



Service Bulletin

Bulletin No.: PIP6104

Date: March, 2026

PRELIMINARY INFORMATION

Subject: Attaching GDS2 Session Logs to TAC Cases in CX Connect

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
ALL	ALL	2010-2026		ALL	ALL	ALL	ALL

Involved Region or Country	U.S. Only
Condition	If TAC requests a GDS2 Session Log, follow the procedures below to attach a session log to the TAC case using CX Connect.

Correction

Process:

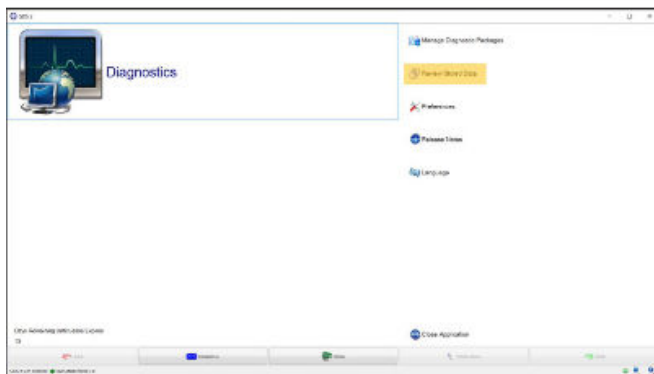
If you are attempting to EMAIL TAC a GDS2 Session Log please refer to the latest version of PIP4902.

Placing Bookmarks at points of interest in a Session Log may be helpful for TAC to assist you with diagnosing the concern.

To export a session log from GDS2 and attach to a TAC case using CX connect, perform the following:

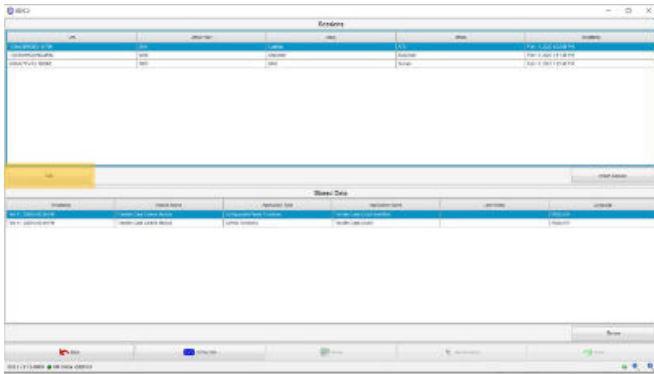
Note: Do not use the "Save As" tab in GDS2 as this will save the file in a .csv format that cannot be viewed by TAC

Step 1: Click on the Review Stored Data button as indicated in the highlighted section of the screenshot.



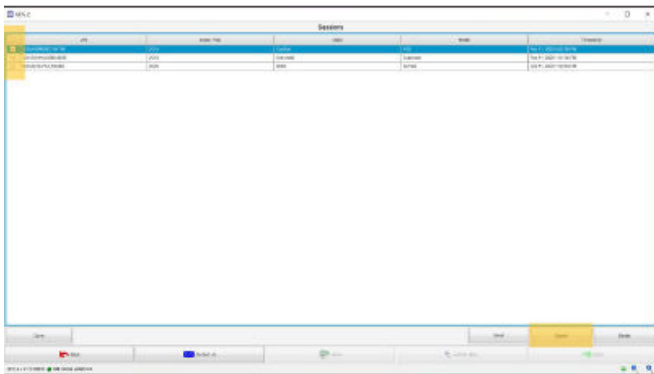
7097955

Step 2: Click on the Edit button as highlighted.



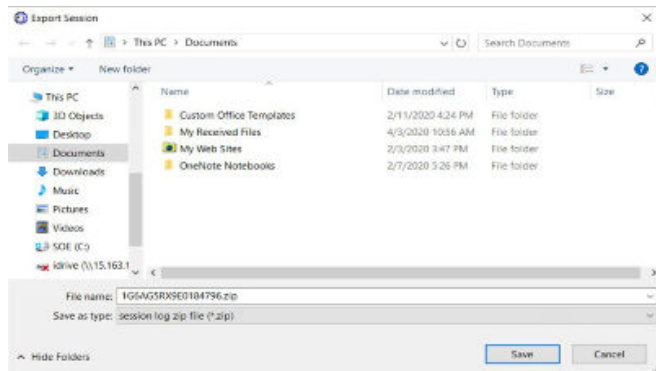
7097956

Step 3: Put a check mark next to the VIN you are retrieving a session log from and then click the Export button as highlighted.



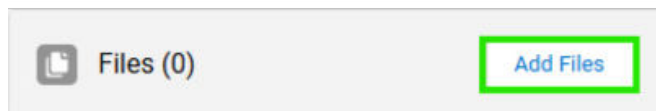
7097957

Step 4: A save dialog box will appear with the VIN pre-populated in the box. Be sure to save the file in a location you can find it later.



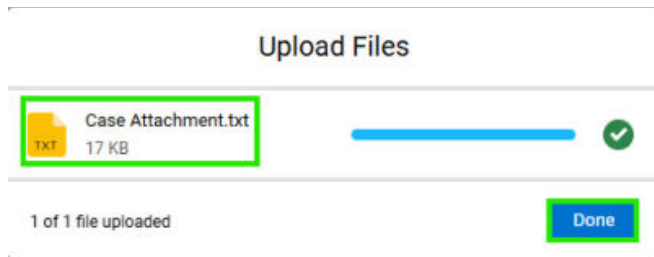
7097958

Step 5: To attach a file to your case, locate the Files component on the right side of your case. Click Add Files:



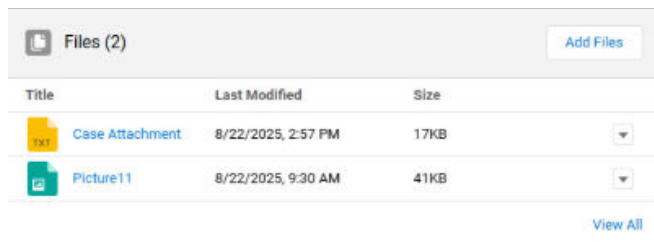
7098682

Step 6: Select Upload Files, navigate to the file that you'd like to upload and click Open. Once the file is uploaded, you will see the Upload Files splash screen with your attachment. Click Done to navigate back to the case page:



7098683

Step 7: You can now see all files attached to your case:



7098684

Version	1
Modified	03/09/2026 Created on

