



Service Bulletin

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

Date: October, 2019

INFORMATION

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

Models: 2020 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 2020 Model Year and update GlobalConnect access information for Canada. Please discard Corporate Bulletin Number 01-00-89-010M.

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 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 Applications > 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 Goinaki. The main navigation bar includes 'Workbenches', 'My Shortcuts', 'Messages', and 'Library'. Below this, the 'Home' section welcomes the user to the GM GlobalConnect Home Page. The page is divided into several sections:

- TIP OF THE DAY:** A message about the new Customer and Vehicle Information Dashboard.
- MESSAGES:** A list of message categories including My Messages (0 new), Saved Messages (0 saved), Search Messages, Advanced search, Leadership Messages (0 new), Marketing (0 new), Order (0 new), Sales (0 new), Service (0 new), Parts (0 new), and Business Administration (0 new).
- MY SHORTCUTS:** A list of quick links categorized by Order, Sales, and Service. The 'Service Shortcuts' section includes 'Technical Assistance Center (TAC) Case Closing Form', which is highlighted with a tooltip that reads 'Enables user to close TAC cases.' Other shortcuts include TIS2Web, Service Update Bulletin Information, P&P Manual and Parts P&P Reference Info, Pre-Delivery Inspection Forms, Service Forms, and Vehicle Identification Number (VIN) Information.
- GM BRANDS:** A section for brand support and information, featuring logos for Saturn, SiriusXM, GM Financial, On Brand Page, and GM Certified Service.
- GM RESOURCES:** A list of links including Dealer Council, GM DealerHelp Website, Dealer Locator, GM Training Magazine, GMProgramInfo.com, GM Training Website, and Wholesale Address Book.
- GM MARKET PLACE:** A section for market-related links, including Brand Focused Merchandising, Cadillac Collection, DWD Store, and GM Asset Center.

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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). *

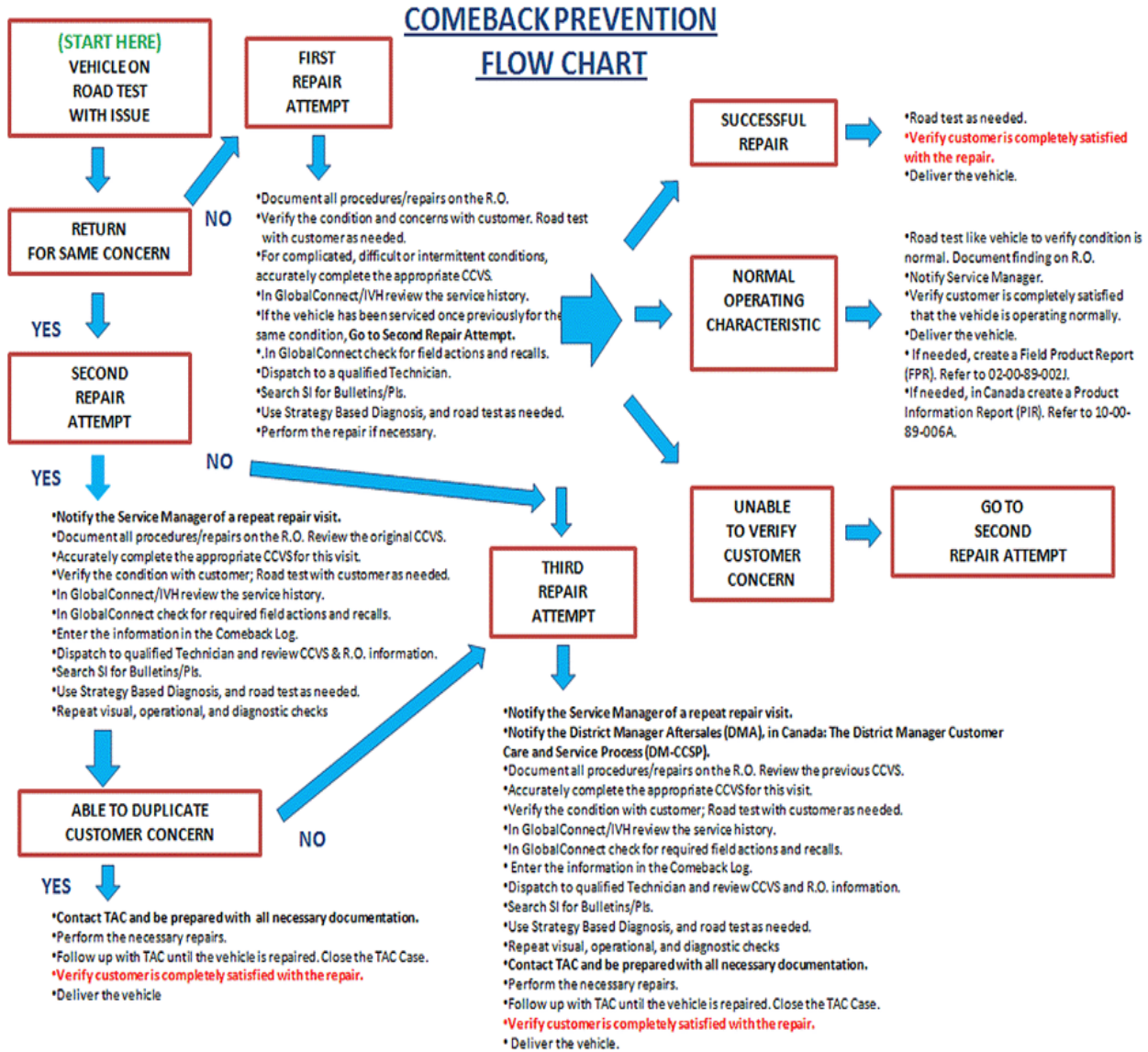
Additional Comments:

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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 Applications > 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



Comeback Log (cont'd)

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 #
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____

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						

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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 _____

Technical Assistance Information Form (cont'd)

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

Customer Concern Verification Sheet — Automatic Transmission Driveability

Customer Concern Verification Sheet — Automatic Transmission Driveability

Symptoms — Check All That Apply				
Will Not Shift ____	Will Not Up Shift ____	Will Not Down Shift ____	Slips ____	Shifts Into Next Gear Early ____
Shifts Into Next Gear Late ____	Starts in the Wrong Gear ____	Delayed Engagement Into Both "D" and "R" ____	Delayed Engagement Into "D" ____	Delayed Engagement Into "R" ____
Engine Starts in Other Than "P" or "N" ____	Do Any Indicator Lights Turn ON ____	Does the Transmission Make Noise — Identify All That Apply: Whine ____ Rattle ____ Groan ____ Clunk ____ Buzz ____ Slam ____ Other (Describe) _____		
Operating Conditions — Check All That Apply				
When Did the Concern Start ____		How Often Does it Occur ____		How Long Does it Last ____
Driving Conditions — Check All That Apply				
No Throttle ____	Light Throttle ____	Medium Throttle ____	Hard Throttle ____	Wide Open Throttle ____
At Idle ____	Starting ____	Decelerating ____	When Shifting ____	Up Hill ____
Down Hill ____	During Braking ____	Highway ____	City ____	Towing ____
Stop and Go Only With A/C ON ____	Cruising Steady at ____ MPH / ____ km/h		Cruising Between ____ MPH and ____ MPH / ____ 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) _____

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

System and Components — Check All That Apply				
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) _____

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

Symptoms — Check All That Apply				
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 ____		

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

Electrical System, Component or Accessory — Check All That Apply			
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® ___	

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

Electrical System, Component or Accessory — Check All That Apply		
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 #: _____		

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