



Service Bulletin

INFORMATION

Subject: Being Prepared for TAC, Caller Preparedness and Checklist — Contacting U.S. Technical Assistance (TAC) and Use of Strategy Based Diagnostics

Models: 2017 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 Model Years and update the General Motors U.S. Technical Assistance Center Phone Prompts. Please discard Corporate Bulletin Number 08-00-89-014A.

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

- "Being Prepared" — Article 5.3.1 GM Policy & Procedures
- "Strategy Based Diagnosis" — refer to the General Information section in Service Information (SI)
- The latest version of Bulletin 01-00-89-010 which covers:
 - Customer Concern Verification
 - Comeback Prevention
 - Technical Assistance Form
 - Strategy Based Diagnostics
 - Intermittent Concern Diagnostics
 - Repeat Repair Log

In the effort of continuous improvement, TAC has reviewed their Strengths and Weaknesses identified through surveys of Service Managers/Directors and Technicians. Based on this information, TAC will implement changes relating to caller preparedness. These changes will enable TAC to provide more timely and consistent service, and reduce comebacks to the dealers. This focus will not impact the majority of the dealerships that are prepared.

Caller Preparedness:

Approximately 93% of TAC callers are prepared prior to contacting TAC. Changes are being made to ensure 100% of callers are prepared prior to contacting TAC. When a caller is unprepared, TAC will request the caller utilize SBD before calling TAC back. This change will ensure that the TAC consultants get the right information PRIOR to attempting any diagnosis.

Below are examples of **NOT** being prepared and will no longer be acceptable:

- Caller cannot provide a VIN, R.O. #, mileage, # of times in or # of days down, etc.
- Specifications and readings can only be referenced as "good" or "ok."
- Caller states "I only need a case number."

Key Steps to Strategy Based Diagnosis:

It is important that technicians complete the steps of Strategy Based Diagnosis PRIOR to contacting Technical Assistance.

1. Understand and verify the customer complaint.

2. Verify that the vehicle is operating as designed.
3. Perform the following preliminary checks:
 - 3.1. A visual inspection.
 - 3.2. Retrieve and record all diagnostic trouble codes.
 - 3.3. Review the service history of the vehicle for repeat repair and clues
4. Follow published diagnostic system checks.
5. Check for bulletins, recalls and Preliminary Information (PI's).
6. Diagnosis of DTCs.
7. Isolate the root cause.

Being Prepared:

Technician preparedness is vital to provide accurate diagnosis and recommendations for repair. The following information will be **REQUIRED** at the time of the call:

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 calling.
4. Have all DTCs recorded and diagnosed including all value and measurements before calling TAC. i.e. Voltages, resistance, pressures, scan tool values, etc.
5. Search all service information including all published diagnostic documents, flow charts, bulletins and PI's prior to contacting TAC. Be prepared to discuss the most relevant documents.

