
To: General Managers, Service Managers, Service Technicians, Warranty Managers
From: Mack Trucks – Service
Date: March 29, 2022
Subject: When and How to Engage Dealer Technical Support
Bulletin: SNM22-002

This bulletin details when and how to properly engage *Dealer Technical Support (DTS, aka Tech Support and TSS)* in diagnostics support during a service event. A properly opened eService case will help to ensure the team can quickly understand the situation and advise accordingly to return the vehicle efficiently back to service for the customer.

Additional information for diagnostic processes and policies can be found in the *Warranty Operations Manual (WOM)* located on the *Trucks Dealer Portal (TDP)* in the Warranty section.

eService Case Lifecycle

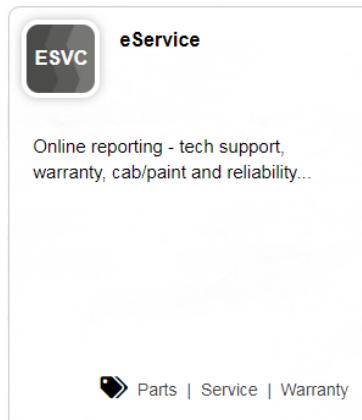
Before Opening an eService Case

- Follow **Diagnostic Process Flow** [illustrated on Page 4](#) utilizing all available service documentation and directions accessed through the *TDP Applications* section and other Mack service systems.
- If published sources and service tools/systems do not provide a clear diagnosis, turn to colleagues in your dealership or dealer group to see if they have any insight into the complaint, symptoms or findings.

When to Open an eService Case

- After exhausting all diagnostic avenues noted above without identification of root cause.
- After having reached any diagnostic time limits as noted in the *Warranty Operations Manual (WOM)* or any other official published service related policy.
- As directed by an applicable CBR solution, Service News or any other official published service document/system.
- As directed by the Field Organization (DSM, FSM, etc.) or a Mack representative.

How to Open an eService Case



- Log into *TDP* and access **eService** under the Applications section.
- Initiate a new case and select **NA – Truck – Technical Support** as the SR Group.
- Properly complete all required fields, including an accurate single digit function group.
- Provide a detailed description of the customer's complaint, observations and symptoms. Document any specifics regarding under what conditions such were experienced.
- Provide all information, data, fault codes, test results, etc. gathered through the customer interview and any diagnostics performed
- List all work that was performed up to the time you exhausted all diagnostic options, and any previous related service events if applicable.

During an eService Case

- Document all findings, test results, images, and similar throughout the life of the case in the *Activities* section.
- Note any interactions with your DSM/FSM, Engineers or other company representatives who assist you in the diagnostics or provide test/repair directions.

Closure of an eService Case

- A case is closed under the following conditions:
 - Root cause has been identified and repairs are complete as documented by the dealer technician in the case.
 - It has been requested to be closed by the dealer technician or the respective DSM/FSM.
 - The reporting of diag time is not required. Follow the directions in the *WOM* for claim completion, especially with respect to UCD (Ultra Complex Diagnostics).

Reopening of an eService Case

- A case can be reopened for the return of the same vehicle to the same dealer for the same issue within a relatively short period of time (typically within 2 weeks).
- A case may be reopened for other purposes in agreement with the team supervisors or management.

Cancellation and Refusal of an eService Case

- A case will be refused under the following conditions:
 - The case is not a diagnostic support request.
 - There is little to no evidence prior efforts have been made as detailed in section ***Before Opening an eService Case***.
 - Relevant details are not provided for the vehicle or complaint as noted in section ***How to Open an eService Case***.
 - It is apparent all diagnostic and repair work was completed prior to entering the case with the purpose being solely the support of a warranty claim.
- When a case is refused, the applicable reason will be noted in the case. The case can be reopened if all reasons are addressed.
- A case can be cancelled under the following conditions:
 - After no updates have been made to a case within **5 business days** in accordance with WOM policies.
 - It is determined the vehicle is not onsite.
 - The dealer technician does not follow direction from DTS Specialists or other Mack representatives.

Calling Dealer Technical Support

When to Call TSS:

- The vehicle you are diagnosing is down with a driver waiting, and it is expected to be a reasonably quick repair.
- eService is down and you need immediate diagnostics support.
- If a response to a case update has not been received after 24 hours.

How to Call TSS:

- Call *Dealer Technical Support* at **(800)-888-2039**
- Have your eService case number available.
- Be prepared with all relevant information.

REVIEW THE REPAIR ORDER

YES Enough information to duplicate the problem?

NO

DUPLICATE THE PROBLEM

Record any fault codes and symptoms

Request more information

YES Is the complaint verifiable?

NO

PERFORM ALL DIRECTED REPAIRS

(Recalls, Service Campaigns, GuardDog Connect Cases)

Do not run PTT diagnostics at this time

YES Is the complaint still present?

NO

SEARCH IMPACT FOR ANY APPLICABLE TSBs

Perform technical service bulletin instructions if applicable

YES Is the complaint still present?

NO

SEARCH CBR FOR FAULT CODES AND SYMPTOMS

Perform CBR instructions if applicable

Do not run PTT diagnostics at this time

YES Is the complaint still present?

NO

CONNECT PTT AND PERFORM DIAGNOSTICS

Perform any software updates and follow repair instructions

YES Is the complaint still present?

NO

OPEN AN E-SERVICE CASE

Provide customer complaint, all data, fault codes, and test results
List all work performed and attach diagnostic session from CBR

Complete the required documentation
and release the truck to the customer

PERFORM TASKS REQUESTED

VERIFY THE REPAIR AND UPDATE E-SERVICE CASE

YES Is the complaint still present?

NO