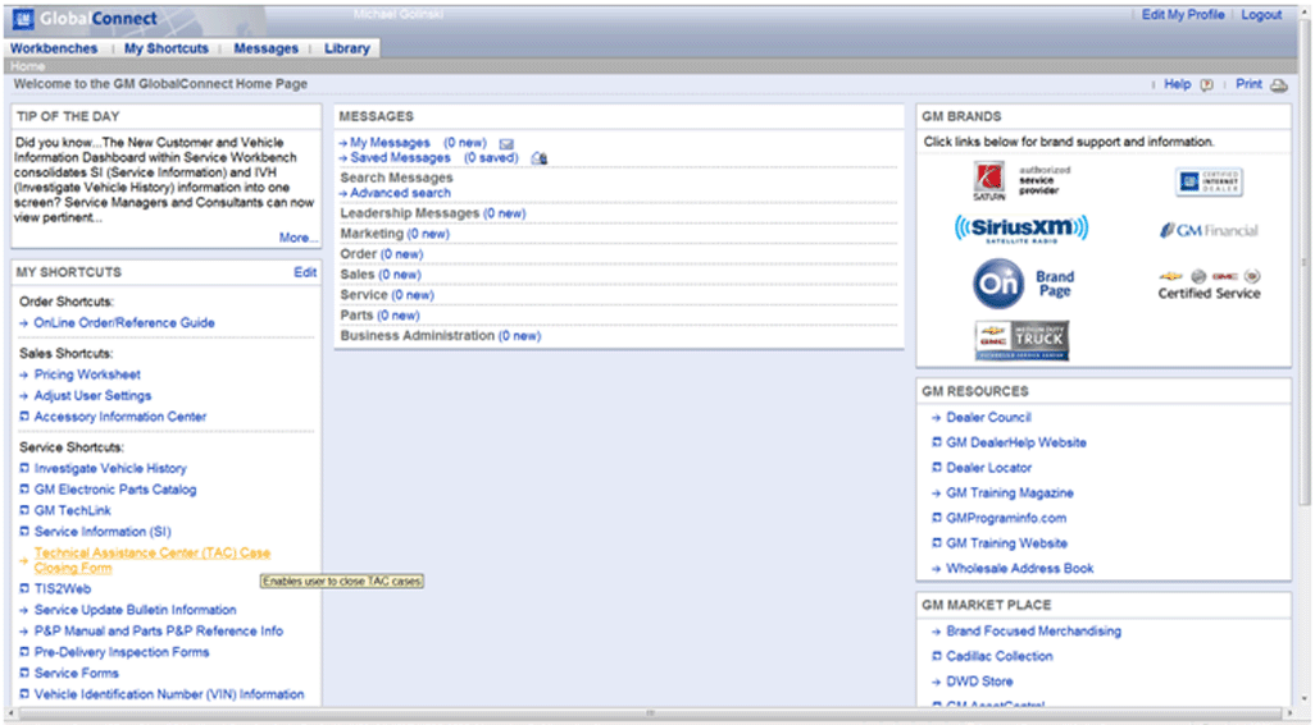
The first step of the diagnostic process should always be: Understand and Verify the Customer's Concern.

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 th 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.

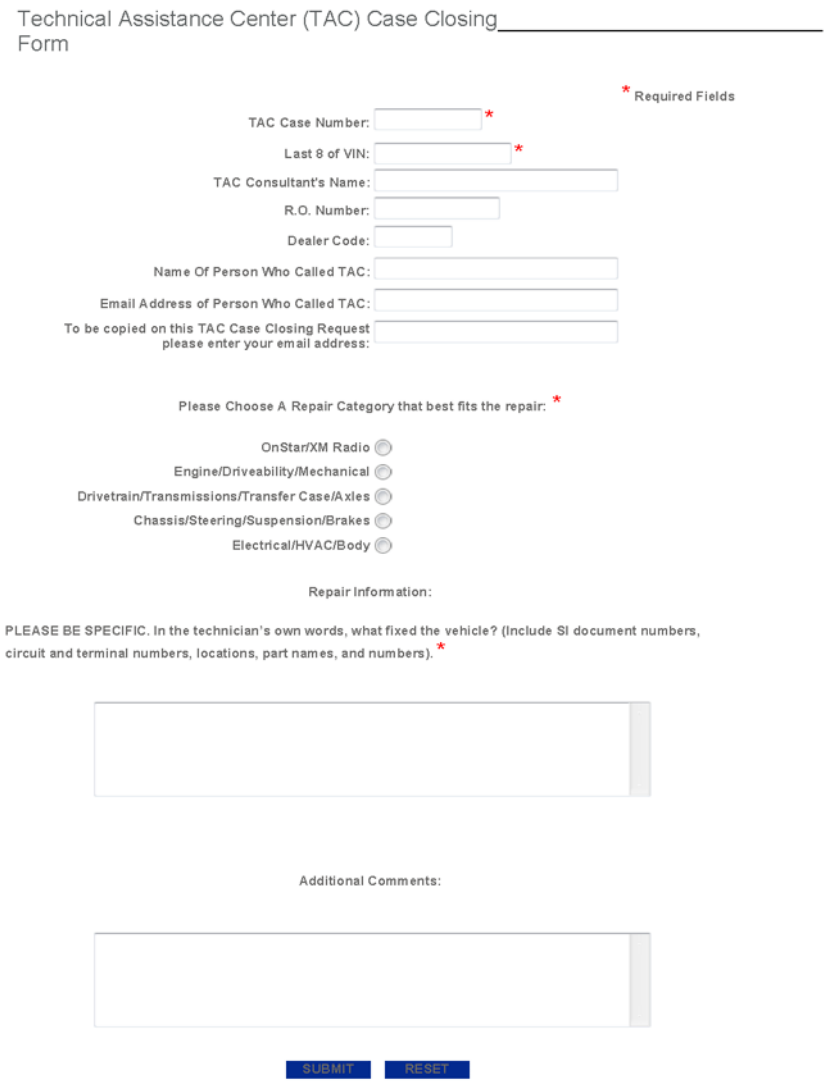
Navigating to the GlobalConnect TAC Case Closing Form (U.S. Website View Shown)



