	GROUP	MODEL
KIA	General	All Models
	NUMBER	DATE
	064	April 2013

TECHNICAL SERVICE BULLETIN

DTC SCANNING TECHNIQUES AND BEST PRACTICES

One of the first steps in diagnosing a DTC related concern on a vehicle is to check for *active*, *pending*, and *history* diagnostic trouble codes (DTCs) using the GDS scan tool. **It is crucial to scan for and save DTCs in all systems when starting the diagnostic process.**

SCANNING FOR DTCs USING THE "SELECT ALL" BUTTON

Beginning with the latest GDS software update, a new feature exists that facilitates the scanning of DTCs in all systems. This new feature is accessed via the "Select All" button and can be found in the GDS VIN Search screen. Follow the procedure below for detailed instructions.

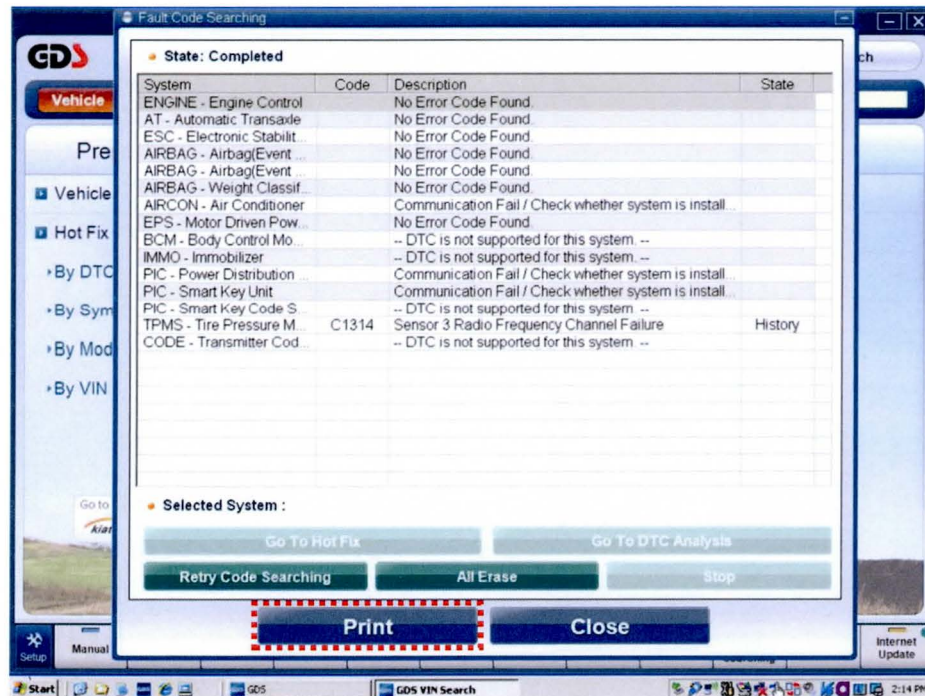1. Click on the "Select All" button, and then click on the "Fault Code Searching" button.
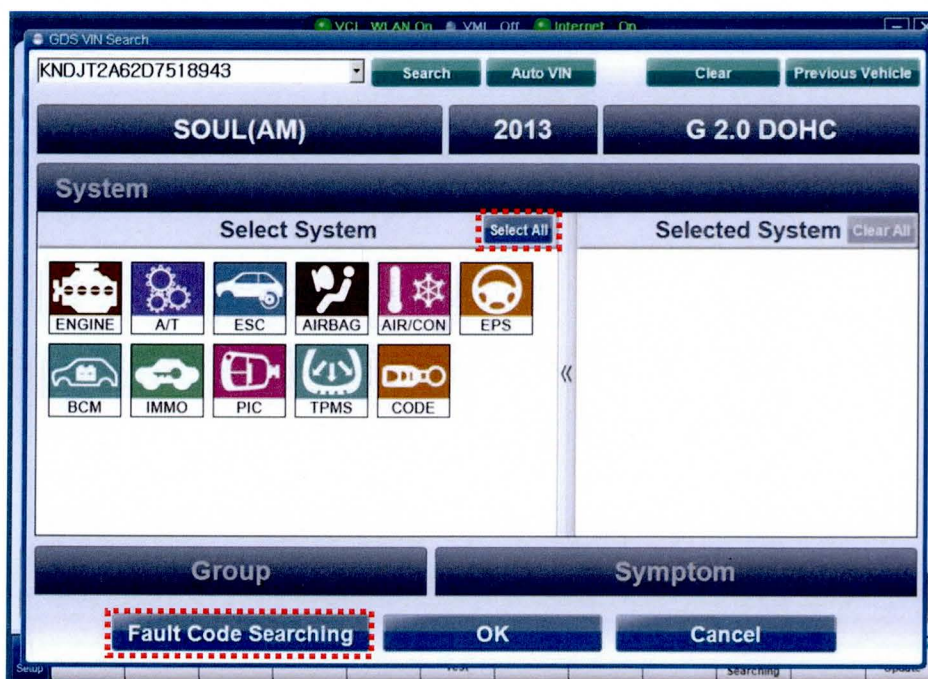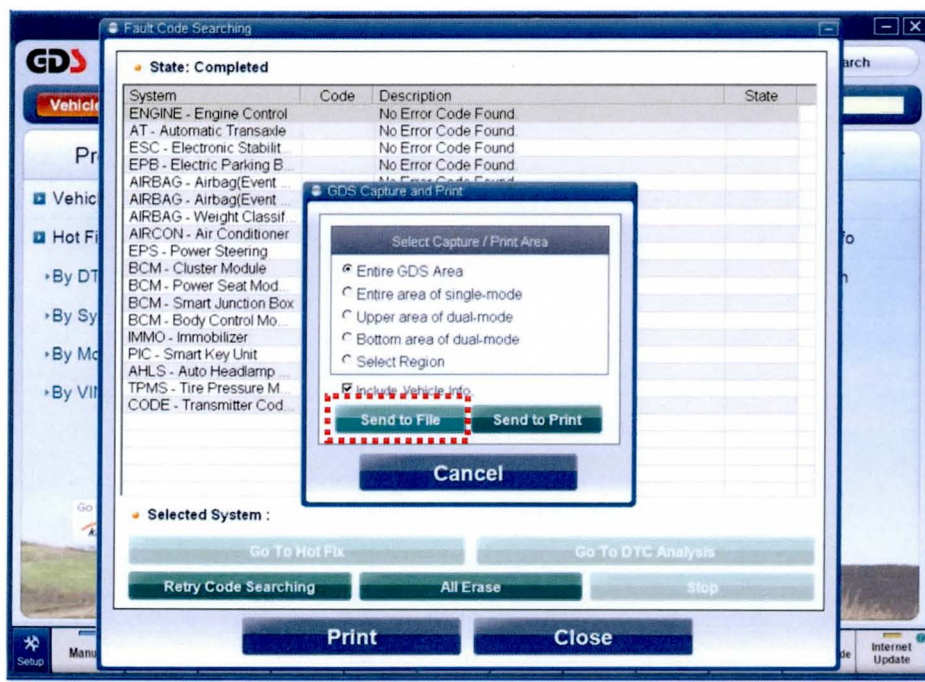

