

Truck Comes In

Note: EDS is used for troubleshooting. If any troubleshooting is required, a DSID should be created.

Does Service Event require troubleshooting?

No

Quote customer and perform repair if approved

Yes

Open DSID, enter information, answer questions

VIEW Campaign, TRP, TSB. Any relate to complaint?

Yes

Quote customer to perform Campaign, TRP, TSB and Validate, **Issue still present?**

No

Search on next complaint

No

Diagnose per Solution Set and Validate. **Issue still present?**

Yes

Escalate per local escalation process

Yes

No

Any other complaints?

Yes

No

Is there an unrelated Campaign, TRP?

Yes

Ask Customer

Yes

Perform and Validate

Done

No

No