

Service job authorisation and release evidence

Use one controlled dossier per service job. Link original customer approval, technical instructions and results. These records support accountable service; they do not issue an IAF repair certificate or replace the applicable vehicle-specific method.

DOSSIER ID/VERSION, SERVICE ENTITY, OUTLET/UNIT, JOB AND SERVICE FAMILY

VEHICLE IDENTITY, ACTUAL CONFIGURATION, CONCERN AND TECHNICAL RESPONSIBILITY

CUSTOMER AUTHORITY, AGREED SCOPE, CONSENT AND TECHNICAL-RELEASE BASIS

EVIDENCE MANIFEST, CONFIDENTIALITY/ACCESS PLAN AND ORIGINAL SOURCE LOCATIONS

INCOMPLETE EVIDENCE, UNRESOLVED CONCERNS AND EXPLICIT RELEASE HOLDS

ACCOUNTABLE OWNER, INDEPENDENT REVIEWER AND AUTHENTICATED AUTHORIZATION

J01 - Vehicle intake and customer authority

ENTITY / SCOPE / CASE REFERENCE

JOB ID, ENTITY/OUTLET/UNIT, VEHICLE IDENTITY/CONFIGURATION AND INTAKE DATE/TIME

CUSTOMER/OWNER/FLEET/INSURER/PAYER ROLES AND ACTUAL AUTHORITY TO REQUEST WORK

REPORTED CONCERN, RELEVANT HISTORY, MILEAGE AND INITIAL CONDITION EVIDENCE

KEYS, PROPERTY, STORAGE, MOVEMENT/TEST-DRIVE PERMISSIONS AND CUSTODY LIMITS

NECESSARY DATA, DIAGNOSTIC/REMOTE ACCESS PURPOSE AND COMMUNICATION PREFERENCES

J02 - Diagnostic plan and original findings

ENTITY / SCOPE / CASE REFERENCE

INITIAL SYMPTOMS, FAULT DATA, OBSERVATIONS AND CONDITIONS

HYPOTHESES, STAGED TESTS, APPLICABLE METHODS AND TECHNICIAN COMPETENCE

ORIGINAL RESULTS INCLUDING FAILURES, ATTACHMENTS AND SOURCE TIMESTAMPS

CONFIRMED CAUSE VERSUS UNCERTAINTY, ALTERNATIVES AND TECHNICAL ESCALATION

FURTHER INVESTIGATION SCOPE/PRICE BASIS AND CUSTOMER AUTHORITY REFERENCE

J03 - Estimate, options and customer consent

ENTITY / SCOPE / CASE REFERENCE

ESTIMATE VERSION/DATE, PROPOSED WORK, PARTS CLASS AND EXPECTED COMPLETION

LABOUR/PARTS/DIAGNOSTIC PRICE BASIS, APPLICABLE CHARGES AND CLEAR EXCLUSIONS

NECESSARY VERSUS OPTIONAL WORK, ALTERNATIVES AND WARRANTY/TECHNICAL IMPLICATIONS

ACTUAL APPROVER, AUTHORITY, CHANNEL, TIMESTAMP, ACCEPTED SCOPE AND LIMITS

SUBSEQUENT ESTIMATE/APPROVAL REFERENCES; NO SILENT MATERIAL EXPANSION

J04 - Technical plan and critical hold points

ENTITY / SCOPE / CASE REFERENCE

VEHICLE/CONFIGURATION, EXACT TECHNICAL METHOD/VERSION AND APPLICABILITY CHECK

COMPETENT WORKER, SUITABLE TOOLS/EQUIPMENT, PARTS AND WORK CONDITIONS

CRITICAL OPERATIONS, HOLD POINTS BEFORE CONCEALMENT AND REQUIRED ACCEPTANCE CRITERIA

TASK-SPECIFIC RISK CONTROL AND ESCALATION; NO GENERIC SUBSTITUTE REPAIR LIMITS

INDEPENDENT CHECKER, REQUIRED OBSERVATION STAGE AND RELEASE RESPONSIBILITY

J05 - Parts, consumables and outsourced work

ENTITY / SCOPE / CASE REFERENCE

PART/SERIAL/BATCH/REVISION, CONDITION, SOURCE AND VEHICLE COMPATIBILITY

