New Issue

Objective	Enable users to diagnose and fix car issues.
User	Mechanics
Trigger	Click the Create New Issue button on the Home screen
Pre-condition	The user has logged in
Post-condition	Issue resolved
JIRA	

1. Activity Diagram 🔗

https://app.diagrams.net/#G1WtY2yAIUUyTT74baxdwffWPjDzazTZlD#{"pageId"%3A"VI8VFNMIdf29KVtR-6I2"}
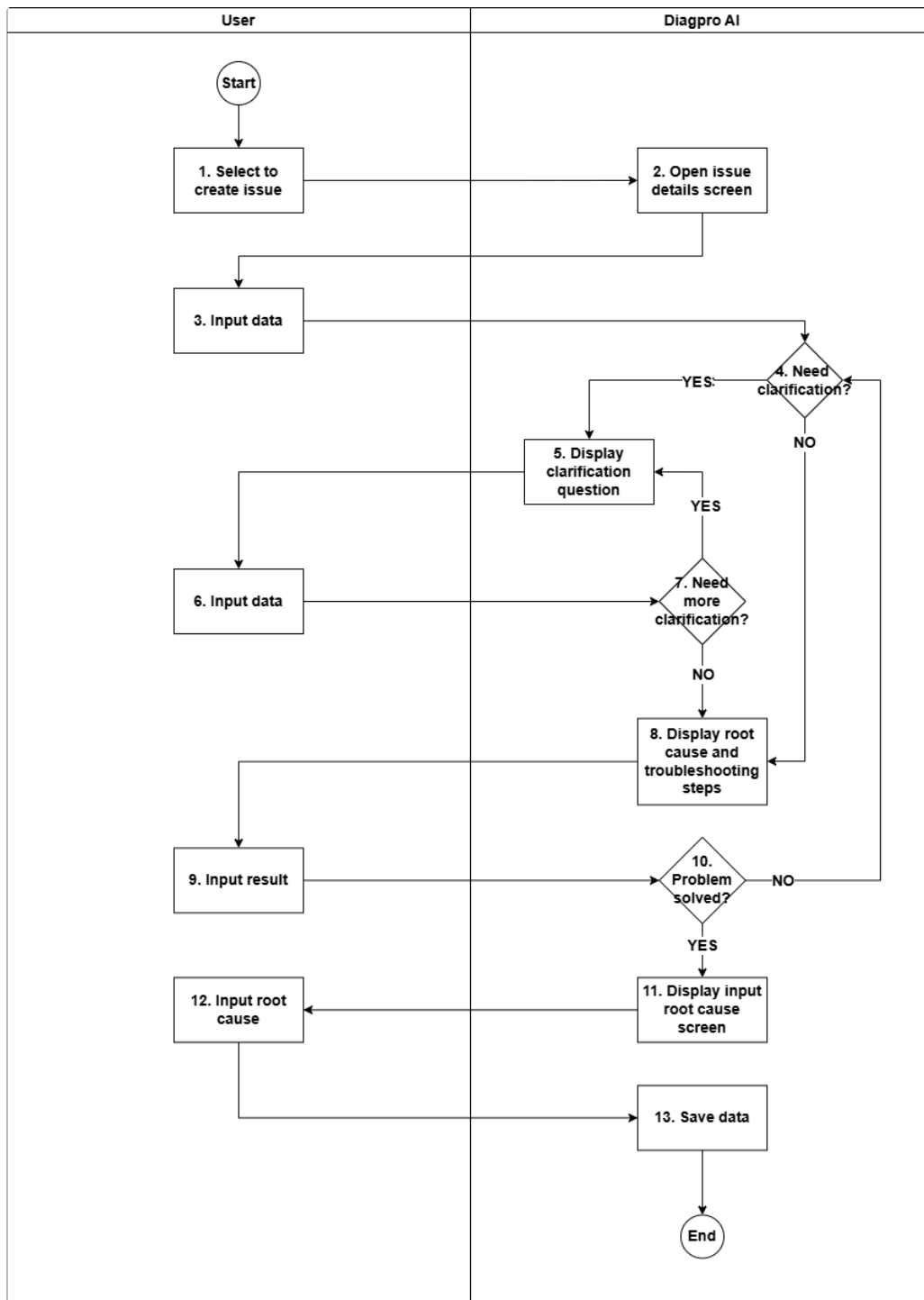
2. Business Rule 🔗

