



Service Bulletin

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

Date: November, 2019

INFORMATION

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

Models: 2020 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 the 2020 Model Year and add additional information to step 4. Please discard Corporate Bulletin Number 08-00-89-014E.

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 customers concern.
 4. Have all Modules with DTCs recorded what module stored each DTC 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.

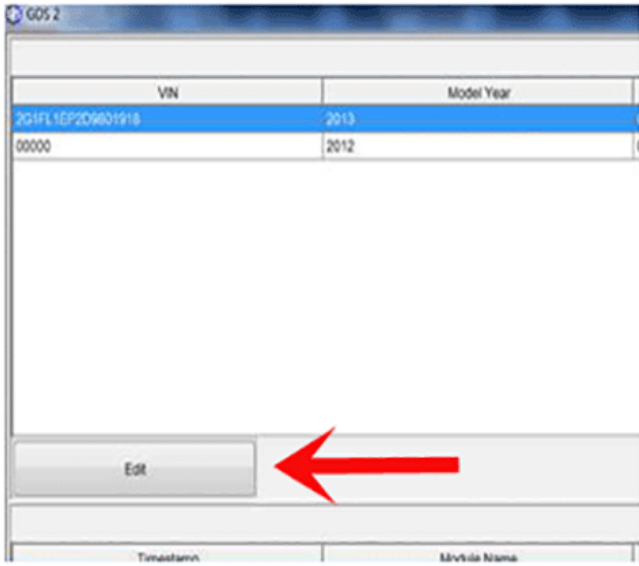
Note: Any .zip file extensions must be changed to .piz

- If applicable, please attach GDS2 Session logs, Tech2 snapshot files, pictures, MP4 video files, and sound files to the case in DCM.
- The steps below show adding an attachment, using a GDS2 Session log as an example:



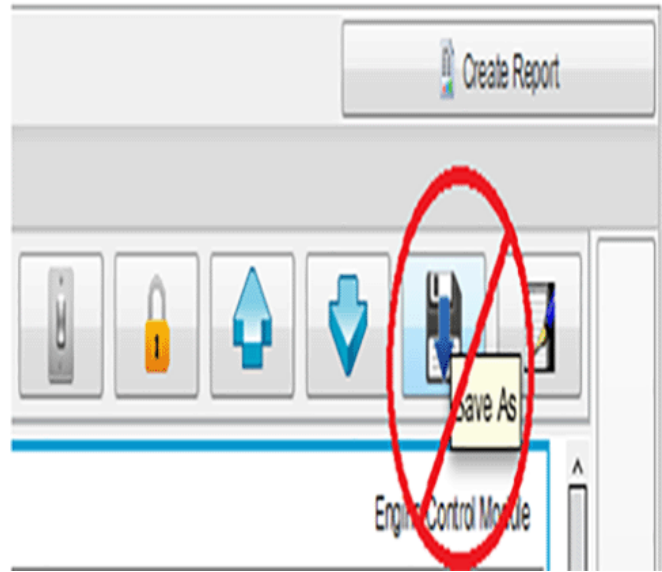
⇒ Launch GDS2 and select Review Stored Data.

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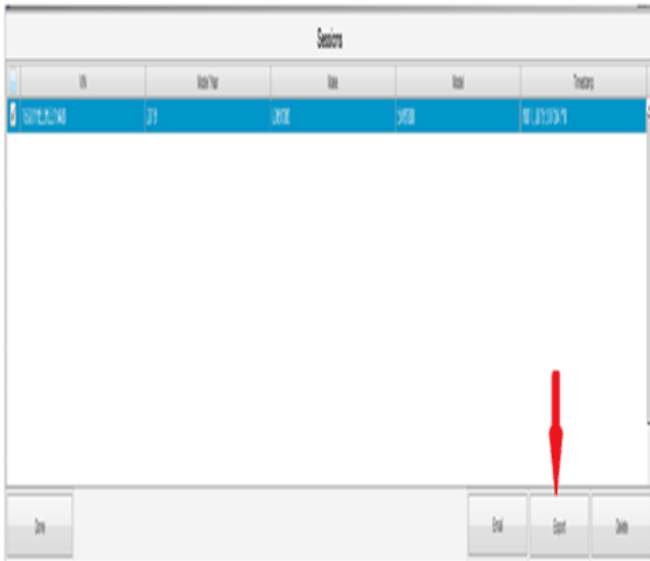
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⇒ Select the Edit button.



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Note: Do not use the "Save As" tab in GDS2 as this will save the file in a format that cannot be viewed by TAC.



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- ⇒ Check the box by clicking on the line next to the session log that needs to be e-mailed to TAC.
- ⇒ Select the Export button.



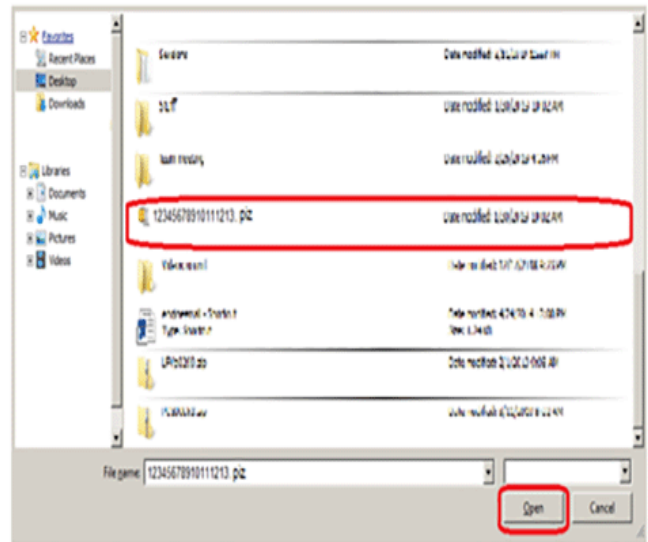
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⇒ Save the Session Log to the computer Desktop.



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- ⇒ Once the GDS2 Session Log has been saved to the Desktop, right click on the file and select "RENAME" in the drop down.
- ⇒ Change the file from a .zip to .piz (This allows the file to properly attach to the TAC Case).



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- ⇒ Select the GDS2 Session Log from the desktop that needs to be attached to the TAC case.



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- ⇒ To upload the GDS2 Session Log, select the Add Attachment tab in the Dealer Case Management tool.



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Note: The document will be scanned for virus threats and will be temporarily displayed as Pending.

- ⇒ The Session Log will load into the Edit Attachment box at which comments can be added as needed.
- ⇒ Selecting the Save tab will attach the GDS2 log to the TAC case.

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"
- Latest version of Bulletin 01-00-89-010 — Comeback Prevention Information and Using Customer Concern Verification Sheets (CCVS)
 - Customer Concern Verification
 - Comeback Prevention
 - Technical Assistance Form
 - Strategy Based Diagnostics
 - Intermittent Concern Diagnostics
 - Repeat Repair Log