CRITICAL FLUIDS/MATERIALS, SHELF LIFE, CONTAMINATION AND SINGLE-USE CONTROLS

EXTERNAL SPECIALIST, AUTHORISED WORK, CUSTOMER DISCLOSURE AND REQUIREMENTS

RECEIVED-OUTPUT EVIDENCE, FAILED/UNCERTAIN RESULTS AND ACCEPTANCE REVIEW

REMOVED-PART OWNERSHIP, WARRANTY RETURN, CUSTODY AND LAWFUL DISPOSITION

J06 - Work execution and shift handover

ENTITY / SCOPE / CASE REFERENCE

MATERIAL OPERATIONS, ACTUAL WORKER, DATES/TIMES AND ORIGINAL TASK RECORDS

CRITICAL SETTINGS/RESULTS, TOOL IDS AND CONCEALED-WORK EVIDENCE

UNEXPECTED FINDINGS, INTERRUPTIONS, FAILURES AND APPROVED METHOD CHANGES

VEHICLE ENERGY/STATE, UNFINISHED TASKS, TEMPORARY PROTECTION AND RELEASE HOLDS

RECEIVING WORKER CONFIRMATION, REMAINING CHECKS AND TECHNICAL AUTHORITY

J07 - Electrical and battery work evidence

ENTITY / SCOPE / CASE REFERENCE

EXACT ELECTRICAL/BATTERY TASK, CAPABILITY TIER AND COMPETENT AUTHORISATION

VEHICLE-SPECIFIC SAFE METHOD/VERSION, RISK CONTROLS AND VERIFIED EQUIPMENT

REQUIRED SAFE-STATE EVIDENCE, ACTUAL RESULTS AND AUTHORISED TRANSITIONS

IDENTITY/CONDITION/HISTORY, HANDLING/QUARANTINE/TRANSPORT PLAN AND UNCERTAINTY

POST-WORK CRITERIA/RESULTS, INDEPENDENT VERIFICATION AND UNRESOLVED LIMITATIONS

J08 - Calibration and electronic systems

ENTITY / SCOPE / CASE REFERENCE

ACTUAL REPAIR/CONFIGURATION TRIGGER AND APPLICABLE CALIBRATION/RELEARN METHOD

TARGETS, GEOMETRY, LOADING, ENVIRONMENT, TOOLS AND SOFTWARE CONDITIONS

ORIGINAL RESULTS, FAILED ATTEMPTS, CORRECTIONS AND RETAINED ATTACHMENTS

AFFECTED-FUNCTION CHECKS, SUITABLE TEST CONDITIONS AND UNRESOLVED ANOMALIES

INDEPENDENT REVIEW WHERE CRITICAL, BOUNDED CONCLUSION AND CUSTOMER LIMITATIONS

J09 - Collision, structure and restraint evidence

ENTITY / SCOPE / CASE REFERENCE

DAMAGE ANALYSIS, MATERIAL IDENTITY, PRIOR REPAIRS AND REPAIRABILITY DECISION

PERMITTED METHOD/VERSION, PROHIBITED OPERATIONS AND COMPETENT AUTHORITY

JOINING/MATERIAL/TOOL QUALIFICATION, CONDITIONS AND HIDDEN-WORK HOLD POINTS

RESTRAINTS, SENSING, WIRING, BATTERY, GLAZING AND CORROSION-PROTECTION CHECKS

DIMENSIONS/PROCESS RESULTS, INDEPENDENT CRITICAL REVIEW AND RELEASE LIMITS

J10 - Software and remote intervention

ENTITY / SCOPE / CASE REFERENCE

VEHICLE/CUSTOMER AUTHORITY, REMOTE OPERATOR, LOCAL OWNER AND SESSION SCOPE

BEFORE CONFIGURATION, AUTHORISED SOURCE, SOFTWARE INTEGRITY AND ENTITLEMENT

SAFE STATE, POWER/CONNECTIVITY, INTERRUPTION/RECOVERY AND CUSTOMER NOTICE

ACTUAL VEHICLE-SIDE RESULT, AFTER VERSION, FAILURES AND REQUIRED LOCAL CHECKS

SESSION TERMINATION, PRIVILEGE REMOVAL, EVIDENCE LINKS AND RELEASE AUTHORITY

J11 - Mobile location and recovery handover

ENTITY / SCOPE / CASE REFERENCE

MOBILE UNIT/BASE/CREW, ACTUAL LOCATION/TIME AND APPROVED CAPABILITY

TRAFFIC, WEATHER, GROUND, LIGHTING, COMMUNICATIONS AND EMERGENCY READINESS

