



Service Bulletin

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

Date: August, 2023

INFORMATION

Subject: Guide to Help Reduce Repeat Visits for the Same Customer Concern (U.S. Only)

Models: 2024 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 2024 Model Year. Please discard Corporate Bulletin Number 01-00-89-010Q.

Bulletin Purpose

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

This bulletin is designed to aid technicians in duplicating an intermittent issue that a customer reported.

Location of useful Forms

The Repeat Visit-Quality Control Log and Customer Concern Verification Sheets (CCVS) are available on Global Connect under Service Forms.

First time in for a particular issue

Has anyone asked the customer if they use anything that was not originally attached to the vehicle (**aftermarket devices or cords**)? See the latest version of PIC5650 if needed.

If you are onto something and need more diagnostic time, see your manager.

It may be useful to search for **bulletins** and **PIs** or review the **diagnostic aids** and **strategy-based diagnostics**. For codes in history only or intermittent issues, refer to **Intermittent** in the Symptoms List section of SI for the complaint that the customer is experiencing. (ex. Brakes, Disc Brakes, Diagnostic Information and Procedures, Symptoms - Brake Pad Life Monitor, **Intermittent**).

For any codes that cannot be duplicated, consider looking at **freeze frame** and/or **inhibit data** in GDS2. Be sure to look at **all codes vehicle wide**. **Mode 6 data** may be useful: <https://gsi.ext.gm.com/gmspo/mode6/index.html>

If you cannot duplicate the complaint, do you have all the information that you need to duplicate the complaint (when, where and how the vehicle was it driven)?

1. If not, contact the customer and fill out the **CCVS** for the system with the issue.
2. Sometimes a **photo** or a **video** from the customer experiencing the issue can be useful.

Verify that the system that you are working on has the latest **calibration**.

Please communicate to the customer that we are unable to duplicate complaint. Consider having someone **drive the vehicle with the customer** to duplicate the concern when the vehicle is picked up. Does a like vehicle exhibit the same characteristics?

First time in for a particular issue flowchart

First Time In Flowchart		
1. Can you duplicate the complaint?	YES	Refer to SI for the concern.
NO, move onto 2.		
2. Does the driver use any aftermarket equipment in the vehicle. Is the use of the equipment causing the complaint.	YES	Consult with the customer about alternatives to the device being used.
NO, move onto 3.		
3. Did any bulletins, PIs, diagnostic aids, strategy-based diagnostics, or the symptoms section help you duplicate the complaint?	YES	Refer to SI for the concern.
NO, move onto 4.		
4. Did freeze frame data, inhibit data, other vehicle codes, or mode 6 data help you duplicate the complaint?	YES	Refer to SI for the concern.
NO, move onto 5.		
5. Using a CCSV, photos, or a video help you duplicate the complaint?	YES	Refer to SI for the concern.
NO, move onto 6.		
6. After someone drives with the customer, does the information gathered help you duplicate the complaint?	YES	Refer to SI for the concern.
NO, move onto 7.		
7. Verify that the system that you are working on has the latest calibration	—	—

Second time in for the same issue

Have someone drive with the customer to verify the concern. Be on the lookout for what the customer does when they sit down in the vehicle (aftermarket devices or cords)? See the latest version of PIC5650 if needed.

Ask the customer if there is something that they normally have in the vehicle that is not with them today.

Review the steps that you have taken to duplicate the complaint with your **manager**.

If the concern cannot be duplicated and if the SI diagnostics do not lead to a solution, **initiate a technical assistance case**. A completed CCSV sheet will be useful for TAC to help you duplicate the concern. Be prepared to answer questions about the diagnostic process that you followed so far. **If this is related to an infotainment issue, you will be asked for the software version in the vehicle, the type of phone, the version of phone used as well as the carrier.**

If you still cannot duplicate the concern, the dealer Service Manger **MUST** contact the **DVM (District Service Manager)** if they haven't already. The DVM can escalate a Technical Assistance Center (TAC) case through the system or suggest another diagnostic path.

Second time in and subsequent visit for the same issue flowchart

Second Time In Flowchart		
1. Was someone able to drive with the customer and duplicate the concern?	YES	Refer to SI for the concern.
NO, move onto 2.		
2. Review what you have done to duplicate the complaint with your manager. Using your managers recommendations, can you duplicate the complaint?	YES	Refer to SI for the concern.
NO, move onto 3.		
3. Review what you have done to duplicate the complaint with TAC. Using TAC recommendations, can you duplicate the complaint?	YES	Refer to SI for the concern.
NO, move onto 4.		
4. Contact your DVM (district service manager)	—	—

Third or subsequent time in for a particular issue

Review the diagnostic steps that you have performed to duplicate/diagnose the vehicle with your manager immediately.

The dealer must contact the DVM if you haven't already.

Contact TAC and ask them for additional assistance. Be prepared to answer the questions related to the recommendations that TAC offered earlier.

Third time in or more flowchart

Third Time In or More Flowchart		
1. Contact your manager. Using your managers recommendations, can you duplicate the complaint?	YES	Refer to SI for the concern.
NO, move onto 2.		
2. Contact your DVM (district service manager), can you duplicate the complaint?	YES	Refer to SI for the concern.
NO, move onto 3.		
3. Contact TAC and ask them for additional assistance	—	—

Additional Information

If anyone has any recommendations to improve this communication, please use the feedback button in SI.