Step	Description
2	Display the **Issue Info screen** with the data retrieved from the 3rd party system (if any). • If there is VIN data, display the **VIN** tab. • If there is no VIN data, display the **Vehicle Info** tab.
3	• Save the issue in the system. • Verify if the system needs clarification: ◦ Yes: Follow step 5.

	○ No: Follow step 8.
5	Display clarification questions.
7	Verify if the system needs more clarification: • Yes: Follow step 5. • No: Follow step 8.
8	Display root causes and troubleshooting steps.
10	Verify the user's result: • If the issue is solved, follow step 11. • If the issue is NOT solved, follow step 4. • *Note:* The issue is solved if the option None is not selected.
11	• Save the data. • Display the **Input root cause** screen.
13	Save the latest issue data and send it back to the AI service.

Exit case: After step 4, if the user closes the issue in the middle of the flow, display a confirmation message. If the user selects to continue, follow **step 11**.
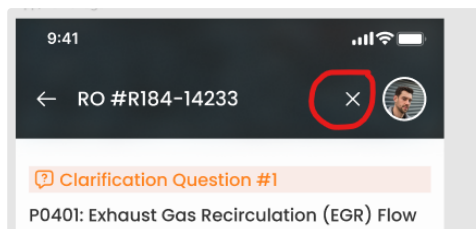
3. Screen Description 🔗

3.1 Issue Info 🔗

Design

Mobile

• VIN 🟥 Diagpro.ai App - 9/4/2025
• Vehicle info 🟥 Diagpro.ai App - 9/4/2025

Tablet

• VIN 🟥 Diagpro.ai App - 9/4/2025   🟥 Diagpro.ai App - 9/4/2025
• Vehicle info 🟥 Diagpro.ai App - 9/4/2025   🟥 Diagpro.ai App - 9/4/2025

	Component	Type	Mandatory	Default	Description
1	Back	Clickable icon	N/A	N/A	- On click, if there are any data changes, display a confirmation message CFD 2 - If the user selects to continue, go back to the **Home** screen. - If there are NO data changes, go back to the **Home** screen.

2	User Image	Image	N/A	N/A	Display the image of the user that created the issue.
3	Select Store/Shop	Dropdown	Yes	Yes	- Allow the user to select the business that the repair order belongs to. - Refer 🗐 Home
4	Repair Order #	Label	N/A	N/A	- Allow the user to input the Repair Order #. - Go button: On click: - If the Order# is left empty, display an inline message IEM 1. - If data is valid: - Send the Order Number to a 3rd party system to retrieve the issue information. - Display the information retrieved from the 3rd party system on the **Issue Info** screen (if any).
5	**VIN**	**Tab**	**N/A**	**N/A**	On click, display all the data fields within this tab.
6	VIN	text	No	N/A	- Allows the user to input the car's VIN number. - Max length: 225 characters. - Do not allow to input space. - Auto-Capitalization. - Pre-filled from Repair Order # (if any). - Only display this field if the VIN tab is selected.
7	Scan	Clickable icon	N/A	N/A	- On click, open the camera that allows the user to scan the vehicle VIN number **barcode**. - After scanning, display the VIN number in the VIN data field.
8	Go	Button	N/A	N/A	- On click, send the VIN number to a 3rd party system to retrieve the vehicle data. - Display the retrieved data on the **Vehicle Information section.** - Reference 🗐 Retrieve Vehicle Info using API
9	Vehicle Information	Section	Yes	N/A	- Display the data retrieved from the VIN number: - Year - Make - Model - Engine/other

