



Service Bulletin

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

Date: February, 2019

INFORMATION

Subject: Comeback Prevention Information and Using Customer Concern Verification Sheets (CCVS)

Models: 2019 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 2018 and 2019 Model Years. Please discard Corporate Bulletin Number 01-00-89-010L.

Bulletin Purpose

The purpose of this bulletin is to provide a single point reference and strategy document to aid in reducing customer comebacks, and the possibility of buyback situations. Outlined in the information below, are specific guidelines, strategy and forms that will assist with this goal, by identifying, clarifying and documenting customer concerns accurately at each service visit.

Location of Comeback Prevention Flowchart and All Other Forms

- The condensed version of the Comeback Prevention Flowchart, the four categories of the Customer Concern Verification Sheets (CCVS), Comeback Log, Technical Assistance Information Form (TAIF), Strategy Based Diagnosis and the TAC Case Call Log Sheet are available at the end of this bulletin and also on Global Connect under Service Forms.
- In Canada, Service Forms can be found in GlobalConnect on the Service department page, located under Quick Links.
- In the U.S. the TAC Case Closing Form is only available on GlobalConnect and must be completed and submitted electronically.
- Dealers in Canada must use GlobalConnect > Service department > TAC Active Cases to review active cases and to close the case electronically.

Comeback Prevention

Comebacks hurt the image of the dealership service department and the image of the GM vehicle brand. GM understands that due to ever increasing vehicle complexity, this is a challenge. The service department should focus on the following critical areas in order to reduce comebacks:

- The communication between the customer, service advisor, service manager and technician.
- Accurate and complete information on the repair order (R.O.).
- Always using the Comeback Prevention Flow Chart.
- When a customer has a complicated, difficult or intermittent condition or concern, use the appropriate customer concern verification sheet (CCVS) on the first service visit. Always use the CCVS on second and third repair attempts for the same condition or concern.
Select the appropriate CCVS from the following four categories:
 - Automatic Transmission Driveability.
 - Brakes / Steering / Suspension / Tires / Wheels.
 - Engine Driveability.
 - Electrical / Accessory.
- Use the Comeback Log if the customer's vehicle has returned for the same condition.
- Service management must review the Comeback Log weekly to identify any trends and to develop and implement the necessary corrective action plans.
- Technician training should be as up to date as possible.

Technical Service Bulletins Chevrolet

Michael Hoelscher



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