



Mack SNM14-038 When And How To Contact Tech Support (eService & Phone)



> Internal Content

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MACK TRUCKS

Service News



To: U.S. and Canada Mack General Managers
U.S. and Canada Mack Service Managers
U.S. and Canada Mack Service Technicians
U.S. and Canada Mack Warranty Managers

From: Tom Reichl – Manager, Technical Support Services

Subject: When and How to Contact Technical Support Services (TSS)

Bulletin: SNM14-038
Date: November 10, 2014
Valid to: Until Further Notice
Replaces: SNM11-05
Action Required? **Yes**

Note: Following the steps below will ensure your case and/or call will be handled quickly & efficiently

This newsletter will detail when and how to properly contact the technical support team. Following this process will ensure we have the required time to dedicate to each case and call, providing you with a quality response in a timely manner which will better support you in providing a BEST IN CLASS service for the customer.

Additional information for diagnostic processes and policies can be found in the Warranty manuals (eWarranty & UCHP) located on the Trucks Dealer Portal (TDP) in the Warranty section.

Opening an eService Case:

When to Open an eService Case:

- *After you performed all required information gathering documenting the complaint (TSS eService Case Information Request Form)*
- *Followed all published service information applicable to the complaint*
- **Exhausted all of your options when diagnosing the complaint, includes questioning colleagues in your dealership and/or dealer group if this complaint has been seen or diagnosed before**
- **Cannot identify the root cause for the customer's complaint**

How to Open an eService Case:

- *Log into the TDP and open an eService case, make sure to select (NA – Truck – Technical Support)*
- *Properly complete all required fields when creating the case, single digit function group must be accurate*
- *Provide a detailed description of the customer's complaint*
- *Provide all gathered information documenting the complaint*
- *List all work that was performed up to the time you exhausted all of your options (TSM involvement?)*
- *Provide all results & measurements from the testing that was performed (needs to be specific)*

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Calling Technical Support Services (TSS)

When to Call TSS:

- After you performed all required information gathering documenting the complaint (TSS Information Request Form)
- Followed all published service information applicable to the complaint
- Exhausted all of your options when diagnosing the complaint, includes questioning colleagues in your dealership and/or dealer group if this complaint has been seen or diagnosed before
- Cannot identify the root cause for the customer's complaint
- After you have properly opened an eService case
- **The vehicle you are diagnosing experienced an unplanned stop (truck down / driver waiting)**
- **eService is down and you need immediate assistance and/or questions concerning technical support**

How to Call TSS:

- Call Technical Support Services at (800)-888-2039
- **Have your eService case number available**
- Be prepared to describe all work documented in the eService case and to discuss next steps

The TSS eService Case Information Request Form mentioned above was developed to assist you in gathering the needed information to successfully open an eService case. The form can be found on the Trucks Dealer Portal (TDP), under "Service", in the "Tech Support" section. Any additional information you feel is important should also be included when opening the case.

A properly opened eService case is a key input in reducing customer downtime and to a fix it right the first time repair. To help the technical support team manage the above process, eService now has the functionality to REFUSE a case that does not meet the above standards. If a case is refused, you will be given the reason why and asked to provide the proper information before the case can continue.

If you have any questions or need additional information please contact the technical support team at (800)-888-2039.