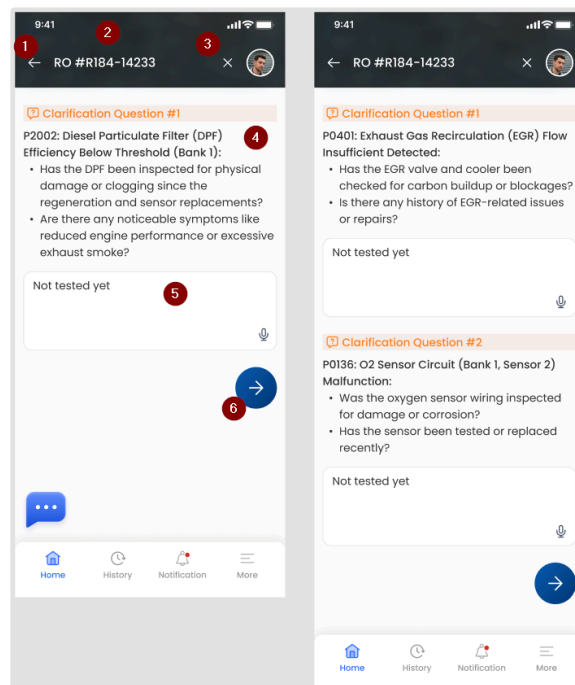|					
					• Only display this field if the VIN tab is selected
10	Milage	Number	No	N/A	• Allows the user to input the number of miles traveled by a vehicle. • Min: 0 • Max: 9,999,999,999,999,999 • Max length: 16 digits. • Only allow input digits. • Display format: x,xxx.xx ◦ Allows 2 decimals
11	Customer complaint/symptoms	Text	Yes	N/A	Max length: 500 characters.
12	Service/Repair History	Text	No	N/A	Max length: 500 characters.

13	DTCs	Text row	No	N/A	• Input field:
					   ◦ Max length: 225 characters.
					   ◦ Do not allow input space.
					• By default, display 1 field and cannot be removed.
					• Add: Add an input field to the column.
					   ◦ Max input fields: 10.
					   ◦ If 10 fields have been added, hide the button.
					• Remove: remove the field.

14	Manufacturer code	Text row	No	N/A	• Input field:
					   ◦ Max length: 225 characters.
					   ◦ Do not allow input space.
					• By default, display 1 field and cannot be removed.
					• Add: Add an input field to the column.
					   ◦ Max input fields: 10.
					   ◦ If 10 fields have been added, hide the button.
					• Remove: remove the field.

15	Troubleshooting steps performed	Text	No	N/A	• Max length: 500 characters. • Speech to text: refer 🔲 Chatbot
16	**Vehicle Information**	**Tab**	**N/A**	**N/A**	On click, display all the data fields within this tab.
17	Year	Number	Yes	N/A	• Allows the users to input the model year. • Max length: 16 digits. • Only allow input digits. • Only display this field if the **Vehicle Information** tab is selected

18	Make	Text	Yes	N/A	• Allow the user to input the manufacturer or brand of the vehicle. • Max length: 225 characters • Only display this field if the **Vehicle Information** tab is selected
19	Model	Text	Yes	N/A	• Allow the user to input the specific name or version of a vehicle produced by a manufacturer. • Max length: 225 characters • Only display this field if the **Vehicle Information** tab is selected
20	Engine/Other	Text	No	N/A	• Max length: 225 characters • Only display this field if the **Vehicle Information** tab is selected
21	Continue	Button	N/A	N/A	On click: • Any required field left empty displays an in-line message IEM 1 • If all data is valid, follow **step 4**

