



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

Kershaw,Kirk VanGelder

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the name bar.

Technical Service Bulletins Chevrolet:

Chevrolet Pickups, 1946-1972 : How to Identify, Select and Restore Chevrolet Collector Light Trucks John Gunnell, Design production and service histories of our most popular subjects combined with top notch color photograph

Lemon-Aid New Cars and Trucks 2012 Phil Edmonston, 2011-12-03 Phil Edmonston Canada's automotive Dr Phil pulls no punches He says there's never been a better time to buy a new car or truck thanks to a stronger Canadian dollar and an auto industry offering reduced prices more cash rebates low financing rates bargain leases and free auto maintenance programs In this all new guide he says Audis are beautiful to behold but hell to own biodegradable transmissions rodent snack wiring and mind boggling depreciation Many 2011-12 automobiles have chin to chest head restraints blinding dash reflections and dash gauges that can't be seen in sunlight not to mention painful wind tunnel roar if the rear windows are opened while underway Ethanol and hybrid fuel saving claims have more in common with Harry Potter than the Society of Automotive Engineers GM's 2012 Volt electric car is a mixture of hype and hypocrisy from the car company that killed its own electric car more than a decade ago You can save 2,000 by cutting freight fees and administrative charges Diesel annual urea fill up scams cost you 300 including an 80 handling charge for 25 worth of urea Lemon Aid's 2011-12 Endangered Species List the Chinese Volvo the Indian Jaguar and Land Rover the Mercedes Benz Smart Car Mitsubishi and Suzuki

Lemon-Aid New and Used Cars and Trucks 1990-2016 Phil Edmonston, 2015-11-21 This book steers buyers through the the confusion and anxiety of new and used vehicle purchases unlike any other car and truck book on the market Dr Phil Canada's best known automotive expert for more than forty five years pulls no punches

Examining the GM Recall and NHTSA's Defect Investigation Process United States. Congress. Senate. Committee on Commerce, Science, and Transportation. Subcommittee on Consumer Protection, Product Safety, and Insurance, 2015

General Motors World, 1928 Popular

Mechanics, 1984-05 Popular Mechanics inspires instructs and influences readers to help them master the modern world

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Automotive Automatic Transmission

and Transaxles Keith Santini, Kirk Vangelder, 2017-05-18 Automotive Automatic Transmission and Transaxles published as part of the CDX Master Automotive Technician Series provides students with an in depth introduction to diagnosing repairing and rebuilding transmissions of all types Utilizing a strategy based diagnostics approach this book helps students master technical trouble shooting in order to address the problem correctly on the first attempt Outcome focused with clear objectives assessments and seamless coordination with task sheets Introduces transmission design and operation electronic controls torque converters gears and shafts reaction and friction units and manufacturer types Equips students with tried and true techniques for use with complex shop problems Combines the latest technology for computer controlled transmissions with traditional skills for hydraulic transmissions Filled with pictures and illustrations that aid comprehension

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Chevrolet ,1969 This technical note contains three Chevrolet Dealer Service Technical Bulletins reporting certain deficiencies in their automobiles and trucks These bulletins state corrective measures to be taken to remedy these deficiencies

Automotive Electricity and Electronics Jones,Kirk T. VanGelder,2017-05-23 Suitable for students with no experience in electricity and electronics this volume in the CDX Master Automotive Technician Series introduces students to the basic skills and tools they need to perform electrical diagnosis in the shop Utilizing a strategy based diagnostics approach this book helps students master technical trouble shooting in order to properly resolve the customer concern on the first attempt

Automotive Engine Performance Nicholas Goodnight,Kirk VanGelder,2019-02-20 Automotive Engine Performance published as part of the CDX Master Automotive Technician Series provides technicians in training with a detailed overview of modern engine technologies and diagnostic strategies Taking a strategy based diagnostic approach it helps students master the skills needed to diagnose and resolve customer concerns correctly on the first attempt Students will gain an understanding of current diagnostic tools and advanced performance systems as they prepare to service the engines of tomorrow

Advanced Automotive Electricity and Electronics Klyde,Kirk Vangelder,2017-06-12 Advanced Automotive Electricity and Electronics published as part of the CDX Master Automotive Technician Series gives students with a basic understanding of automotive electrical the additional knowledge and experience they need to diagnose and fix complex electrical systems and circuits Focused on a strategy based diagnostics approach this book helps students master technical trouble shooting in order to address the problem correctly on the first attempt

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Cobalt Cover-Up Lance

Cooper,2020-02-25 Following a deadly car crash small town lawyer Lance Cooper risked everything to battle one of the most powerful auto corporations in the world to get justice for a young woman A fast paced journalistic account of tragedy turned to triumph despair to hope Cobalt Cover Up is an inspirational thoroughly compelling and victorious read In the midst of his own family struggles small town Georgia lawyer Lance Cooper agreed to defend Ken and Beth Melton and investigate the deadly accident that killed their daughter Brooke after she inexplicably lost control of her Chevy Cobalt But what started as a heartbreaking yet all too common lawsuit quickly escalated into a David vs Goliath case when Cooper discovered shocking evidence that General Motors concealed an ignition switch defect for nearly a decade resulting in 124 deaths including Brooke s and risking the lives of millions more Despite GM s settlement offers and attempts to bury evidence Cooper refused to back down and worked tirelessly to expose the truth Locked in a tenacious legal fight Cooper and the Meltons faced incredible odds Ken and Beth losing jobs and suffering the difficulty of grieving a beloved daughter during a court battle Cooper risking his reputation and private practice against the overwhelming opposition from GM s team of lawyers and both parties facing massive financial strain Yet in the relentless pursuit for justice and to protect future innocent lives this small town lawyer and a working class American couple stared down the biggest US auto manufacturing mogul and ultimately transformed the entire industry *Smog Check Diagnostic and Repair Manual* ,1990 *Lemon-Aid New and Used Cars and Trucks 1990-2015* Phil Edmonston,2013-11-18 *Lemon Aid New and Used Cars and Trucks 1990 2015* steers the confused and anxious buyer through the purchase of new and used vehicles unlike any other car and truck book on the market Dr Phil Canada s best known automotive expert for more than 42 years pulls no punches **Lemon-Aid New and Used Cars and Trucks 2007-2017** Phil Edmonston,2017-03-11 Steers buyers through the the confusion and anxiety of new and used vehicle purchases like no other car and truck book on the market Dr Phil along with George Iny and the Editors of the Automobile Protection Association pull no punches *Changes in Gasoline II* ,1992 *Popular Mechanics* ,1973-03 Popular Mechanics inspires instructs and influences readers to help them master the modern world Whether it s practical DIY home improvement tips gadgets and digital technology information on the newest cars or the latest breakthroughs in science PM is the ultimate guide to our high tech lifestyle **Federal Register** ,2002

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