

Subject: Engineering Information – California Only – Pilot Initiative – Urgent Service Action Required

Attention: Proceed with this EI ONLY if vehicle is searched by VIN and the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If this customer's visit (California ONLY) involves any product service issue or regular vehicle maintenance, please review this EI Bulletin and have Service Management call the Business Resource Support Manager at the Western Region Jerry Berenstein at 805-889-1042. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Only searched by VIN vehicles that have the PIE number flagged in the Global Warranty Management / Investigate History link (GWM/IVH).							

Involved Region or Country	California Only
Condition	Important: Service Attention is Required for this Customer and Vehicle (California ONLY) As General Motors is always looking to further improve Customer Satisfaction, Service Attention Required has been designed to aid Dealers in identifying certain customer vehicles and provide them with a best in class Certified Service experience.

Correction

Dealership Service Management **MUST** call the Business Resource Support Manager, Jerry Berenstein at 805-889-1042 for additional information. After making the call and per the advice and direction provided, keep the following steps in mind to ensure the best customer service experience possible:

1. Work with the Customer to understand and properly document their issue.
2. Ensure a 100% trained technician certified in the area of work required to be performed is assigned.
3. Ensure the proper/timely customer transportation protocol is used for service required. (i.e. customer wait, dealer customer transportation, loaner vehicle, etc.)
4. If this service visit involves repeat product issues – Technician should call Technical Assistance Center (TAC phone number 1-877-446-8227) for assistance and follow up with TAC until the vehicle is repaired.
5. Otherwise, perform the following preliminary checks:
 - A visual inspection.
 - Retrieve and record all diagnostic trouble codes.
 - Review the service history of the vehicle for repeat repair and clues.
6. Check for any Open Recalls, and any Preliminary Information (PI's) or Bulletins pertaining to the issue.
7. If none of the above is found, follow published Service Information (SI) diagnostic system checks.
8. Isolate the root cause and repair accordingly.
9. For issues that are complex and diagnosis or when repair assistance is needed, call Technical Assistance Center (TAC phone number 1-877-446-8227) and follow-up with TAC until the vehicle is repaired.
10. All service repairs should be performed as timely as possible and include thorough testing to validate repair was effective.
11. A final inspection of the vehicle should be performed to verify completeness of the service repair reassembly before re-delivery.

Other supporting bulletins that should be incorporated into the write-up and repair process:

08-00-89-014B: Being prepared for TAC, Caller Preparedness and Checklist – Contacting U.S. Technical Assistance (TAC) and Use of Strategy Based Diagnostics

01-00-89-010L: Comeback Prevention Information and using Customer Concern Verification Sheets (CCVS)

11-00-89-005K: Dealer Empowerment Labor Operations & Customer Enthusiasm Bulletin

Contact Information

Engineer Name	Phone Number
Jerry Berenstein	805-889-1042

Please include the following information if leaving a message:

- Service Manager, Service Advisor and Technician names
- Dealer name, BAC, and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the Business Resource Support Manager (BRSM) was not reached).

If the BRSM is unable to be reached, proceed with correction shown above.

Warranty Information

Use the normal Labor Operation and Time in the Labor Time Guide for the service diagnosis and repair performed per contact and direction with Business Resource Manager.

Version	1
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