3.2 Clarification Questions 🔗

Design

Mobile 🔴 Diagpro.ai App - 9/4/2025

Tablet 🔴 Diagpro.ai App - 9/4/2025   🔴 Diagpro.ai App - 9/4/2025

	Component	Type	Mandatory	Default	Description

| 1	Back	Button	N/A	N/A	Go back to the previous screen.
2	Order #	Label	N/A	N/A	• Display the order # • Display format: RO #<order #>
3	Exit	Button	N/A	N/A	• On click, display a confirmation message CFD 2 • If the user selects to continue, go back to the **Home** screen.
4	Questions	Label	N/A	N/A	Display all the questions from the AI.
5	Answer	Text	Yes	N/A	• Allows the user to input the answers for each question. • Max length: 500 characters. • Speech to text: Refer 🗐 Chatbot
6	Next	Button	N/A	N/A	On click: • If any required field is left empty displays an inline message IEM 1 • If all data is valid, follow **step 7**

3.3 Root Causes and Troubleshooting Steps 🔗

Design

Mobile 🔲 Diagpro.ai App - 9/4/2025

Tablet 🔲 Diagpro.ai App - 9/4/2025   🔲 Diagpro.ai App - 9/4/2025
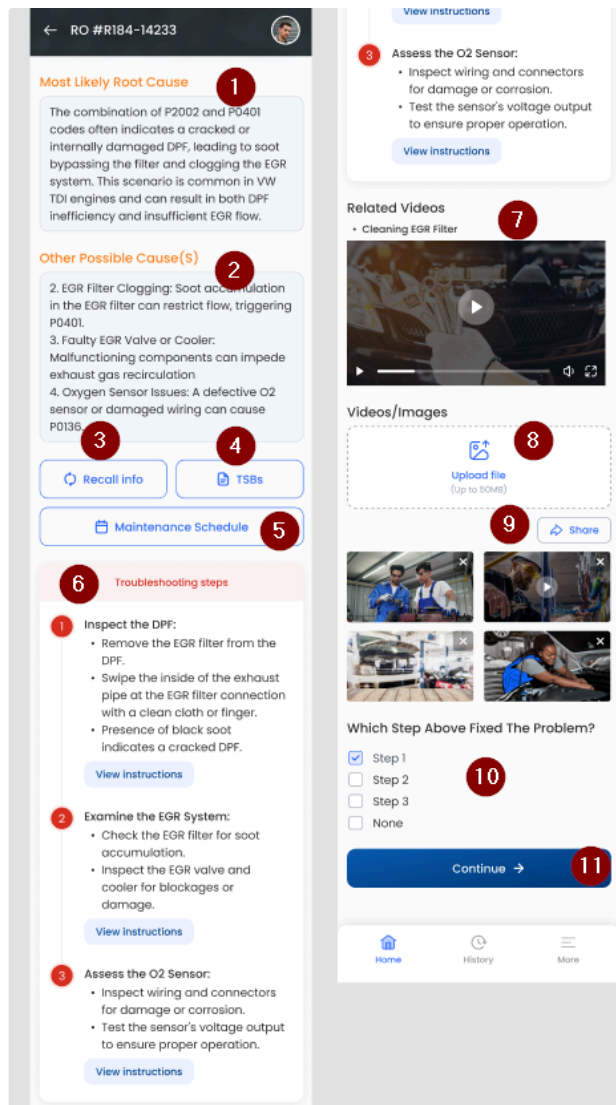
	Component	Type	Mandatory	Default	Description
1	Most Likely Root Cause	Label	N/A	N/A	The primary factor or reason behind an issue, fault, or problem
2	Other Possible Cause(s)	Label	N/A	N/A	Secondary or contributing factors that could lead to a problem but may not be the primary root cause
3	Recall Info	Button	N/A	N/A	On click, open the **Recall Info** modal.
4	TSBs	Button	N/A	N/A	On click, open the **Technical Service Bulletins** modal.
5	Maintenance Schedule	Button	N/A	N/A	On click, open the **Maintenance Schedule** modal.