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:

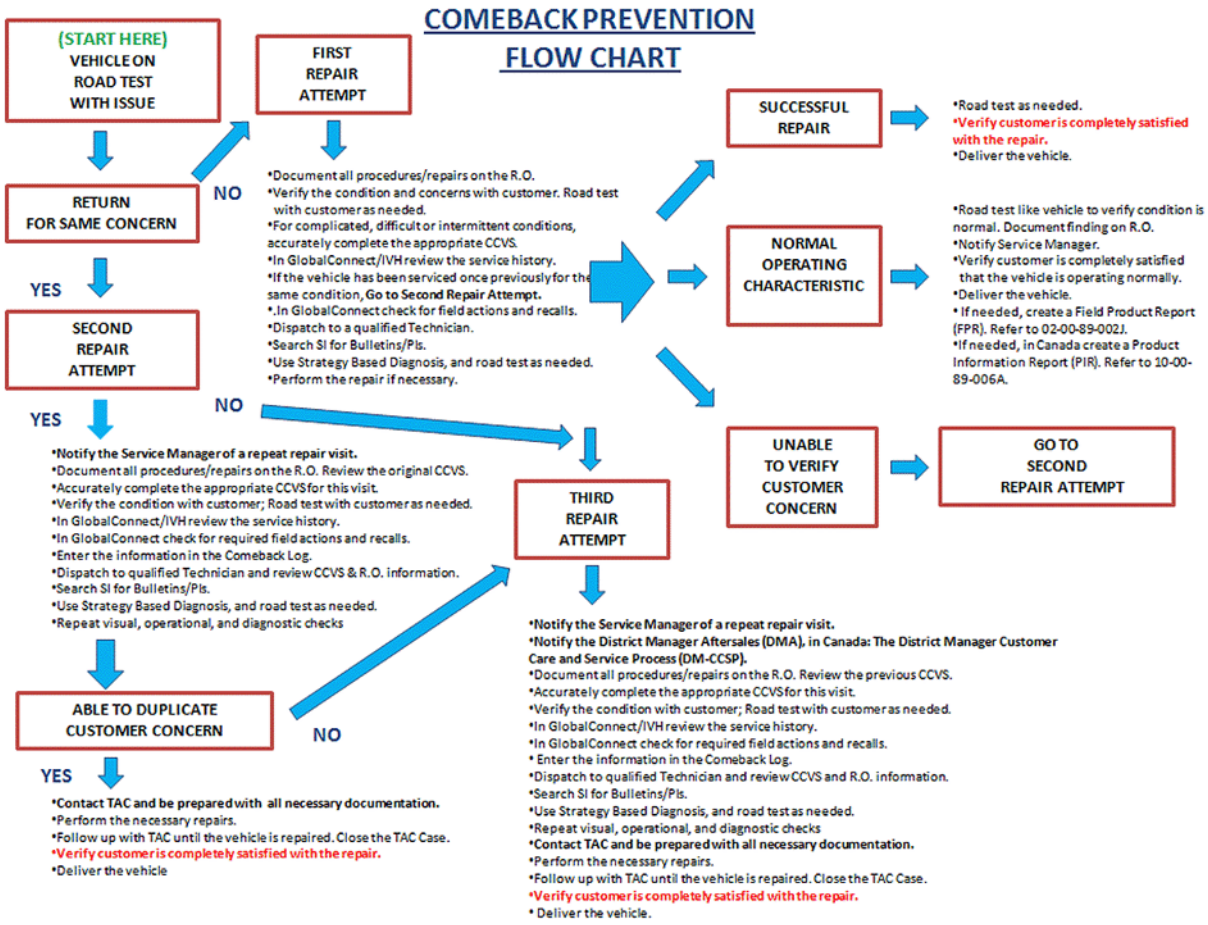
SUBMIT RESET

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.