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☒ Service Advisors ☒ Technicians ☒ Body Shop Manager ☒ Fleet Repair

2. When the GDS has finished checking all modules, click on the "Print" button to create a screen capture(s) of the results.

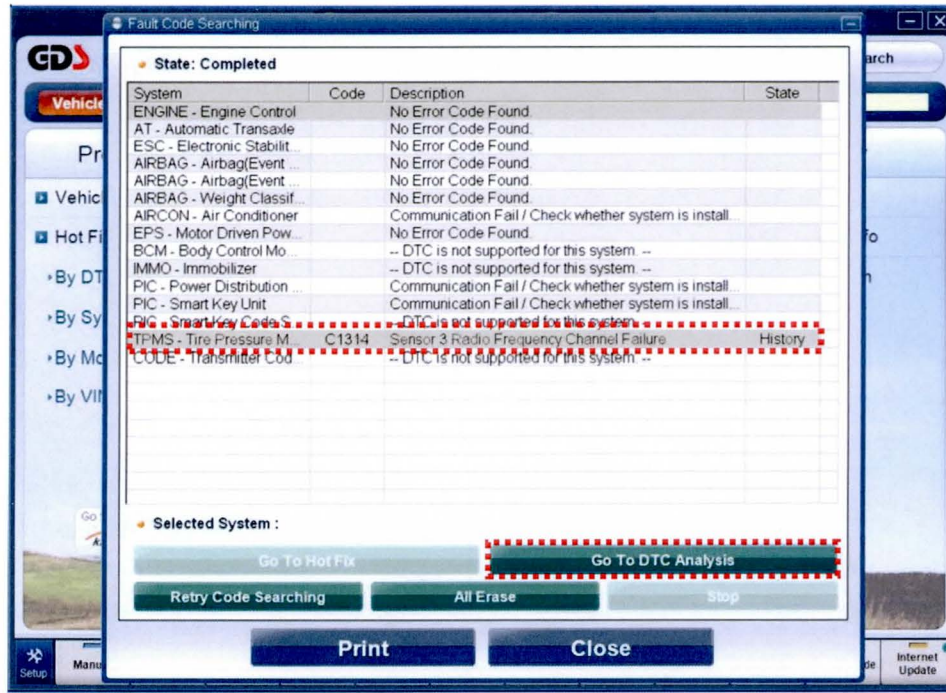3. Click on the "Send to File" button to save the screenshot.

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4. For more information on each DTC, highlight the DTC by clicking on it and then click on the "Go To DTC Analysis" button.

5. Also, it is good practice to always check Freeze Frame Data for all DTCs. Go to the system (e.g. Engine, A/T) where the DTC was recorded, click on Current Data > DTC > Freeze Frame to view the details. Save and print a screen capture(s) of these, if available.
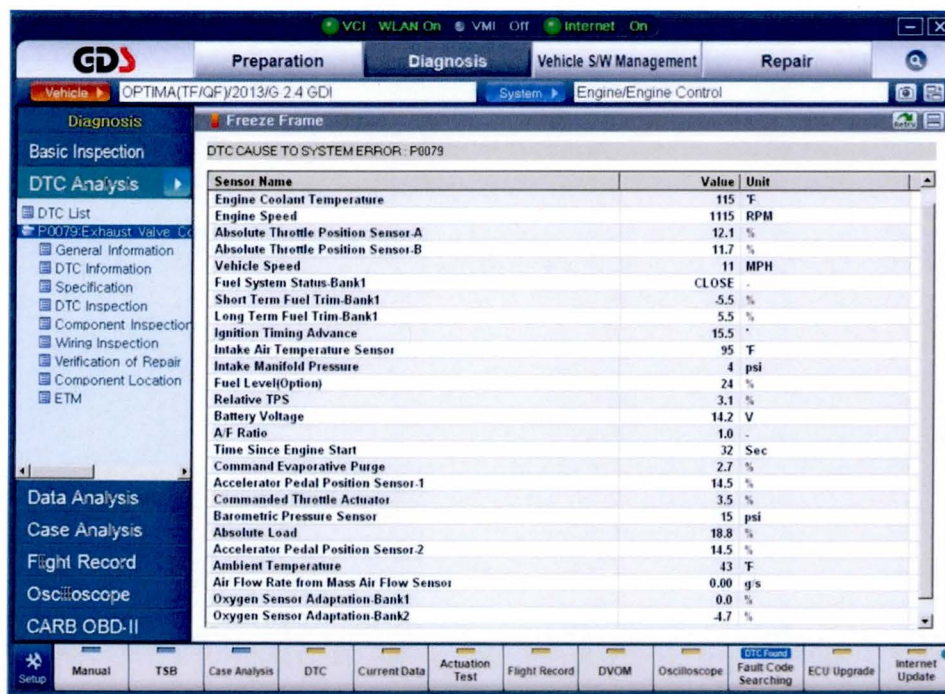
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6. All DTCs found during this initial check must be recorded by the technician in the repair order, specifying whether each was listed as *active*, *pending*, or *history*. All DTCs must also be entered in the "DTC" field when submitting a warranty claim. Include the phrase "Scanned all systems for DTCs and found..." in the warranty claim notes.

Getting the "full picture" of all of a vehicle's systems is not only helpful to technicians in diagnosing the problem correctly the first time, it also enables the Kia Technical Assistance Hotline to provide better advice, lays the foundation for quicker product quality improvements, and decreases the chances of a warranty chargeback.