



# Service Bulletin

Bulletin No.: 08-00-89-014D

Date: February, 2019

## INFORMATION

**Subject:** Use of Dealer Case Management (DCM) and Technician Preparedness for Contacting U.S. Technical Assistance (TAC)

**Models:** 2019 and Prior GM Passenger Cars and Light/Medium Duty Trucks

**Attention:** This bulletin pertains to the U.S. — Technical Assistance Center. Service Managers / Directors — It is important that the following information is reviewed with all Technicians.

**This Bulletin has been revised to add additional information to the Dealer Case Management (DCM) resources section. Please discard Corporate Bulletin Number 08-00-89-014C.**

This bulletin should be used in conjunction with the following documents:

- Dealer Case Management (DCM) resources:
  - How to Create a TAC Case with Dealer Case Management
  - Dealer Case Management How to Videos
  - Dealer Case Management Home
  - When using DCM always use **Chrome** as your web browser
  - How to search for Resolutions VINs. – future release

- “Being Prepared” - Article 4.1.1 of the TAC section of the Service Policy and Procedure Manual.

Technician preparedness is vital to provide accurate diagnosis and recommendations for repair. The following information will be **REQUIRED** when starting your TAC Case via Dealer Case Management (DCM):

1. Have a completed work order including VIN and details about the customer’s concern.
2. Be aware of the total amount of days down and times in for the current concern.
3. Understand and attempt to duplicate the customer’s concern prior to contacting TAC.
  - Include in detail the customer’s concern and what has been done to try and fix the customer’s concern.
4. Have all DTCs recorded and diagnosed including all values and measurements before contacting TAC (i.e. Voltages, resistance, pressures, scan tool values, etc). Include these values in your DCM entry.
  - If applicable, please attach Session logs to the case in DCM.

5. Search SI; including all published diagnostic documents, flow charts, bulletins and PIs prior to contacting TAC. Be prepared to discuss the most relevant SI documents, and note these SI document numbers you have utilized in your DCM entry.

6. Below are examples of NOT being prepared and will no longer be acceptable:
  - Technician cannot provide a VIN, R.O. #, mileage, # of times in or days down etc.
  - Specifications or readings are only referenced as “good” or “ok”

⇒ Provide specific values

- Technician states “I only need a case number”

- The use of Strategy Based Diagnosis, and being prepared with the items above will greatly assist TAC in providing the best possible repair recommendation.
- It is important that technicians complete the steps of Strategy Based Diagnosis PRIOR to contacting Technical Assistance. Refer to the General Information section in Service Information (SI) to understand and verify the customer complaint.

**Key Steps to Strategy Based Diagnosis:**

- Understand and verify the customer complaint.
- Verify that the vehicle is operating as designed.
- 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.

- Follow published diagnostic system checks.

- Check for bulletins, recalls and Preliminary Information (PIs).
- Diagnosis of DTCs.
- Isolate the root cause.
- "Strategy Based Diagnosis"
- Bulletin 01-00-89-010 — Comeback Prevention Information and Using (CCVS)
  - Customer Concern Verification
  - Comeback Prevention
- Technical Assistance Form
- Strategy Based Diagnostics
- Intermittent Concern Diagnostics
- Repeat Repair Log

