



Preliminary Information

PIP4902J Procedure For Emailing Global Diagnostic System 2 (GDS2) Session Log To GM TAC (US and Canada Dealers Only)

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2010 - 2017	All	All	All	All

All GM Vehicles That Use GDS2 for Capturing Session Logs

Supersession Statement:

This PI was superseded to updated to change recommendations TAC Canada E-Mail Address. Please discard PIP4802H. The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

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.

Recommendations / 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)

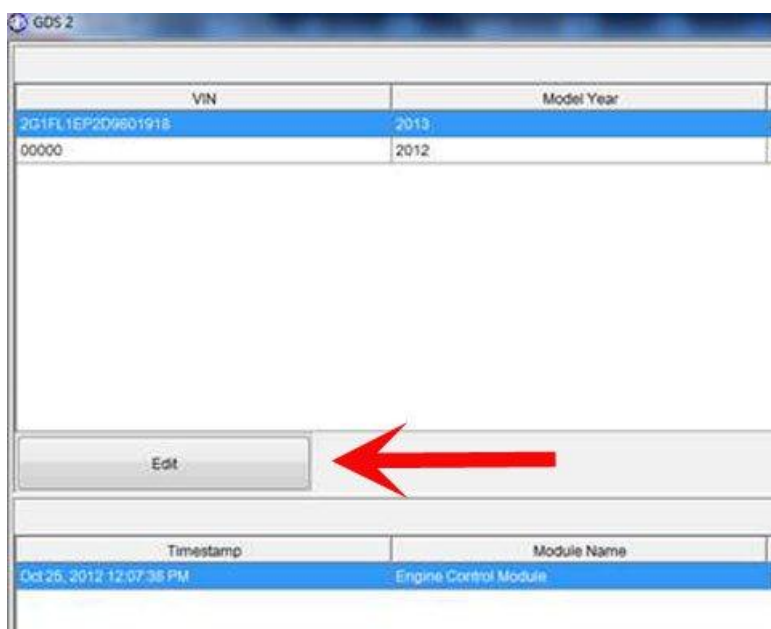
February 2011 Techlink

January 2011 Techlink

1. Launch GDS2 and click Review Stored Data as shown below.

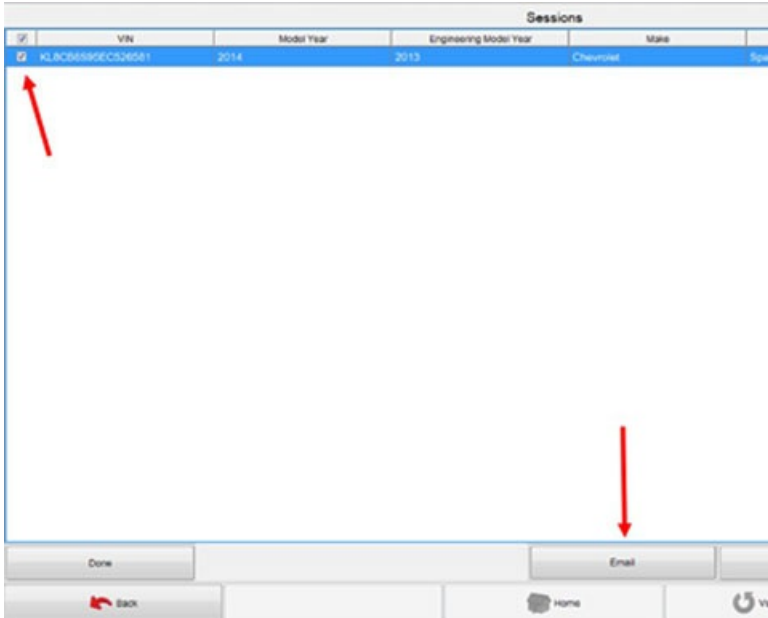


2. Click on the Edit Button as shown below.



3. Click on the Check Box next to the session log that you would like to email to TAC and then click the Email 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.

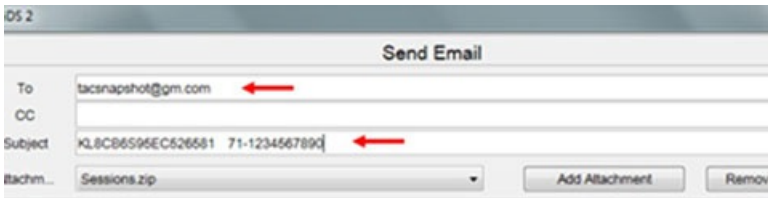


4. On the next screen you will notice the VIN has already been entered in the Subject field. Please leave the VIN there, but add the TAC case number after the VIN as shown below. To send the snapshot to TAC use the appropriate email address listed below:

USA: tacsnapshot@gm.com

Canada: TACSNAPSHOTCANADA@gm.com.

Restricted part : gmpartrestriction@gm.com



Warranty Information

For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair. Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

