Bulletin No.: PIP4902R
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Preliminary Information

PIP4902R 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 - 2024	All	All	All	All

All GM Vehicles That Use GDS2 for Capturing Session Logs

Supersession Statement:

This PI was superseded to update Model Years. Please discard PIP4902Q.

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.

If attempting to attach a GDS2 session log to a TAC case through the dealer case management tool, please review latest version of PIP5632.

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)

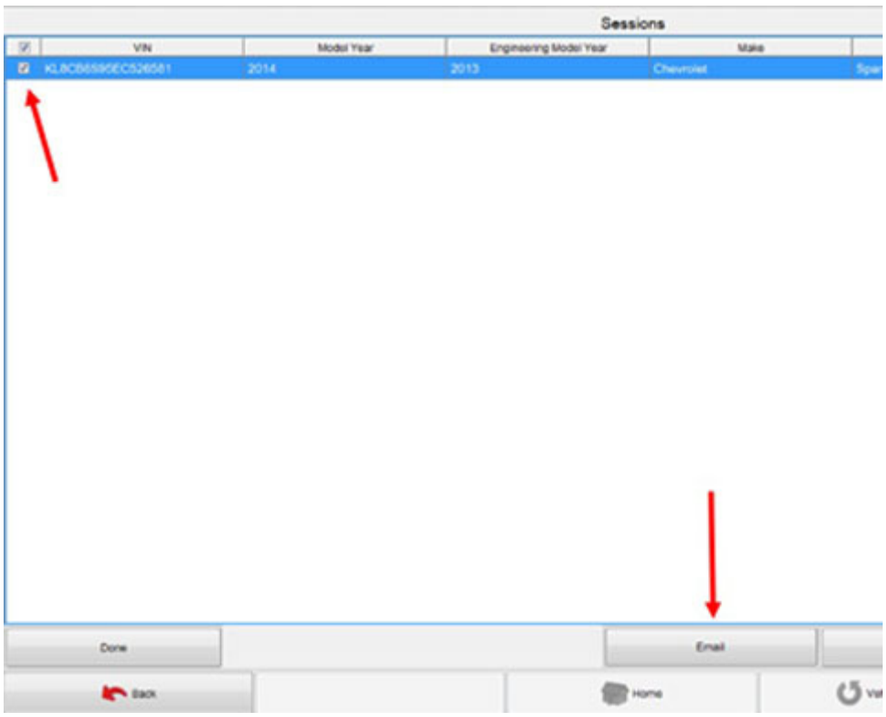
February 2011 Techlink

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.

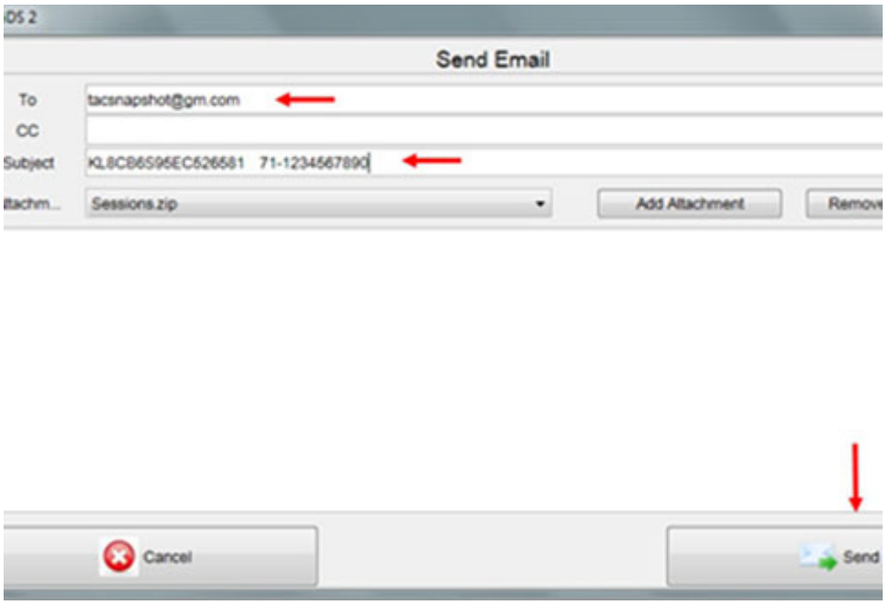


4. On the next screen you will notice the VIN has already been entered in the Subject field. Please leave the VIN there, but add the TAC case number after the VIN as shown below. To send the snapshot to TAC use the appropriate email address listed below:

USA: tacsnapshot@gm.com

Canada: TACSNAPSHOTCANADA@gm.com

Restricted part : gmpartrestriction@gm.com



Please be sure to identify the snapshot by placing the TAC Case Number, the last eight digits of the VIN and the type of data (i.e. engine or transmission) in the subject line of your e-mail.

Important:

Once the session has been Emailed, Please update the case through the DCM portal or call TAC back so the TAC agent knows the session was sent.

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.

GENERAL MOTORS

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