



# Service Bulletin

File in Section: 00 - General Information

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

Date: September, 2016

## INFORMATION

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

**Models:** 2017 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 has been revised to add the 2016 and 2017 Model Years including updating information under Location of Comeback Prevention Flowchart and All Other Forms and Best Practices Service Strategy. Please discard Corporate Bulletin Number 01-00-89-010K.**

### 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, Service Forms can be found in GlobalConnect on the Service department page, located under Quick Links.
- 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 department > 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.

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

The TAC phone prompt chart is available on GlobalConnect under Service Forms.

For Canadian dealers, Service Forms can be found in GlobalConnect on the Service department page, located under Quick Links. The TAC phone prompt chart is found under bulletin number 01-00-89-010.

### 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 'Home' page features a 'TIP OF THE DAY' section, a 'MESSAGES' section with links to 'My Messages', 'Saved Messages', and 'Advanced search', and a 'MY SHORTCUTS' section. The 'MY SHORTCUTS' section is divided into 'Order Shortcuts', 'Sales Shortcuts', and 'Service Shortcuts'. Under 'Service Shortcuts', 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 'GM BRANDS' with logos for Saturn, SiriusXM, GM Financial, and OnStar, and 'GM RESOURCES' with links to Dealer Council, GM DealerHelp Website, Dealer Locator, GM Training Magazine, GM ProgramInfo.com, GM Training Website, and Wholesale Address Book. The 'GM MARKET PLACE' section includes links for Brand Focused Merchandising, Cadillac Collection, DWD Store, and GM AssetCenter.

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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). \*

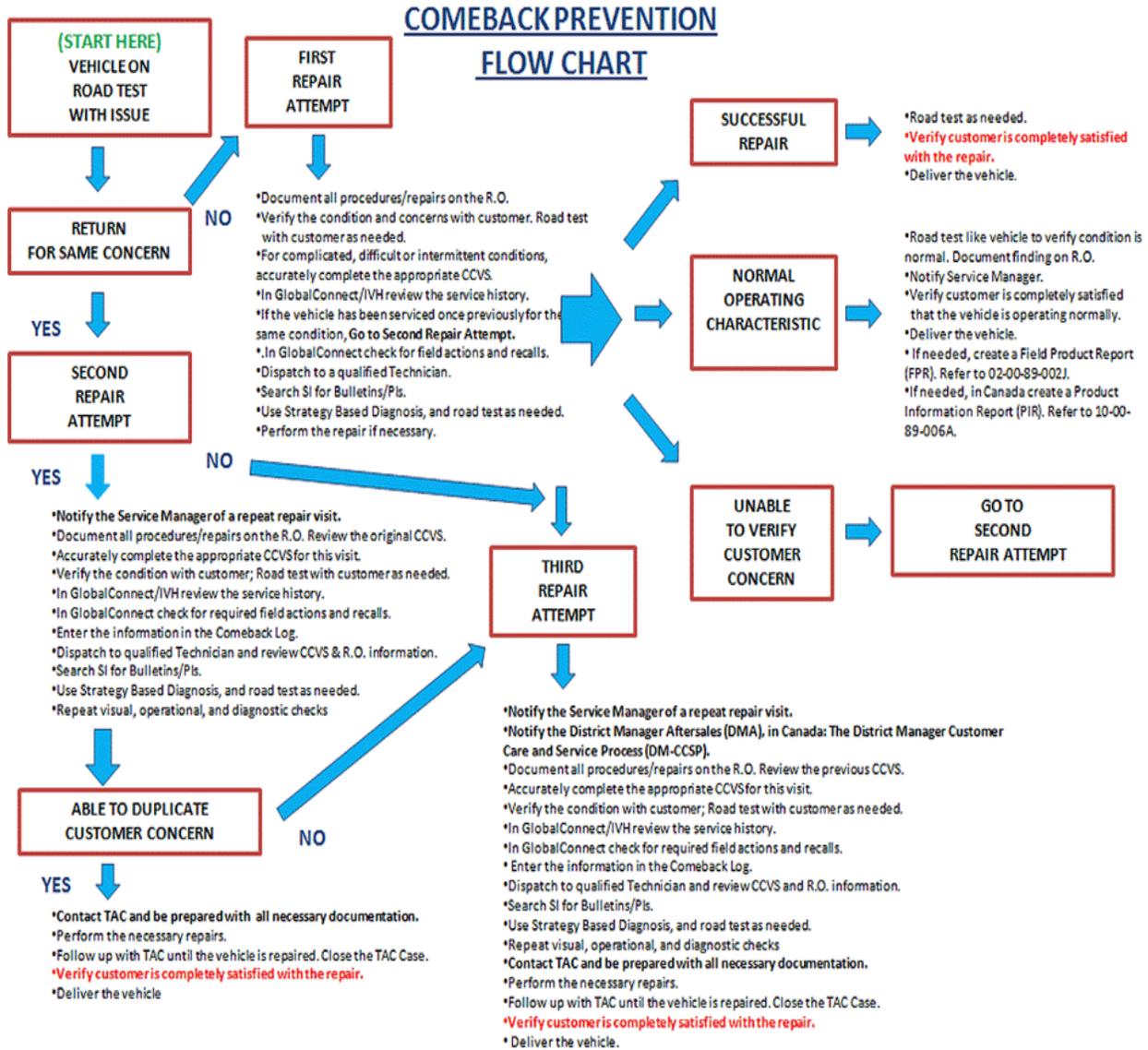
Additional Comments:

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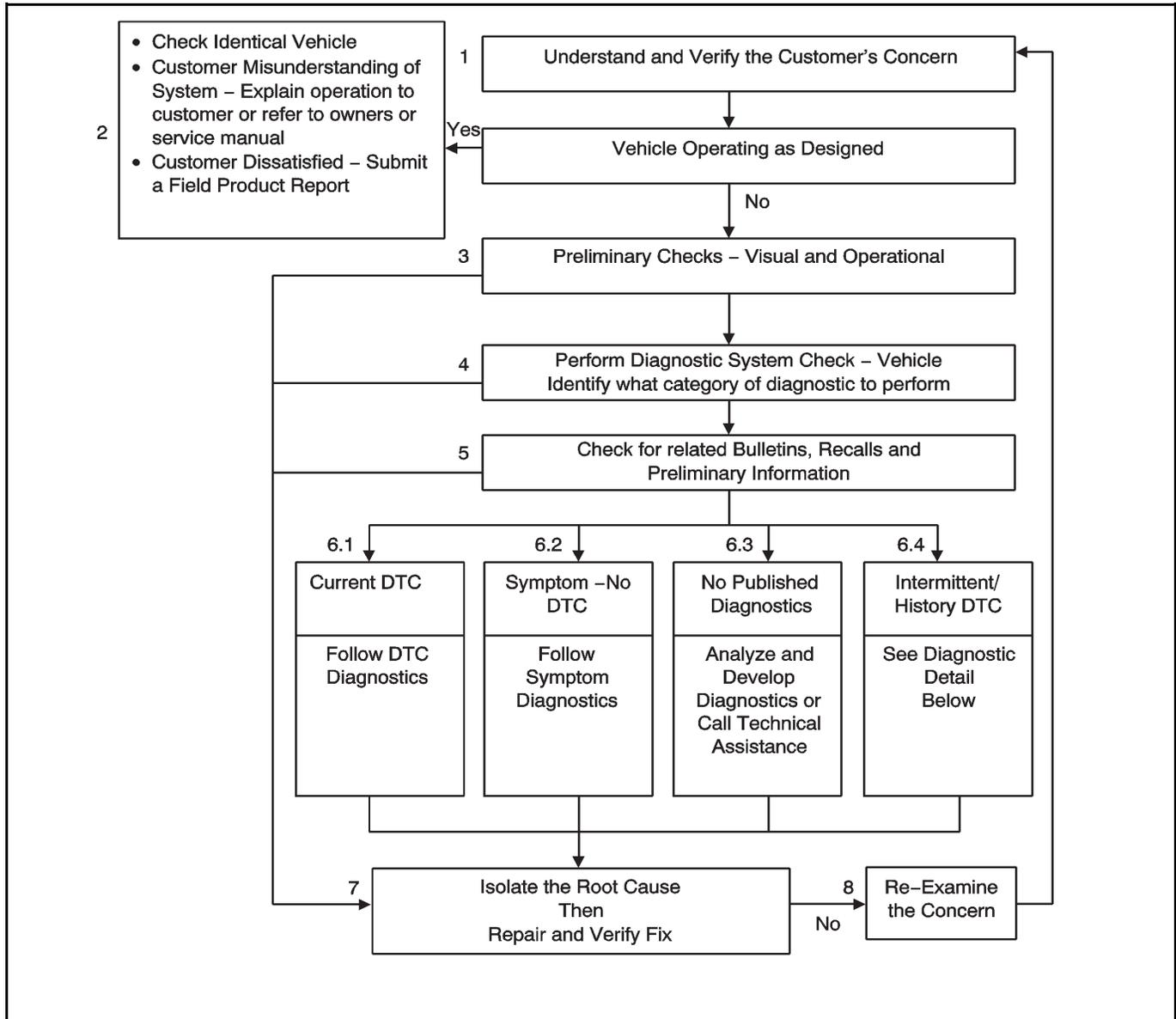
1. The four **required** fields on the TAC Case Closing Form are indicated by asterisks.
  2. Type accurate and detailed case closing information.
  3. Select: Submit, when the form is completed.
- Dealers in Canada must use GlobalConnect > Service Workbench > TAC Active Cases to review active cases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





