Service Bulletin

PRELIMINARY INFORMATION

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

Models:
2013 Buick Encore

2010-2013 Buick LaCrosse

2011-2013 Buick Regal

2012-2013 Buick Verano

2010-2013 Cadillac SRX

2013 Cadillac ATS, XTS

2010-2013 Chevrolet Camaro, Equinox

2011-2013 Chevrolet Cruze

2012-2013 Chevrolet Sonic, Orlando (Canada Only)

2013 Chevrolet Malibu, Spark, TRAX (Canada Only)

2011-2013 Chevrolet Volt

2010-2013 GMC Terrain

This PI was superseded to update vehicle models. Please discard PIP4902E.

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.
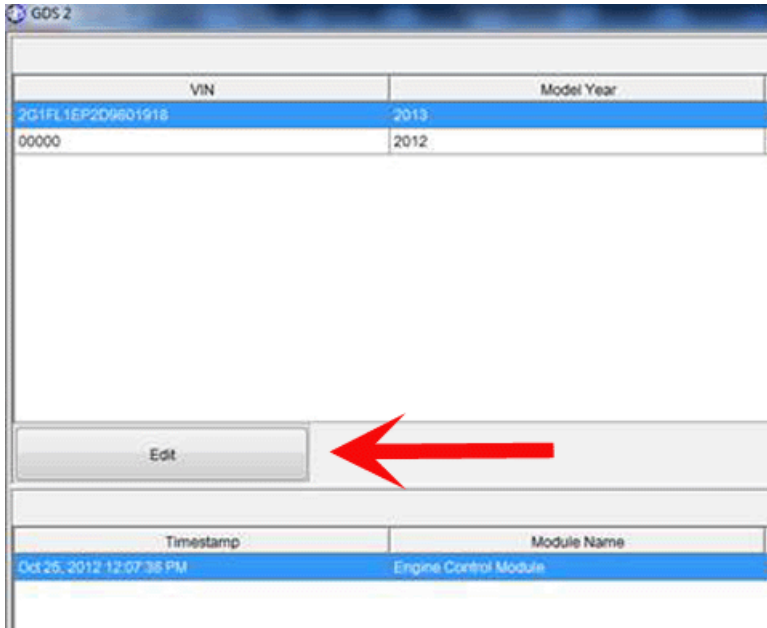
Recommendation/Instructions

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)
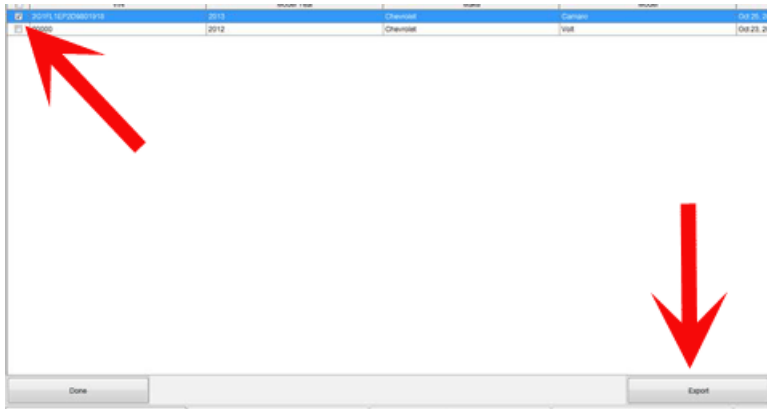- February 2011 Techlink
- January 2011 Techlink

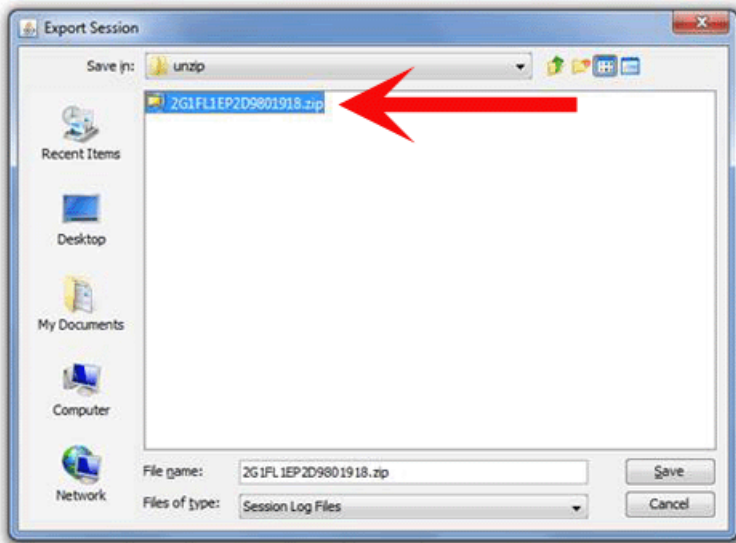1. Launch GDS2 and click Review Stored Data as shown below.
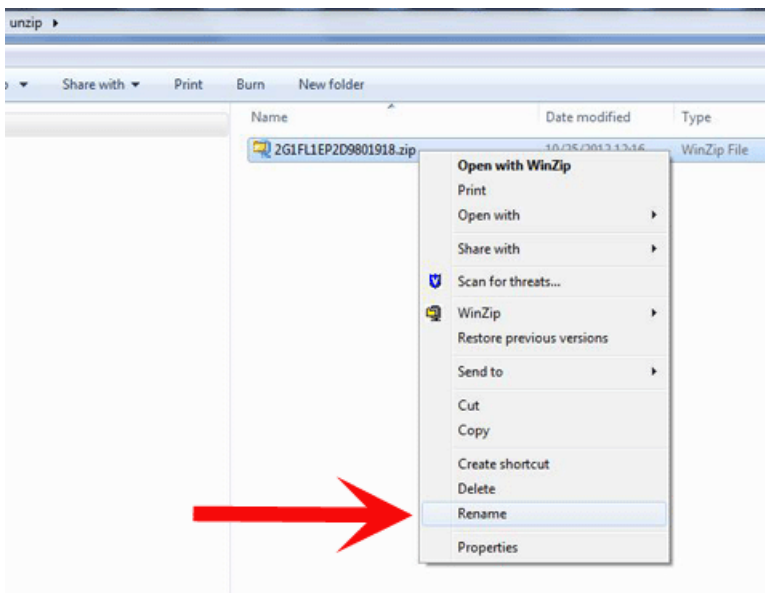
2. Click on the Edit Button as shown below.

