Job Aid

# Sending Vehicle Data to Tech Line (Applies to both HDS and i-HDS)

When you view data using the HDS or i-HDS, vehicle history data typically will automatically load into the laptop PC's memory. To help troubleshoot the vehicle, Tech Line may ask you to send them this data.

The HDS and i-HDS use the same screen for this function, which is described in this job aid. To view the *Tech2Tech*® video outlining this procedure, Click here.

Tech Line prefers that service technicians send this information 30 minutes prior to calling in. This ensures that the data is available when you call.

To send a vehicle data file, follow these steps:

1. Connect your laptop PC to the Internet. Both wireless and cable connections are acceptable, but because of the large file size, choose the fastest connection available.

2. In the i-HDS software, open the **HOME menu** and select the **Stored Data Playback** option.
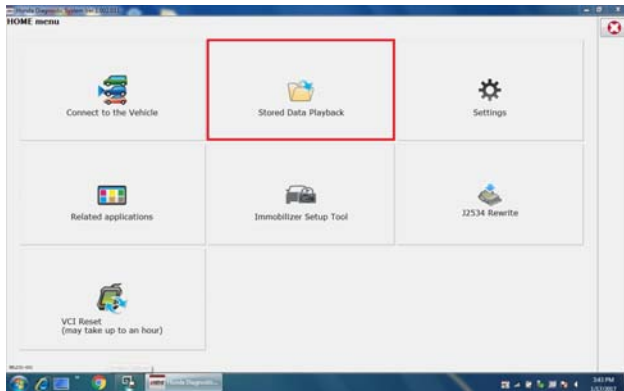

3. The **Stored Data Selection** lists eight different data choices. You will typically send data to Tech lLine using the **DTCs/Freeze Data** for DTC- related data, or **Snapshot** or **On-board snapshot** for vehicle snapshots.
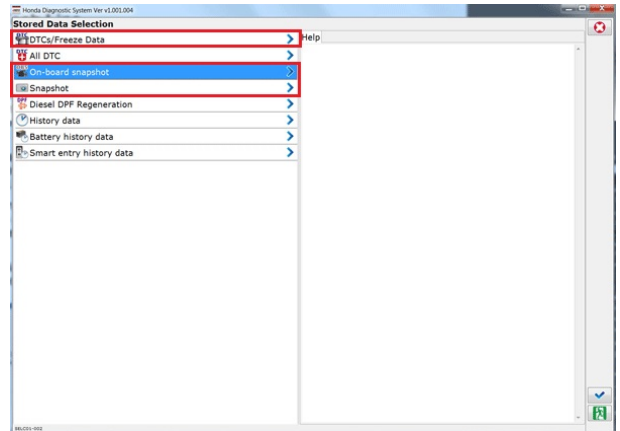

4. Choosing a data type on this page opens the **Stored Data Browser** screen for those files. The filter options on the left side of this page allow you to select data files sorted by model, model year, vehicle system, file creation date, or VIN.

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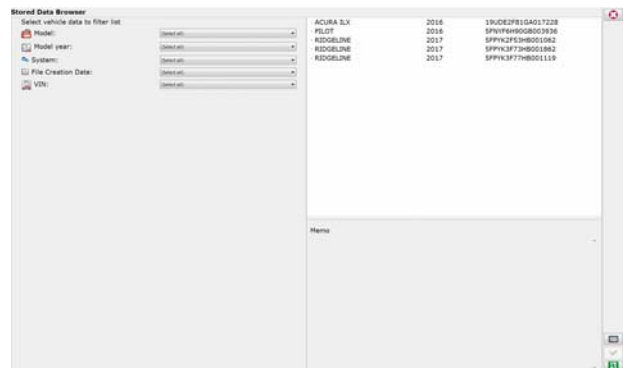
5. To list all files associated with a specific VIN, click on the arrow on the left side of the record.
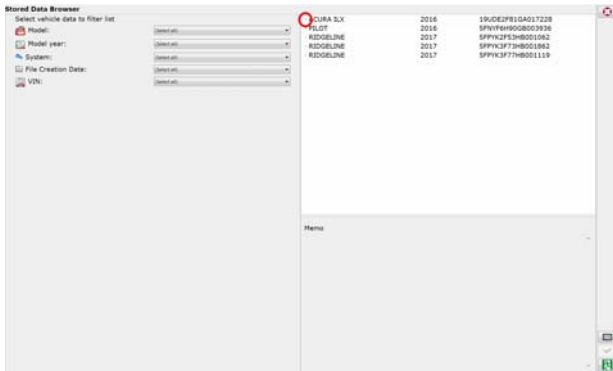

