PTSS Case Writing Guide

With the new online system, proper storytelling is essential to prevent delays. Without the complete story, the agent cannot make an informed response to your inquiry. This leads to agent asking for more information that will lead to delayed case processing. The following pages are a guide to assist in telling a comprehensive story. Failure to follow these guidelines will result in the case rated as "Not Prepared" and the case being returned requesting additional information. Your facing FTS and AOM will also be notified of the incomplete case.

Dealer Section – Contact Information

- Information must be accurate for agent to communicate with you. Ensure your name, e-mail, and phone information is up to date. Also, ensure your preferred method of contact is selected.

Vehicle Section - Information regarding the specific vehicle in the case.

- Validate that the VIN carried over from the prior search is correct.
- Days down and number of repair visits should be accurate. This information will be considered to determine escalation of the case.
- RO and Line number may be used for other departments in MBUSA to view case details.
- Mileage- Enter current mileage.

Symptom Section

- **Symptom**
    - o Identifies potential vehicles with similar issues.
    - o Aids in searching for like cases.
    - o Correct Symptom String is critical for case issue management and reporting to Germany.
- **Customer Complaint**
    - o Detailed description of the customer complaint from the repair order.
- **Workshop Findings**
    - o Detailed description of the issue as you have verified it to be, or all steps you have taken in order to re-produce the complaint.
    - o List relevant DTCs specific to the complaint.
        - ▪ Including relevant DTC #'s will provide for improved future case searching efficiency for dealer network & provide agent working case insight to what you are most concerned with.
    - o Do not include detail of testing performed in this section.
    - o Providing a detailed description of the complaint and workshop findings will allow the agent to have a better understanding of the issue you are working on. The agent cannot see, hear, smell, etc. the vehicle you are working on.
    - o For Information Only Cases when you are reporting an issue and do not require technical support, please indicate this by stating in the first line:
        - ▪ "#FYI"
        - ▪ We understand that there are instances where you wish to make MBUSA aware of a quality issue or have been instructed to open a case in a LI, EPC note, or SFCC topic.
        - ▪ It may not be clear that you are not requesting assistance. In fact, the vehicle may have already left the workshop.
        - ▪ *Your time is valuable. Only create a "#FYI, no technical assistance required" if your search produced little to no results from the case database concerning your issue. If there are already multiple cases with your same issue or repair, a FYI is not needed.*

Measures Taken

Be as detailed as possible in this area. Remember, you are telling a story to someone who has no prior knowledge of the issue you have been struggling with. Failure to include complete details will lead to incorrect proposed measures and increased time to resolution.

- Measures Performed and Results Obtained
    - Record all steps taken to diagnose the issue with detailed test steps and values as applicable. Ensure values are documented in the case notes.
    - Include any previous repair history that may be relevant to the case to include date and mileage of previous repair.
    - Include any published documents used during diagnosis (include document number).
    - Identify supporting documents in the case notes by inserting the document name in parenthesis ex. (AV1) when preparing the case. (See PTSS case examples.)
    - State Your Request ….
        - There are instances where a case is opened and it contains information regarding the complaint, some measures taken, supporting documents, etc. but it is not clear what the technician is asking for. The agent is then left to guess what the next step would be and provides what assistance they think is appropriate for the situation as they understand it.
        - This is sometimes not what the technician is looking for. They must then clarify the case and resubmit the case – time lost.
        - If you can, please describe specifically what you need. If it's a next step, a test procedure, a specification or a measurement method or value.
- Parts Replaced
    - Record any parts that have been replaced prior, or during diagnosis
    - Record as much information regarding the part as applicable (P/N, Q level, S/W version etc.)

Attachments

- Attachments stored in pSDS can be located and added to the PTSS case.
    - Add documents relevant to the current PTSS case complaint
    - Adopt the document naming practices listed in SDS File Naming and Best Practices (found in STAR TekInfo / DTS)
    - Paperless files must be available (uploaded to the server) prior to case creation.
    - Here is a brief listing of what types of documents that are requested and discouraged:

Useful	Not Useful
Short test with freeze frame data	Short test with no faults present
actual values screenshots	No newer SW available screenshots
Control unit logs	SCN coding and SW update completed screenshots
Guided test with result included	Screenshots showing first page of control unit log
Event logs	Repair orders (contains confidential customer information)
Screen shots with error message	Other documents with customer information

- Include any files that will add value to the case.
    - Photos, video, and sound files are particularly helpful when assisting in remote diagnosis. (see Audio/Video hints)

Group

- Selection of the group is not important during case opening.
- During case closing, we will select a group that best matches the complaint, not the solution.
- This will aid in PTSS case searches in the future

Control Unit / Fault Code (CU/FC)

- We request that you attempt to add relevant fault codes using this screen, but at this time we realize that this page is difficult to work with.
- We are planning to update this page to simplify entry of relevant fault codes For now, please make sure that the short test is correctly attached and that relevant fault code numbers are listed in "Workshop Findings".

Conditions

- Select only those conditions that apply to your issue exclusively.
- Should the condition listed not apply to your issue, leave it blank

Before you hit the submit button, please take a couple of minutes to read the case in its entirety. Ask yourself the following question: If I had no prior knowledge of this case would I be able to provide next steps based only on the information written here? If you would not be able to, please make changes to the story so that you could.

If you have questions you would ask, please answer these before submitting the case.