3. Click on the Check Box (1) next to the session log that you would like to email to TAC and then click the Export 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.
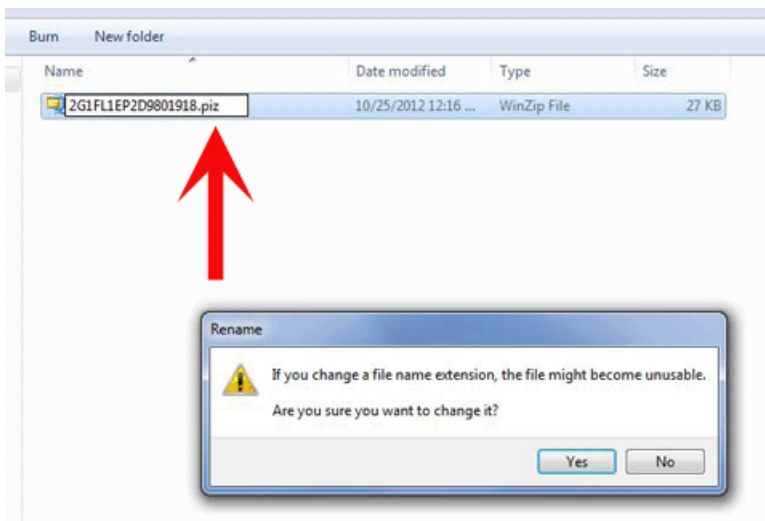

4. Select a location to save/export the file to but DO NOT change the file name or file extension yet. In this example, we saved the file to a folder that we created on the desktop of our computer named Unzip, but you can save the file anywhere that you would like.

5. Use your mouse to right-click on the .zip file that you just saved and click Rename as shown below.
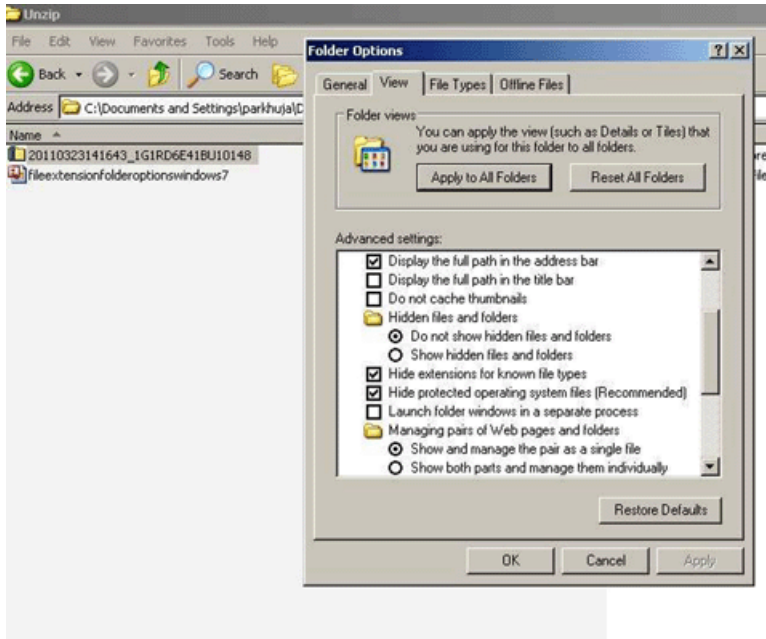