6. Double click on the file you wish to send. This action opens the file in a new page.
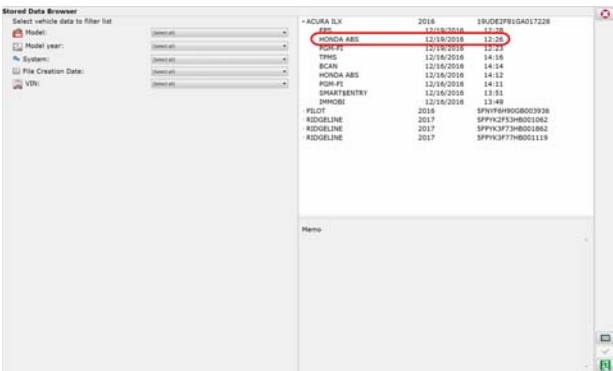
NOTE: For DTC files, if the screen only shows a pending code, the vehicle did not record any freeze frame or permanent DTC records. There will be no data to send to Tech Line.

7. In the data record, click on the Send On Demand icon.

NOTE: The Send On Demand icon may use a paper airplane icon instead of the icon shown here. If needed, hover over the icon and confirm the icon name is "Send On Demand."
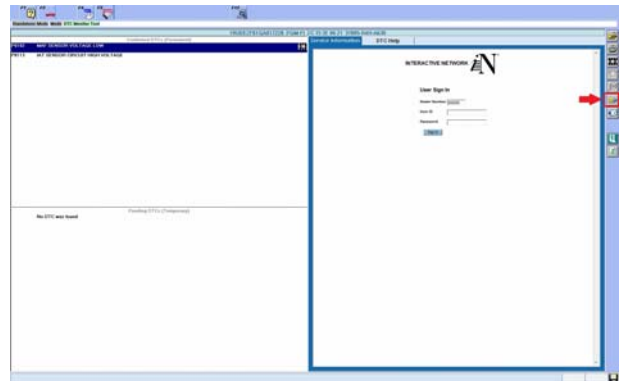
8. When the **Send On Demand** pop-up box appears, enter the Tech Line reference number (provided by Tech Line) in the **Enter an Ro# or DPTS ID** field. If you do not have a Tech Line reference number, type in your 6-digit dealer number followed by a zero. After entering the number, click on **Send.**
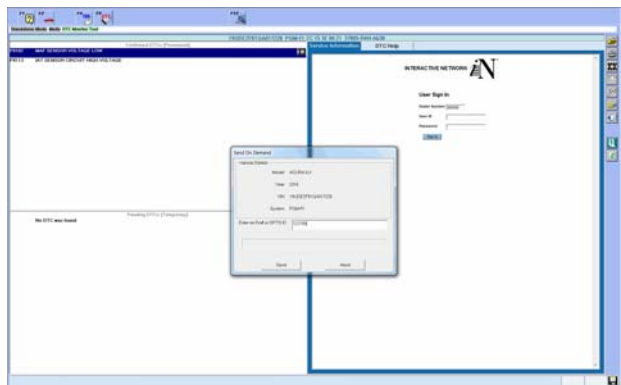
9. After clicking on **Send**, if the pop-up box disappears, the transfer is complete. If the pop-up reads **Error Code or File transfer failed,** the PC is not linked to the Internet. To address this issue, see your dealership's IT professional.