

Service Bulletin

PRELIMINARY INFORMATION

Subject:Procedure for Emailing Global Diagnostic System 2 (GDS2) Session Log to GM TAC (US and Canada
Dealers Only)

Models: 2013 Buick Encore 2010-2013 Buick LaCrosse 2011-2013 Buick Regal 2012-2013 Buick Verano 2010-2013 Cadillac SRX 2013 Cadillac ATS, XTS 2010-2013 Chevrolet Camaro, Equinox 2011-2013 Chevrolet Cruze 2012-2013 Chevrolet Sonic, Orlando (Canada Only) 2013 Chevrolet Malibu, Spark, TRAX (Canada Only) 2011-2013 Chevrolet Volt 2010-2013 GMC Terrain

This PI was superseded to update vehicle models. Please discard PIP4902E.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this Pl.

Condition/Concern

On occasion, GM Technical Assistance Center (TAC) may request a GDS2 Session Log so they can review GDS2 data from a vehicle that you are working on.

Recommendation/Instructions

If TAC requests a GDS2 Session Log, follow the procedure below to email it to them. This procedure is written with the assumption that the user already has a basic understanding of GDS2 and email. For more information on GDS2, refer to the following documents:

- Latest version of 09-00-89-019 (Introduction of New Global Diagnostic System 2)
- February 2011 Techlink
- January 2011 Techlink
- 1. Launch GDS2 and click Review Stored Data as shown below.



2. Click on the Edit Button as shown below.

VIN	Model Yea	¢.,
G1FL1EP209601918	2013	
0000	2012	
E-44		
Edt	-	
Edit	Module Nan	18

3. Click on the Check Box (1) next to the session log that you would like to email to TAC and then click the Export Button as shown below. If several session logs are stored, you may wish to sort by the date/time that the session log was recorded.



4. Select a location to save/export the file to but DO NOT change the file name or file extension yet. In this example, we saved the file to a folder that we created on the desktop of our computer named Unzip, but you can save the file anywhere that you would like.

Save in:	🗼 unzip		-) 🛊 🖻 🖽	2
9	2G1FL1EF	2D9801918.zip		
Recent Items				
Desktop				
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ly Documents				
Computer				
	File game:	2G 1FL 1EP 2D 980 19 18. zip		Save
Metwork		P		(

5. Use your mouse to right-click on the .zip file that you just saved and click Rename as shown below.

U	Date modified 10/25/2012 12 Open with WinZip Print Open with Share with Scan for threats	•	Type WinZip File
U	Open with WinZip Print Open with Share with Scan for threats	as •	WinZip File
9	WinZip Restore previous versions Send to Cut Copy Create shortcut	•	
-	Delete Rename		
		Send to Cut Copy Create shortcut Delete Rename Properties	Send to Cut Copy Create shortcut Delete Rename Properties

6. Use your mouse to highlight the file extension .zip and type .piz, which should change the file extension from .zip to .piz. Do not change any other part o the file name. If you get the message below after changing the file extension, click yes to proceed.

Name	Date modified	Туре	Size
2G1FL1EP2D9801918.piz	10/25/2012 12:16	WinZip File	27 KB
-			
Rename			
Rename	unu channe a file name estencio	n the file might be	come unurable
Rename	you change a file name extensio	n, the file might be	come unusable.
Rename	you change a file name extensio re you sure you want to change i	n, the file might be it?	come unusable.
Rename	you change a file name extensio re you sure you want to change i	n, the file might be it?	come unusable.

Notice: If the file extension (.zip) described above is not available, it will be necessary to change your folder options to display the file extension by following these steps: - Click "Tools" at the top of the screen - Select "Folder Options" - Select "View Tab" - Remove the check mark that is in the "Hide Extensions for Known File Types" box as shown halfway down the page in the related screen prints below.

Windows XP Screenprint



Windows 7 Screenprint



- 7. Open a new email using any email account we used a Yahoo account in the example below.
- 8. Click the attach file button (some accounts may have a paperclip button instead) and attach the .piz file that you just saved.

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tach Files	Cancel				
Attach Click "Brov	Files vse" to select a fi	le. You can attach file	s up to a total m	essage size of 2	5 MB. 😰
File 1:	o Upload	Browse			? ×
Look	k in: 🗀 Unzip		- 0	1 0	
My Recent Documents Desktop My Documen	<i>R</i> o				
My Compute					
My Compute	File name:	20110323141643_16	1RD6E41BU10148	piz 💌	Open

9. Add the TAC Case Number, Last 8 Digits of the VIN Number, and Type of Snapshot (Engine, Hybrid, etc.) to the Subject Line of the email. This is necessary or the email may not be processed.

	Cont	acts	C	alenda	ır	No	tepad									
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10. Send the snapshot to the correct TAC email address below:

USA: tacsnapshot@gm.com

Canada: TAC.SNAPSHOTS@CC.GM.CA

Warranty Information

For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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