6. Use your mouse to highlight the file extension .zip and type .piz, which should change the file extension from .zip to .piz. Do not change any other part of the file name. If you get the message below after changing the file extension, click yes to proceed.
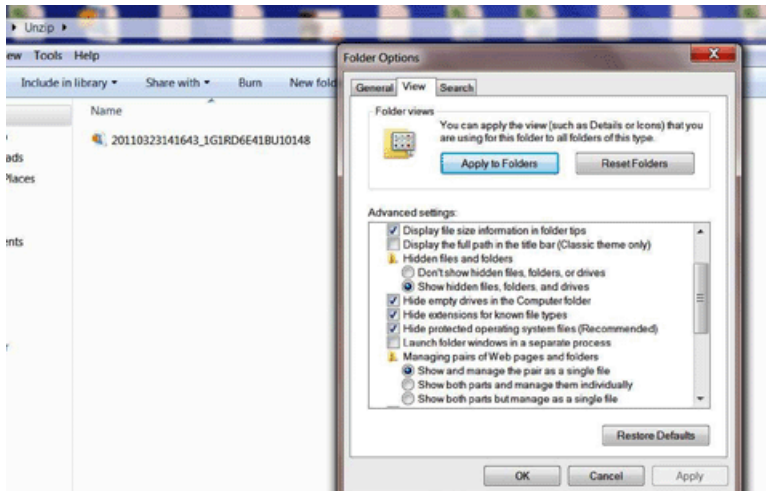

Notice: If the file extension (.zip) described above is not available, it will be necessary to change your folder options to display the file extension by following these steps: - Click "Tools" at the top of the screen - Select "Folder Options" - Select "View Tab" - Remove the check mark that is in the "Hide Extensions for Known File Types" box as shown halfway down the page in the related screen prints below.
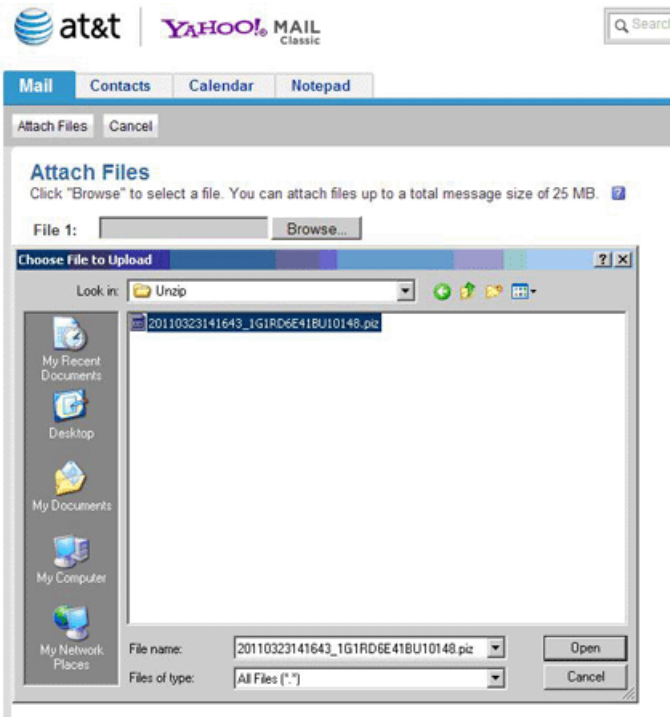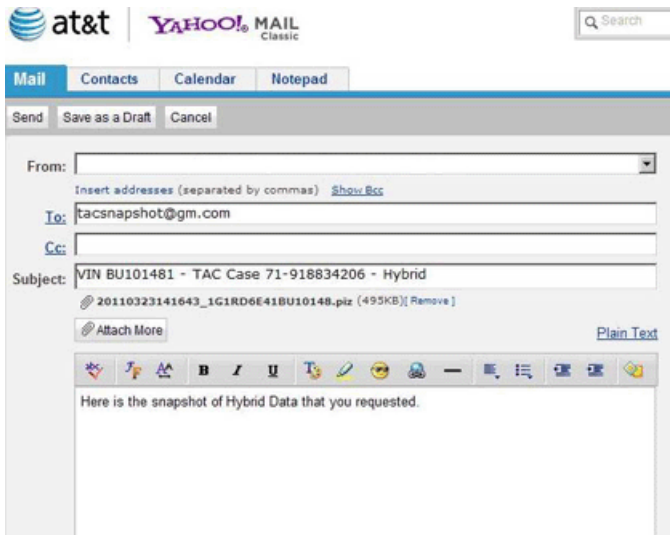
Windows XP Screenprint

Windows 7 Screenprint

7. Open a new email using any email account - we used a Yahoo account in the example below.

8. Click the attach file button (some accounts may have a paperclip button instead) and attach the .piz file that you just saved.

9. Add the TAC Case Number, Last 8 Digits of the VIN Number, and Type of Snapshot (Engine, Hybrid, etc.) to the Subject Line of the email. This is necessary or the email may not be processed.

10. Send the snapshot to the correct TAC email address below:

USA: tacsnapshot@gm.com

Canada: TAC.SNAPSHOTS@CC.GM.CA

Warranty Information

For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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