**Technical Assistance Information Form**

**Technical Assistance Information Form**

<b>Technical Assistance Information Form (TAIF)</b>		
<b>Enter the Answers to All of the Following Questions Prior to Contacting TAC</b>		
Caller Name _____	Business Associate Code (BAC) _____	
VIN _____	Repair Order (R.O.) Number _____	Mileage _____ km _____
<b>Enter the ID Information for All That Apply</b>		
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 <b>SAME</b> 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 _____		
<b>What are the results of the Strategy Based Diagnosis. Enter the Information for All That Apply</b>		
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 _____		
<b>Technical Assistance Center</b>		
TAC Case Number _____	TAC Consultant's Name _____	
<b>Technical Assistance Center Recommended Actions</b>		
Suggested action #1 _____		
Suggested action #2 _____		
Suggested action #3 _____		
<b>Technical Assistance Center (TAC) Case Closing Form Actions Required</b>		
1. <b>Go To GlobalConnect &gt; Service Applications &gt; Technical Assistance Center (TAC) Case Closing Form. Dealers in Canada must use GlobalConnect &gt; Service Workbench &gt; TAC Active Cases to review active cases and to close the case electronically.</b> 2. <b>Complete the TAC Case Closing Form.</b>		

**Technical Assistance Information Form (cont'd)**

<b>Technical Assistance Information Form (TAIF)</b>
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**

<b>Symptoms — Check All That Apply</b>				
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) _____		
<b>Operating Conditions — Check All That Apply</b>				
When Did the Concern Start ____		How Often Does it Occur ____		How Long Does it Last ____
<b>Driving Conditions — Check All That Apply</b>				
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 / ____ km/h		Cruising Between ____ MPH and ____ MPH / ____ km/h and ____ km/h	
<b>At What Engine Temperature Does it Occur — Check All That Apply</b>				
When the Engine Temperature is ____ °F / When the Engine Temperature is ____ °C / Any Temperature ____				
<b>Weather and Environment Conditions — Check All That Apply</b>				
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 ____
<b>What Type of Fuel is Used</b>				
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) ____	
<b>When the Gear Selector is in What Range — Check All That Apply</b>				
Park / Neutral Reverse ____	Overdrive Tap Shift ____	Manual Gear Selection: D1 __ D2 __ D3 __ D4 __ D5 __ D6 __ D7 __		
<b>Shifting From Gear to Gear — When Does it Occur</b>				
Between Shifts From ____ Gear to ____ Gear	Between Shifts From ____ Gear to ____ Gear	Between All Gear Shifts ____		
<b>At What Shift Point Does it Occur — Check All That Apply</b>				
Between Shifts From ____ MPH to ____ MPH	Between Shifts From ____ km/h to ____ km/h	All Shift Points ____		

**Customer Concern Verification Sheet — Automatic Transmission Driveability (cont'd)**

<b>Symptoms — Check All That Apply</b>		
<b>This Section Is For Dealer Use Only:</b>		
VIN: _____	Miles (km): _____	Technician #: _____
Advisor #: _____		

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

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

<b>System and Components — Check All That Apply</b>				
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) _____
<b>Instrument Illumination, Messages and Audible Warnings — Check All That Apply</b>				
ABS <b>Yellow</b> Light is ON _____	Brake Audible Warning is Active _____	Brake System <b>Red</b> 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) _____
<b>Symptoms — Check All That Apply</b>				
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)

<b>System and Components — Check All That Apply</b>				
<b>Weather and Environment Conditions — Check All That Apply</b>				
Any Environment ____	Cold Days ____	Dry Roads ____	Dusty Environment ____	Hot Days ____
Icy Conditions ____	Salty Environment ____	Snowy Conditions ____	Wet Roads ____	Other (Describe) ____
<b>Operating Conditions — Check All That Apply</b>				
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) ____
<b>This Section Is For Dealer Use Only:</b>				
VIN: _____		Miles (km): _____	Technician #: _____	
Advisor #: _____				

### Customer Concern Verification Sheet — Engine Driveability

#### Customer Concern Verification Sheet — Engine Driveability

<b>Symptoms — Check All That Apply</b>				
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) ____
<b>Illuminated Indicator Lights and/or Driver Information Center (DIC) Messages Displayed — Check All That Apply</b>				
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) _____				
<b>Operating Conditions — Check All That Apply</b>				
When Did the Concern Start ____	Does the Concern Go Away ____	How Long Does it Last ____	How Often Does it Occur ____	
<b>Driving Conditions — Check All That Apply</b>				
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 ____

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

Symptoms — Check All That Apply				
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) _____
<b>This Section Is For Dealer Use Only:</b>				
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) _____

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

Electrical System, Component or Accessory — Check All That Apply				
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) _____ (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 _____
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 _____				

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

Electrical System, Component or Accessory — Check All That Apply		
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 ___
<b>This Section Is For Dealer Use Only:</b>		
VIN: _____ Miles (km): _____ Technician #: _____ Advisor #: _____		

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