<u>Customer Complaint</u>: (Customers description of the complaint)

- **As written on Repair Order " ."**

Interview participant	Performed: Yes /No	Notes
Customer		
Advisor		
Technician		

- **Customer questionnaire:** (insert file)

- **Initial reaction:**

- **Complaint Verification**:



Complaint Analysis:

- **Insert Data Card/vehicle option list:** (insert file)

- **Repair History:** (list any related history or recent repairs)

Date	Mileage	Dealer/Shop	RO	Repair

- **Quick Test Review**
-
- Primary fault Codes: (insert screen shot or type out fault codes)

  - Secondary Fault Codes:

- **Service Information Resources:**

  - Repair Source Searches:

  - DTB/TSB:
    - LI:
    - LI:

  - Identifix Case search:
    - Case x
    - Case x

  - Specs

  - Service Information: General Description:

  - Wiring Diagrams:

  - Other:

Don't be afraid:



Actual Values

Actuations/Bi-Directional Control

Guided Tests: Scan Tool and Service Information

Control Unit Version

Special Procedures

Owner's Manuals

Training Material

PARTS

PICO

Bosch Automotive Handbook

CARFAX

PICTURES

Game: (insert game)- What are you trying to fix

Players: (list possible players below)

- -
- -
- -
- -
- -
- -
- -
- -



Test Level: (copy blank template and paste to add test steps)

Test # 1	a
Why are you performing this test?	
Test Step:	
Target Value:	
Actual Value:	
O.K or Not Okay:	
Key Take away from Test:	

Test # 2	
Why are you performing this test?	
Test Step:	
Target Value:	
Actual Value:	
O.K or Not Okay:	
Key Take away from Test:	

Test # 3	
Why are you performing this test?	
Test Step:	
Target Value:	
Actual Value:	
O.K or Not Okay:	
Key Take away from Test:	

Test # x	
Why are you performing this test?	
Test Step:	
Target Value:	
Actual Value:	
O.K or Not Okay:	
Key Take away from Test:	

Test # x	
Why are you performing this test?	
Test Step:	
Target Value:	
Actual Value:	
O.K or Not Okay:	

Key Take away from Test:	

Test # x	
Why are you performing this test?	
Test Step:	
Target Value:	
Actual Value:	
O.K or Not Okay:	
Key Take away from Test:	

Test # x	
Why are you performing this test?	
Test Step:	
Target Value:	
Actual Value:	
O.K or Not Okay:	
Key Take away from Test:	



Cause Level:

- What or who was responsible for the issue occurring?

- What influences could have caused the issue?
  - o Mechanical or electrical overstress
  - o Extraordinary operating conditions

o Wear
o Software error
o Water entry / contact corrosion



Fault Rectification & QC: (list repairs performed, final quick test, final inspection and check notes)