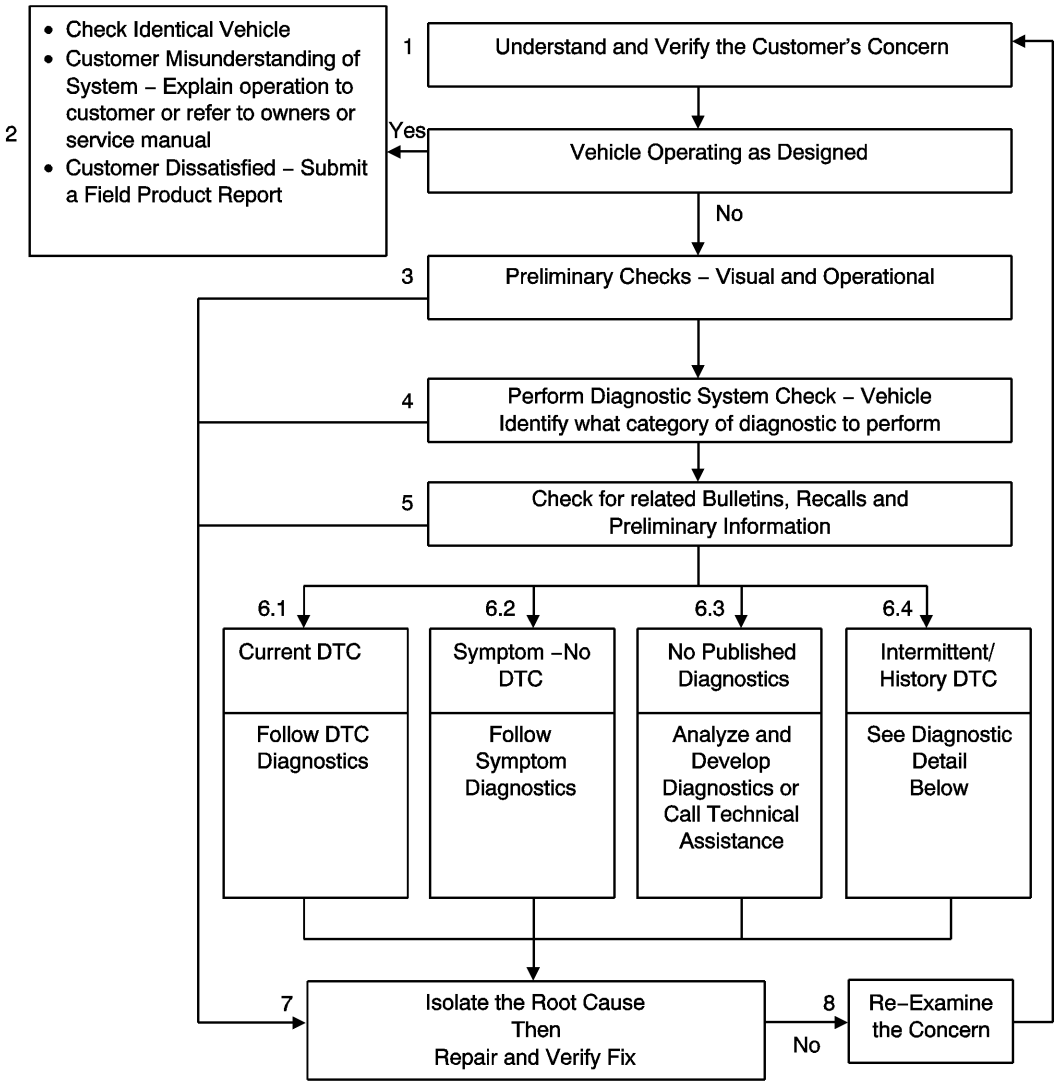
Dealers in Canada must use GlobalConnect > Service Workbench > TAC Active Cases to review active cases and to close the case electronically.

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						
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 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	
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) _____

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 ____
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 (Describe)
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 ____

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:

High Tension Wire Interference ____ Radio / TV Transmission Tower Interference ____

Identify the Band Being Used When it Occurs:

AM ____ FM ____ XM Radio® ____

Radio Reception Quality:

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) ____
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 #: _____		
