

Auto Repair

Comeback Root-Cause Log & Pre-Delivery QC

Phone: _____
Email: _____
Address: _____

COMEBACK ROOT-CAUSE CHECKLIST

Log every comeback the day it happens. Tally categories monthly. Comeback rate = comebacks ÷ total ROs.

MONTH / YEAR

LOGGED BY

TOTAL ROS THIS MONTH

Root-cause key: **Part** — early part failure **Tech** — install/repair error **Comms** — expectation mismatch **Trng** — procedure not known
Diag — symptom never reproduced

Date	RO #	Vehicle	Original Complaint (customer's words)	Corrective Action	Root Cause				
					Part	Tech	Comms	Trng	Diag
					☐	☐	☐	☐	☐
					☐	☐	☐	☐	☐
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MONTHLY TALLY

PART	TECH	COMMS	TRAINING	DIAGNOSIS	TOTAL COMEBACKS	COMEBACK RATE %
_____	_____	_____	_____	_____	_____	_____

PRE-DELIVERY QC — BEFORE THE KEYS GO BACK

Complete on every vehicle before pickup. The last 15 minutes of the job are the cheapest comeback insurance you can buy.

- | | |
|--|---|
| ☐ Final road test under same conditions as the original complaint | ☐ Original complaint verified GONE (re-check the customer's words on the RO) |
| ☐ Torque check — every wheel and every fastener touched | ☐ No warning lights; codes verified clear after road test |
| ☐ Fluid levels topped; all caps and dipsticks seated | ☐ Photos of worn/replaced parts attached to the RO |
| ☐ Findings, recommendations & declined work noted on the RO | ☐ No tools in engine bay; seat, wheel & carpet clean |

QC PERFORMED BY

REVIEWED BY (OWNER / MANAGER)

DATE