Service Consultant Quick-Reference “Reminders”

Use this check sheet as a tool to help you in obtaining and verifying customer’s concern information.

1. CUSTOMER’S CONCERN

Check all that applies

A. Frequency: Constant _____ Often _____ Occasional _____ Once _____ Currently _____

B. Description: Sound* _____ Driveability _____ Operation _____ Appearance _____

C. Has this vehicle been in to your dealer or any other dealer for this particular concern before? Yes _____ No _____ How many times? ______

D. Check Warranty Vehicle History on eMDCS and attach printout to the hard copy for the technician.

E. Customer Concerns Questionnaire: Fill out in discussion with customer, e.g., Mazda 9999-95-CONC-02.

2. ROAD TEST

At write-up (✓ if completed)

A. Perform road test with customer for any concern related to driveability, sound/noise, or other issue that may be difficult for technician to confirm. (See 1.B. above.) If possible have the technician and service consultant drive the vehicle with the customer.
   • If customer is not available, perform road test based on description of customer concern. Contact customer to discuss and note on repair order pertinent aspects of customer concern before attempting repair.

B. Do not attempt repair for any concern that cannot be duplicated or verified on road test.
   (Exception: Checking for stored malfunction codes may be performed where no observable symptom is noted.)
   • Also do not attempt repair for condition that you evaluate to be “normal but unacceptable to customer.”

C. Document road test detailed information and miles driven on repair order! (Consult Lemon Law Prevention Guide)

3. DURING REPAIR

A. Verify customer’s concern and description when job is assigned to technician. Technician must be trained for the type of concern noted. Communicate effectively!

B. For complex repairs or exceptional customers, check technician’s progress at least once during work.

C. Contact customer to obtain clarification/explanation for any additional information requested by technician.

D. Road test with technician if necessary, or illustrate customer’s concern as demonstrated by customer.

4. AFTER REPAIR

A. Road test prior to re-delivery to confirm that customer concern has been eliminated and discuss with technician if it appears customer’s concern items are still present.

B. Road test with customer at re-delivery to verify that customer’s concern has been eliminated.

*Refer to Customer Concern Questionnaire for a complete sound list

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Technician Quick-Reference “Reminders & Documentation”

1. **JOB ASSIGNMENT**

A. Review repair order carefully. If necessary, clarify all customers concerns with service consultant before starting work.

B. Do not attempt any repair until customer’s concern has been clearly verified.


2. **DURING REPAIR**

Be sure to note all findings and available resources on repair order, including “NPF” documentation steps.

**RESOURCES**

A. PG #S/PHOTOCOPIES: WSM _________ W/D _________ MS3 _________ OBD-II S/H _________ Other _________

B. DIAGNOSTIC TOOLS AND EQUIPMENT USED: IDS _________ Other _________

C. SPECIFIED FAILED PARTS NOTED

Replaced _________ Ordered _________ Supervisor notified of all parts replaced

a. How was failure verified? IDS _________ Other _________

D. RESEARCHED: Yes _____ No _____ If yes, which one: MS3 _________ MTO _________ S/B _________ Other _________

Findings _______________________________________________________

a. Photocopies attached: Yes _____ No _____

E. TECH HOTLINE CONTACT: Yes _____ No _____ Results _______________________________________________________

a. Call date _____/_____/____ Time ______ Specialist Name _____________________________ H/L Ref# _________

b. Specific recommendations of Technical Specialist _____________________________ RI# _________

1. Document if concern as known problem, but no repair currently exists _______________________________________________________

2. Results of implementing Hotline suggestions: Vehicle Repaired? Yes _____ No _____ If no, why? _____________________________

3. If suggested repair attempt(s) are ineffective, contact Technical Assistance Hotline with specific/detailed information:

   1. Ineffective S/B procedure _____________________________________________

   2. Ineffective RI/MTO procedure __________________________________________

   3. Ineffective Hotline recommendation ______________________________________

3. **AFTER REPAIR**

A. Road test verification of repair performed by: Technician Service Consultant Other QC person

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