

4. Actionable Recommendations

- Quality Control: Focus on Full-Size Trucks platform - shows highest failure rate,
- Component Analysis: Investigate steering wheel heating modules - recurring failure pattern,
- Warranty Policy: Review coverage for vehicles < 10 months - early failure indicator,
- Manufacturing: Enhanced testing for cosmetic finishes - multiple peel/crack complaints,
- Training: Develop Super Cruise system repair training for technicians,
- Cost Management: Implement preventive maintenance to reduce high-cost repairs

5. Additional Observations

- Issue concentration: Specific platforms show disproportionate failure rates,
- Dual issues: Many cases involve both functional AND cosmetic problems,
- Cost variance: Repair costs vary significantly based on complexity and parts needed,
- Diagnostic time: Some vehicles required extensive diagnosis before repair,
- Age patterns: Failures cluster in early warranty period (< 12 months)