6	Troubleshooting steps	Label	N/A	N/A	• Display data from the AI.
					• Display format:
					  ◦ Step #
					  ◦ Step title
					  ◦ Step details

7	Instructions	Button	N/A	N/A	On click, open the **Instructions screen** for the corresponding step.

8	Related videos	Section	N/A	N/A	• Display all the related videos from the AI.
					• Display format:
					  ◦ Video title
					  ◦ Video player

9	Upload images and videos	Button	N/A	N/A	• On click, open the device gallery to select images/videos to upload.
					• Max: 5 videos/images.
					  ◦ Hide this button if 5 files have been selected
					• Max file size: 50mb/all files.
					  ◦ Display an error message if the selected files exceed the limit [EMSG 4](#)
					• The uploaded videos/images will be displayed below.

10	Share	Button	N/A	N/A	Open the device share feature.
11	Step fixed the problem	Checkbox	Yes	N/A	• Value list: the number of steps listed on the Troubleshooting Steps sections + None ◦ Example: 2 steps > Value list: Step 1, Step 2, None • Can select multiple steps • If the user selects the option None, unselect the other steps.
12	Continue	Button	N/A	N/A	• Disable this button if the Step fixed the problem is not selected • On click, follow **step 10**

3.4 Recall Info/TSBs/Maintenance Schedule 🔗

Design

Mobile 🎨 Diagpro.ai App - 9/4/2025

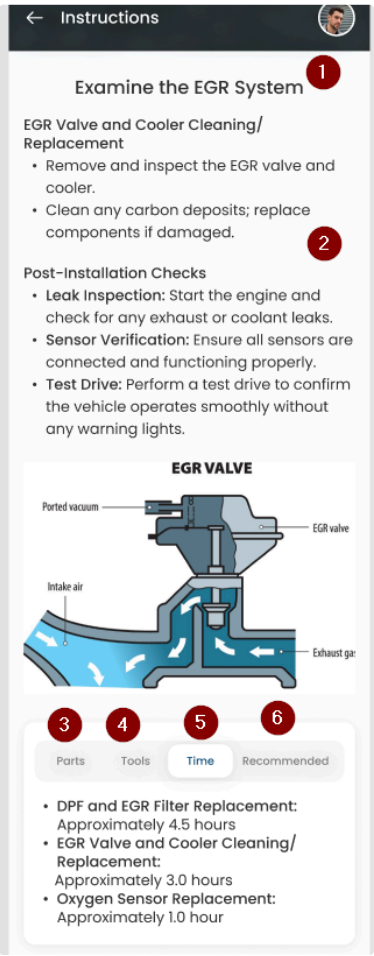Tablet 🎨 Diagpro.ai App - 9/4/2025 🎨 Diagpro.ai App - 9/4/2025

Requirement: Display the corresponding data from the AI

3.5 Instructions 🔗

Design

Mobile 🟦 Diagpro.ai App - 9/4/2025

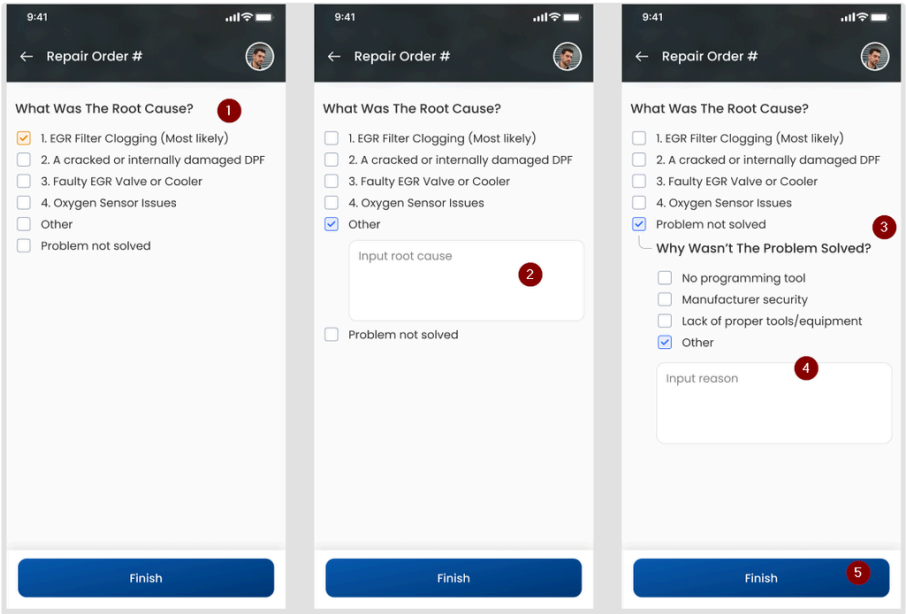Tablet 🟦 Diagpro.ai App - 9/4/2025   🟦 Diagpro.ai App - 9/4/2025

