

Technical Assistance Information Form

Questions to Answer Prior to Contacting Technical Assistance

Caller Name:

Dealer Code:

VIN:

R.O. Number:

Mileage:

_____ What is the number of times this vehicle has been to your dealership for the same condition?

_____ How many days has this vehicle been in your dealership for this condition?

Does this vehicle have any GM or non-GM aftermarket accessories, or has it been modified from production? Yes/No
If yes, please list:

What is the customer's concern (why did the customer bring their vehicle to your dealership)?

SI Document Number (SI Document #, Service Manual page, Owner Manual page, Bulletin Number, wiring schematic, IRIS, WIS):

What are the results of your Strategy Based Diagnostics (i.e. concern duplicated? when does the condition occur? diagnostics performed? DTCs? compared to like vehicle? parts replaced?):

Tech 2 software version (if applicable):

TAC Case No. (fill in after call):

TAC Consultant's Name:

TAC Suggested Action:

TAC Case Closing Information: Please utilize the Electronic TAC Case Closing Form located on the DealerWorld Service tab. Please provide detail in the case closing. In the technician's own words, what fixed the vehicle? Be specific – include circuit and terminal numbers, locations, part name and numbers):

Refer to the example below.

TAC Dealer Survey – Technician Only

We would like your feedback on the assistance you received. To assure quality improvements, it is important that only the related technician for this repair complete this survey. Please utilize the Electronic TAC Quality Survey located on the DealerWorld Service tab.

Refer to the example below.