



Service Bulletin

Bulletin No.: PIP4902W

Date: September, 2026

PRELIMINARY INFORMATION

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

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All	All	2010 - 2027		All	All	All	All

Supersession Statement

This PI was superseded to update model years. Please discard PIP4902V.

All GM Vehicles That Use GDS2 for Capturing Session Logs

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.

Correction

If TAC requests a GDS2 Session Log, follow the procedure below to email it to them.

Note: For dealers using CX Connect that would prefer to attach GDS session logs directly to a TAC case:

Please reference the latest copy of PIP6104 or articles 000212206 and 000214088 in CX connect for GDS session log data collection.

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

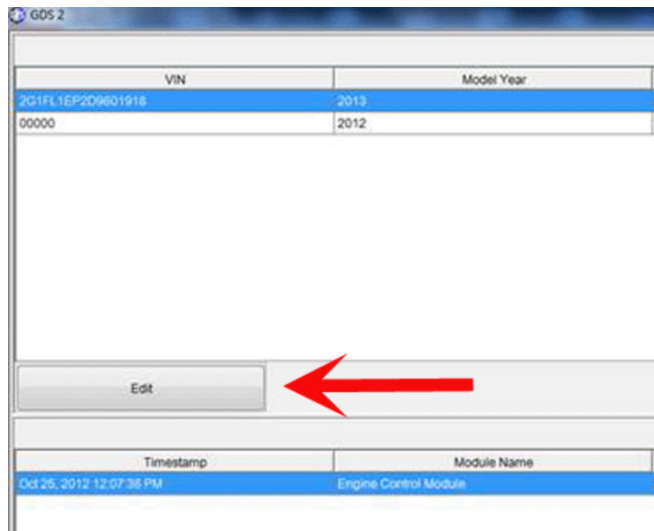
January 2011 Techlink

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



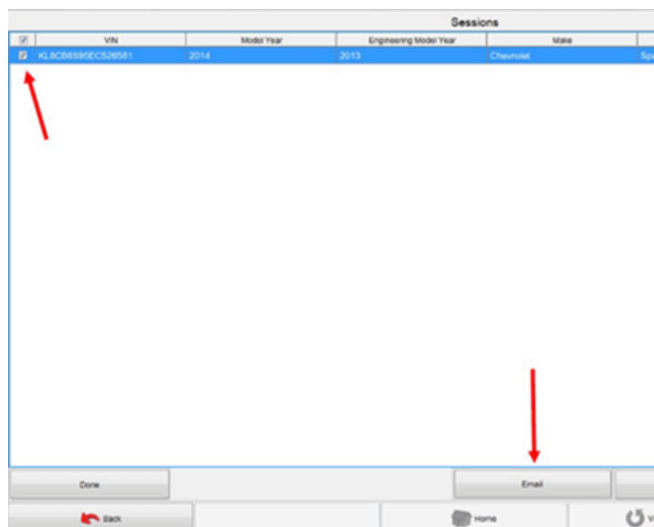
2967862

2. Click on the Edit Button as shown below.



2967863

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.



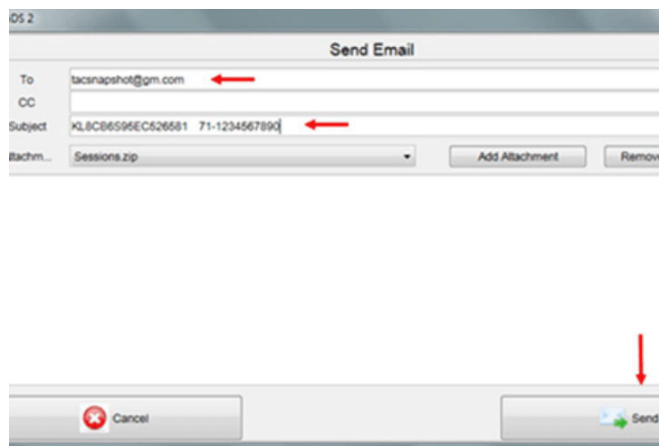
3953974

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



3953976

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.

Once the session has been Emailed, Please update the case through CX Connect 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.