

SERVICE REPAIR and TECHNICAL ASSISTANCE PROCESS

1. An accurate write-up by the Service Advisor is critical to ensure the repair is dispatched to an experienced and trained technician in the specialty area identified. The Service Write-up job aid (available on PTS/OASIS) should be used during this process. When additional detail is necessary, complete the following to aid in an accurate service write-up:
 - Have the customer demonstrate the concern to obtain a clear understanding of the described issue.
 - Ask for additional information regarding when and how the concern can be recreated if the issue is intermittent.

Following these steps will help eliminate No problem Found (NPF) situations, along with improving customer satisfaction, shop productivity and profitability.

2. Prior to making repairs, reference published service information available on OASIS, which can be accessed through [FMCDealer.com/Parts & Service/Service Department Tools/PTS OASIS](https://FMCDealer.com/Parts%20&%20Service/Service%20Department%20Tools/PTS%20OASIS). Enter the vehicle identification number (VIN) under the Vehicle ID tab and click “GO”

The following OASIS information will then be provided for the VIN entered:

- Technical Service Bulletins (TSB)
 - Special Service Messages (SSM)
 - General Service Bulletins (GSB)
 - Field Service Actions (FSA)
 - Connected Vehicle Data on PTS website
 - Workshop Manuals (including Section 100-00 Diagnostic Methods)
 - Wiring Diagrams
 - Powertrain Control/Emissions Diagnostics (PC/ED) Manuals
 - Technical Support Videos found on PTS website
 - OASIS Broadcast messages found on PTS website
 - Service Tips
 - Alerts
 - Owner Information
3. Review the vehicle service history and connected vehicle data. Involve the shop foreman/senior technician/service management for vehicle characteristics that may be normal, repeat repair or intermittent conditions.
 4. Compare the customer’s vehicle to an identically equipped unit. If the customer’s concern is duplicated on this vehicle under the identical circumstances, demonstrate this to the customer and explain the normal nature of what they are experiencing. If the operation is deemed normal, there should be no further repair attempts made. The customer experience team should be engaged for assistance with customer handling.
 5. If a technician is unsuccessful in repairing a vehicle, the dealership’s internal escalation process should be utilized, and another qualified (preferably master certified) technician or shop foreman should be assigned the repair order and given an opportunity to repair the vehicle.

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6. If further technical assistance is required, submit a request for technical assistance through the Technical Support Request form on PTS (Technical Assistance tab/Technical Support Request form).
7. Enter the VIN, all 3 qualifying symptom codes and/or DTC(s) into the Technical Support Request form. The Self Service tool will then display Dealer reported repair information from previous Technical Support Requests on similar concerns. This can reduce days out of service by identifying successful repairs that have already been completed.
8. If required, a transitioning FSE will assist in the further diagnosis/repair of the vehicle. The FSE will respond through the web form, call the technician, or schedule a SWIS (See What I See) session.
9. Continue to update the Technical Support Request form as necessary to progress with the repair. Be sure all recommendations have been performed and test results are available to relay to the transitioning FSE. It is critical to perform the specific actions recommended, document the results, and provide feedback to the transitioning FSE to obtain further directions or to confirm the concern has been resolved. Failing to provide accurate and detailed test results, along with failure to perform recommended diagnostics in a timely manner will further delay the repair.

Note: Completing the Technical Support Survey will assist other technicians and dealers repairing vehicles with similar concerns.

10. In the event the transitioning FSE has exhausted all of their technical resources they will initiate a Technical Assistance Request (TAR) to request assistance from a local Field Service Engineer (FSE).

Note:

- The local FSE assigned to the case will contact the dealership within 1 business day to offer further assistance or to schedule an in-dealer visit, if necessary.
 - Technicians should proceed with diagnosis while awaiting further assistance from their assigned FSE.
 - If a TAR is opened this does not guarantee a FSE will visit the dealership. Further assistance may be provided via phone, e-mail or SWIS session.
11. If the repair requires a local FSE to visit the Dealership, please ensure the qualified technician who has been involved with the vehicle repair is available to work with the FSE. The technician is responsible for repairing the vehicle as advised by the FSE. The FSE will not perform the vehicle repairs.
 12. Once the vehicle is repaired, the FSE will report to dealership management the root cause for his/her involvement via a closing report or direct conversation. The root cause should be used

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to evaluate the entire service repair process, identify process breakdowns, and to improve service accuracy and efficiency.