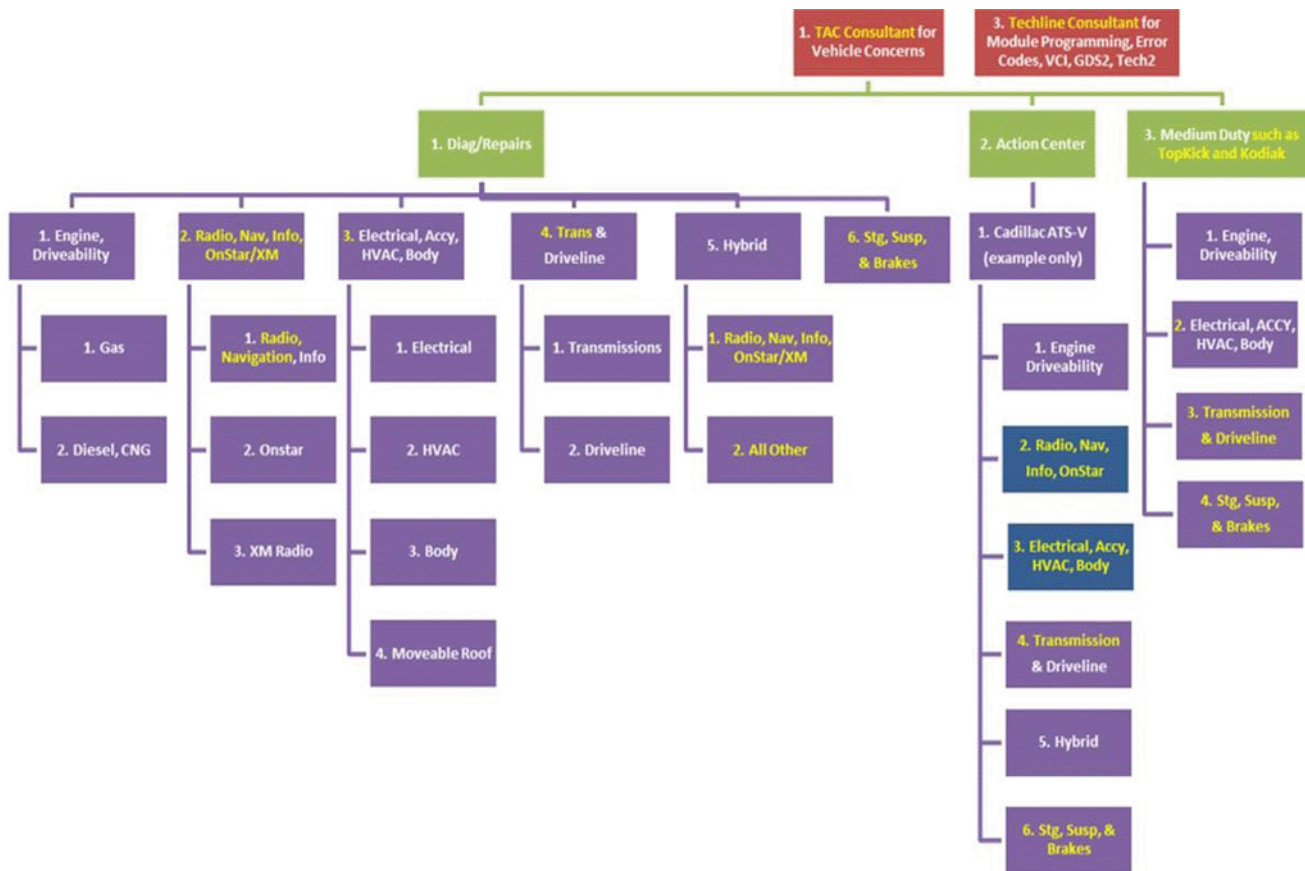
The General Motors Technical Assistance Center (TAC) Phone Prompts are designed to get the caller to the appropriate group when calling. TAC recently obtained feedback from Metro-Detroit dealers, Dealer Fixed Operations Advisory Board (DFOAB) dealers, and Service Manager Surveys to enhance the TAC phone prompts in the following ways:

- Remove unnecessary layers and selections.
- Make it clear when a TAC Consultant (for vehicle “diagnostics” support) will be reached versus a Techline Consultant (for vehicle “programming” support).
- Rearrange the prompts so they are similar in order to TAC call volume which places the higher volume call types are at the front of the phone prompts.
- Rename several prompts so they include the names of common call types such as radio, OnStar, transmission, steering, and suspension.
- Remove dedicated phone prompt for older vehicle support and list the names of the typical Medium Duty Truck models that TAC supports.

These enhancements will be included in phase 1 of the TAC call prompt updates which will begin Mid-March 2016. At this time, additional enhancements/phase are being considered as well. All of the updates are highlighted in the prompt chart below which can be printed as a quick reference. The latest TAC phone prompt chart can also be accessed via the Service Forms section of the Global Connect Service tab.

Note: TAC action centers are in place to provide special support to the launch of new models by having specially trained TAC consultants assigned to take the calls. As these cases are created, action center facilitators work closely with brand quality, engineering, and manufacturing to understand all of the cases that have been created. When a new TAC action center is created to support the launch of a new model, a related Global Connect message is sent to dealers announcing the new model launch and TAC action center. When working on one of these new model launches, select the #2 Action Center Prompt shown below in order to be routed to a specially trained TAC consultant.

General Motors U.S. Technical Assistance Center Phone Prompt



Technician Quick Reference

Caller Preparedness Checklist

Important: The following checklist items are **REQUIRED** and should be completed and available **BEFORE** calling the General Motors U.S. Technical Assistance Center (TAC).

- A completed repair order including the VIN and details regarding the customer concern.
- Have available the following:
 - The total amount of days the vehicle has been down.
 - The number of times the vehicle has been in for the current concern.
- Understand and attempt to duplicate the concern **PRIOR** to calling.
- All DTCs should be recorded and diagnosed, including all values and measurements such as:
 - Voltage measurements.
 - Resistance measurements.
 - Pressures observed.
 - Scan tool values observed.
- Search the Service Information (SI) for the following documents that are relevant to the concern:
 - Diagnostics.
 - Schematics.
 - Bulletins.
 - Preliminary Information (PI).
 - Flow charts.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools,

safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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