VEHICLE CONDITION/ENERGY STATE, TASK OR RECOVERY SUITABILITY AND TECHNICAL BASIS

TRANSFERS, HAZARDS, RESTRICTIONS, CONDITION AND RECEIVING-PARTY ACCEPTANCE

OFFLINE CONSENT/WORK EVIDENCE, INDEPENDENT CHECK AND CONTROLLED SYNCHRONISATION

J12 - Independent verification and technical release

ENTITY / SCOPE / CASE REFERENCE

JOB-SPECIFIC ACCEPTANCE, DISTURBED SYSTEMS AND REQUIRED CHECKS

OBJECTIVE RESULTS, ORIGINAL FAILURES, DISPOSITION AND COMPLETE EVIDENCE LINKS

COMPETENT INDEPENDENT CHECKER, STEPS NOT PERFORMED BY CHECKER AND FINDINGS

UNRESOLVED ANOMALIES, RELEASE HOLDS, SAFE ALTERNATIVES AND RESPONSIBLE DECISIONS

RELEASE/DEFER/REFUSE, PRECISE SCOPE, AUTHORISED SIGNATURE/REFERENCE AND TIME

J13 - Test drive and functional validation

ENTITY / SCOPE / CASE REFERENCE

CUSTOMER AUTHORITY, COMPETENT DRIVER, LAWFUL ARRANGEMENTS AND ACTUAL VEHICLE

REQUIRED FUNCTIONS, READINESS, SUITABLE ROUTE/CONDITIONS AND SAFE TEST LIMITS

OBSERVED OUTCOMES, ORIGINAL MEASUREMENTS, ANOMALIES AND SOURCE RECORDS

UNPERFORMED REQUIRED CHECKS, REASON, TECHNICAL CONSEQUENCE AND RELEASE HOLD

TECHNICAL EVALUATION, NECESSARY FURTHER WORK AND AUTHENTICATED ACCEPTANCE

J14 - Declined work and lawful disposition

ENTITY / SCOPE / CASE REFERENCE

ACTUAL UNRESOLVED CONCERN, SUPPORTING EVIDENCE AND MATERIAL CONSEQUENCES

PROPOSED REMEDY, ESTIMATE AND LAWFUL SAFE ALTERNATIVES EXPLAINED

AUTHORISED PERSON'S DECISION, CHANNEL/TIME AND UNDERSTOOD LIMITATIONS

APPLICABLE LOCAL DUTIES, COMPLETED-WORK BOUNDARY AND VEHICLE DISPOSITION

ACKNOWLEDGEMENT AND TECHNICAL AUTHORITY; NO SAFETY WAIVER OR ARBITRARY DETENTION

J15 - Customer handover and invoice reconciliation

ENTITY / SCOPE / CASE REFERENCE

COMPLETED AUTHORISED WORK, ACTUAL PARTS AND LINKED ESTIMATE/CONSENT VERSIONS

ITEMISED CHARGES, CORRECTED DISCREPANCIES AND CUSTOMER-CONTRACTING ENTITY

BOUNDED SERVICE RESULT, REMAINING CONCERNS, RESTRICTIONS AND FOLLOW-UP

WARRANTY TERMS, COMPLAINT/CENTRAL ESCALATION ROUTE AND CUSTOMER INFORMATION

PROPERTY/RECORDS RETURNED, AUTHORISED RECIPIENT, DATE/TIME AND ACKNOWLEDGEMENT

J16 - Repeat repair, complaint and verified remedy

ENTITY / SCOPE / CASE REFERENCE

ORIGINAL/RETURN JOBS, OUTLET(S), RELATED CONCERN AND FOLLOW-UP WINDOW

CUSTOMER REPORT, ORIGINAL EVIDENCE, TECHNICAL INVESTIGATION AND CAUSE

OTHER POTENTIALLY AFFECTED JOBS, INCIDENT/IAF REPORTING AND CONTAINMENT

RESPONSIBLE OWNER, AGREED ACTION, COMMUNICATION AND ACTUAL COMPLETION

VERIFIED OUTCOME, INDEPENDENT REVIEW WHERE NEEDED AND NETWORK LEARNING

Continuation and supporting detail

ENTITY / SCOPE / CASE REFERENCE

PARENT FIELD, REQUIREMENT OR RECORD ID / CONTINUATION NUMBER

FULL RESPONSE, SOURCE REFERENCES, RATIONALE AND LIMITATIONS

PREPARED BY / ROLE / DATE / AUTHORIZATION