	Component	Type	Mandatory	Default	Description
1	Step title	Label	N/A	N/A	Display step title.
2	Instructions	Label	N/A	N/A	Display the instructions for the corresponding step.
3	Parts	Tab	N/A	N/A	Display the information on all the parts needed to perform this step.
4	Tools	Tab	N/A	N/A	Display the information on all the tools needed to perform this step.
5	Time	Tab	N/A	N/A	Display the information on the time needed to perform this step.
6	Recommended	Tab	N/A	N/A	Display the information on recommendations needed to perform this step.

3.6 Root Causes/Feedback 🔗

Design

Mobile 🧩 Diagpro.ai App – 9/4/2025

Tablet 🧩 Diagpro.ai App – 9/4/2025   🧩 Diagpro.ai App – 9/4/2025

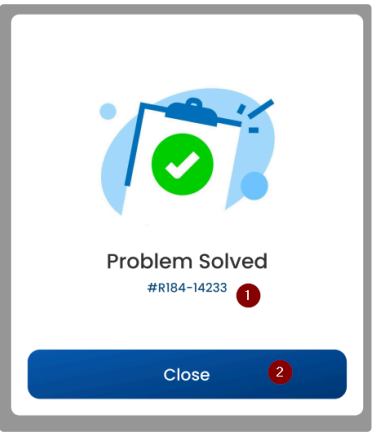|	Component	Type	Mandatory	Default	Description
1	The root cause	Checkbox	Yes	N/A	• Allow the user to select the root cause of the issue • Value list: 　○ The most likely root cause: display "(Most likely)" at the end 　○ Other Possible Cause(s) 　○ Other 　○ Problem not solved • Can select multiple options
2	Input root cause	Text	Yes*	N/A	• Display this field if the option [Other] is selected • Max length: 500 characters.
3	Why wasn't the problem solved?	Checkbox	Yes*	N/A	• Display this if [Problem not solved] option is selected. • Value list: 　○ No programming tool 　○ Manufacturer security 　○ Lack of proper tools/equipment 　○ Other • Required if [Problem not solved] option is selected.

4	Input reason	Text	Yes*	N/A	• Display this field if the option [Other] is selected • Max length: 500 characters. • Required if [Other] option is selected.

5	Finish	Button	N/A	N/A	• Disable this if **The root cause** is not selected
					• On click:
					  ○ If any required data is left empty, display an inline message [IEM 1](#)
					  ○ If the [Problem not solved] option is selected, display a confirmation message [CFD 3](#)
					    ■ If the user selects to try again:
					      • Save and send data to the AI
					        ○ Issue Status = Open
					      • Follow **step 8**
					    ■ If the user selects to exit:
					      • Save and send data to the AI
					        ○ Issue Status = Open
					      • Do not display this modal
					  ○ If the [Problem not solved] option is NOT selected
					    ■ Display **Success message** modal.
					    ■ Save and send data to the AI
					      • Issue Status = Completed

3.7 Success 🔗

Design

Mobile 🎨 Diagpro.ai App - 9/4/2025

Tablet 🎨 Diagpro.ai App - 9/4/2025   🎨 Diagpro.ai App - 9/4/2025

	Component	Type	Mandatory	Default	Description

1	Repair Order Number	Label	N/A	N/A	Display the Repair Order Number.
2	Close	Button	N/A	N/A	On click, go back to the **Home** screen.