



**He said, she said.**

This is what can happen when you visit a service lane at your dealership.

Diagnostic Worksheet

Your service consultant, (whose list of job responsibilities can be daunting at times) is tasked with listening to all of your concerns about your vehicle, then reducing that information to what can fit on a couple of lines on a repair order and handing that off to a technician who is responsible for fixing the vehicle. Combine this with a consultant that deals with as many as 30 different customers in a day and a technician that may repair 10 different vehicles in a day and, well, you get the idea. Important information about your concerns can be misinterpreted, making the repair attempt much more difficult for the technician.

Most GM Master technicians could talk to a customer and, by asking the right type of questions, can almost pinpoint the area on the vehicle that needs to be investigated. This is where you can help your own cause. Answer the questions they would ask before you get there.

**What are those questions?**

Use the following as a guide for making some notes to your technician. Let's assume you have a rattle in front of the driver area sometimes.

- Who? Who is the primary driver when the problem occurs? Can you leave a phone number on the notes if someone from the dealership wants to contact them for more information?
- What? In our example, it's a rattle noise coming from in front of the driver. Describe the rattle in your own words. For example, it makes a sound like you were shaking a shoebox with only one shoe in it. Don't feel silly about how you describe it. My grandmother once told me that when it's wet outside, her car sounds like birds in the park. Just from that description I suspected a problem with a belt. Sure enough, that was the problem area.
- When? Does it occur on certain roads? Roads that are new or smooth or the kind that have cracks or small holes in them. A graded gravel surface that is washboard could duplicate the sound, as might a brick road.
- Where? Is there a certain place? Perhaps when you pull in and out of your driveway. Describe the curb and grade.
- How do I duplicate the concern? This is usually the most important one. Technicians always want to know exactly what they must do to duplicate the concern. Tell them, in detail. It's okay to overlap information. Too much information is better than not enough.

Take the time and elaborate on paper about each concern you have. The service consultant can attach it to the repair order as a supplement to their write-up. If this seems like too much work, just think how much more effort a return trip to the dealership would be to try and duplicate a condition that couldn't be found the first time.

**Customer Satisfaction Surveys.**

Most service industries are concerned about their customer satisfaction scores. So is your HUMMER dealership. They want you to be so impressed with their service department that each time you receive a survey in the mail from HUMMER, you will check the Completely Satisfied box for every question, every time and return it back in the mail. Comprehensive information about your vehicle's issues, written down and attached to your repair order will allow your technician every advantage to fix your vehicle right the first time, every time and on time.

**Nice Job!**

Everyone likes to know when he or she did a good job. If you're impressed, inform the Service Manager. He may want to walk you back so you can meet your HUMMER technician and thank them in person. If that happens, I think you'll find they're some of the friendliest and best technicians in the business. After working with over 250 of them in training activities, I know that's my impression.

The HUMMER line of vehicles has systems that make them the most capable off-road wheeled vehicles in the world. Make sure you're getting all you can from your truck by reading your owner's manual and

following the recommended maintenance program.

