

PTSS Pre-Case Checklist

As the Dealer Technical Support Team (DTS) aims to improve its service quality, we ask for your support when submitting a PTSS case by ensuring all relevant documentation is available for review. Being properly prepared speeds up the call process, reduces wait time, and ensures that the most accurate diagnostic support is being provided to you.

Please adhere to the requirements below **prior** to opening a PTSS case:

- Shop Foreman, Team Leader, Lead Technician, and/or Central Diagnostics Technician (CDT) are consulted during the diagnosis process. Ensuring that the 4 Level Professional Diagnosis and Documentation strategy has been followed.
- The DTS Pre-Case Checklist is followed.

The PTSS system is to be used for the following reasons:

- 1) To ask for technical help when all dealer internal resources are exhausted
- 2) To report potential new quality issues so we can identify, quantify and put into actions necessary to fix issues quickly. Open an information only case when technical support is NOT required.
- 3) To share successful technical fixes which may be of interest to other dealers which we can publish for them. Open an information only case when technical support is NOT required.
- 4) To report potential Outside Influences and Tampering cases (please indicate #IGOI or #TMU in the first line of the complaint field)
- 5) When directed by a FTS, LI document or other technical communication to do so

It is not to be used for:

- 1) Substantiating or supporting a warranty claim (a warranty claim must stand on its own merit)
- 2) Alerting us to the fact that an owner situation may lead to a potential buyback
- 3) Requesting authorization to begin diagnosis or repair

We trust you will find that these changes contribute to greater efficiency for all dealership staff.

Thank You

PTSS Pre-Case Checklist - Basic Requirements

It is advisable all communications with DTS and your FTS in the PTSS application occur in accordance with 4 Level Model outlined in the CDT process. If you are unfamiliar with the 4-Level Model, please enroll yourself in the MBA's Diagnostic Strategy 1 ILT course

- Ensure all information resources have been checked (Previous PTSS case databases, Monthly SF Webinars, LI, DTB, WIS, STI, etc.) If relevant material is referenced, please describe in case. For example: "TIPS document LI541.10-P-066344" or Found operation of component in WIS DOC "GF09.00-P-2000MMR"
- Detailed customer complaint (also mandatory during case creation) along with applicable Customer questionnaire from STI.
- Detailed fault / error description
- Days down for current visit
- Previous relevant repair history (VMI) Review of Vedoc "History" tab can also provide relevant information on ECU's that may have been updated but not recorded in the Vehicle's history
- List of parts replaced including P/N's (old / new)
- Component Hardware & Software levels (where applicable)
- Current diagnostic steps / measurement & test values (OK is not a value) Have all applicable Xentry and DAS printouts found the pSDS Naming Convention found on STI
- Clear picture of issue (where applicable)
- Any aftermarket/non-OEM components installed? Non-exclusive list includes- unapproved remote start, bi-xenon headlamps, Insurance OBD dongle, Breathalyzer, radar detector,
- Vehicle equipped with the correct options as per VMI relative to the customer complaint?

Detailed Requirements – System Dependent

- Complete fault code(s) including text listed within PTSS case(Unfiltered codes must be checked)
- Complete short test with SDS software version visible on page footer
- Freeze frame data
- Control unit logs of suspected control units with fault codes (where applicable)
- Guided test results including measurement & test values (where applicable). Measured values should be as detailed as possible. Simply stating "Battery voltage found at ECU" is not acceptable. Rather "found 12.12 volts DC at socket 2 Connector 5" is the preferred method
- Video of complaint (where applicable)

Telematics Concerns

- Review the Mbrace diagnostic checklist
- Fill out the Telematics Diagnostic worksheet
- Phone software, brand, and model (where applicable)
- Video or pictures (where applicable, in focus and clearly displaying the item in question)

NVH Concerns

- Fill out the NVH diagnostic worksheet
- Provide NVH traces (where applicable)
- Video of the concern
- Sound recording

Drivability Concerns

All- Fill out the drivability diagnostic worksheet

Engine:

- Injector performance data
- Fuel test results(ALS)
- Oil sample(where applicable)
- Video or picture(where applicable)

Transmission:

- EEPROM data (at time of arrival, before any adaptations, SCN, or programming)
- EEPROM data (after repairs)
- Transmission fluid level check
- Videos or pictures (where applicable, in focus and clearly displaying the item in question)
- Whether or not the appropriate maintenance was performed (where applicable)

Drive Assist

- Videos of complaint
- CAN traces (where applicable)
- Message memory of IC (at time of arrival)
- Whether test drive occurred with customer so as to rule out customer misunderstanding or customer error

Battery

- Control unit log of the respective SAM that is connected to the battery sensor (at time of arrival)
- Complete Battery draw diagnostic worksheet

Basic Requirements – Follow-up

- Feedback needs to be obtained to determine if suggested diagnostic steps resolved issue. Feedback back to MBUSA should occur within 1 business day and not to exceed 2 business unless other noted in Case
- Ultimate repair solution
- Disposition of parts (where applicable)
- Are parts available for further investigation?
- Parts must include RO & SDS diagnostic documentation