



# Preliminary Information

## PIP5632C Procedure For Attaching GDS2 Session Logs To Technical Assistance Cases Using Dealer Case Management (DCM) (US Dealers Only).

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2010 - 2020	All	All	All	All

Involved Region or Country	North America
Condition	If TAC requests a GDS2 Session Log, follow the procedures below to attach a session log to the TAC case using Dealer Case Management (DCM).

If you are attempting to EMAIL TAC a GDS2 Session Log please refer to the latest version of [PIP4902](#).

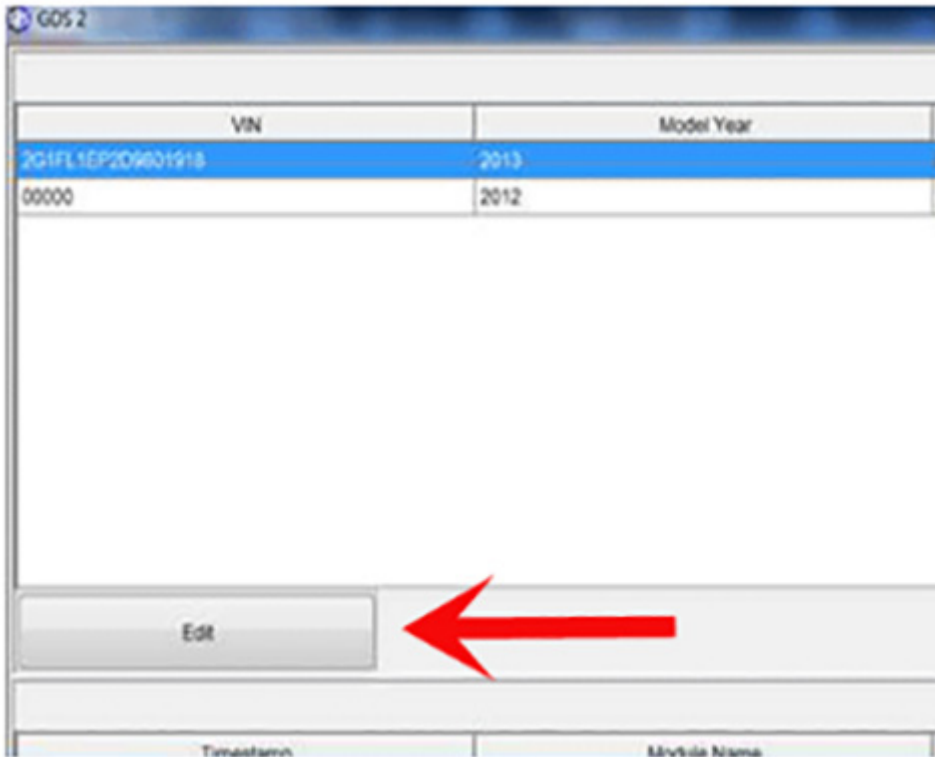
Placing Bookmarks at points of interest in a Session Log may be helpful for TAC to assist you with diagnosing the concern.

To export a session log from GDS2 and attach to a TAC case using the Dealer Case Management tool, perform the following:

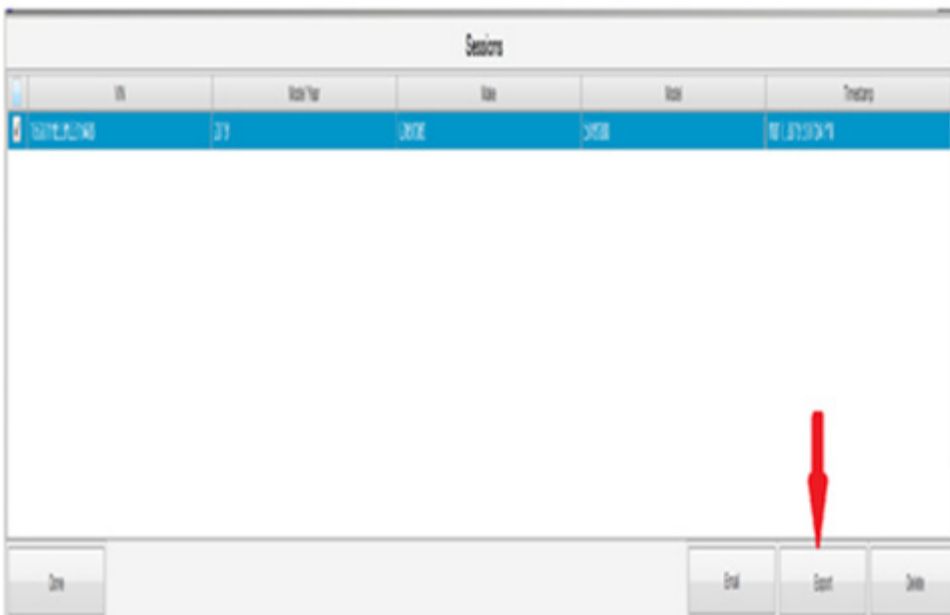
1. Launch GDS2 and click Review Stored Data as shown below.



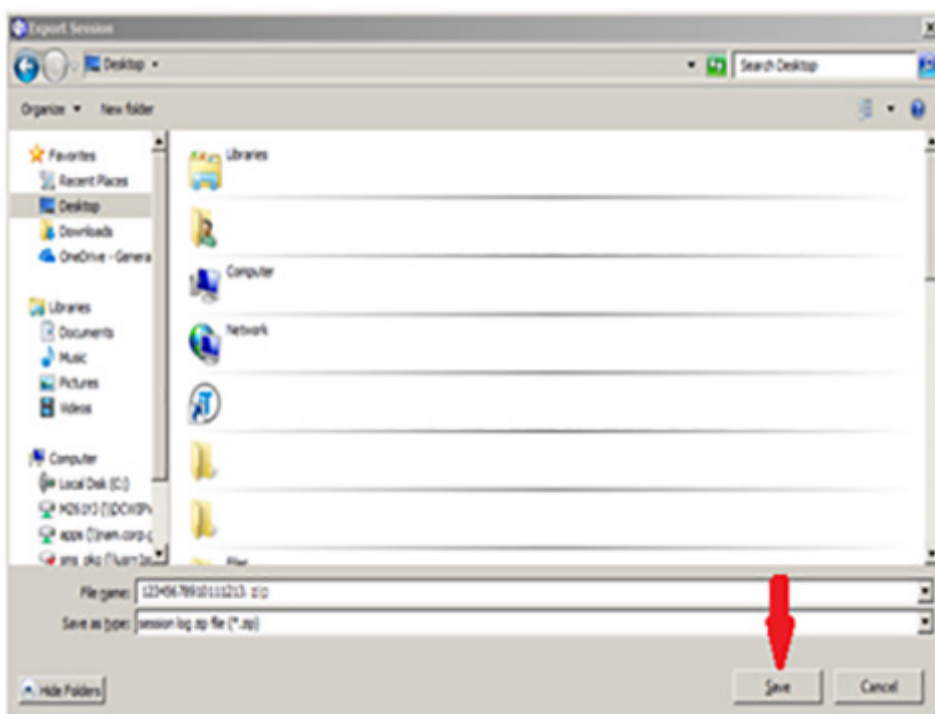
2. Click on the Edit Button as shown below.



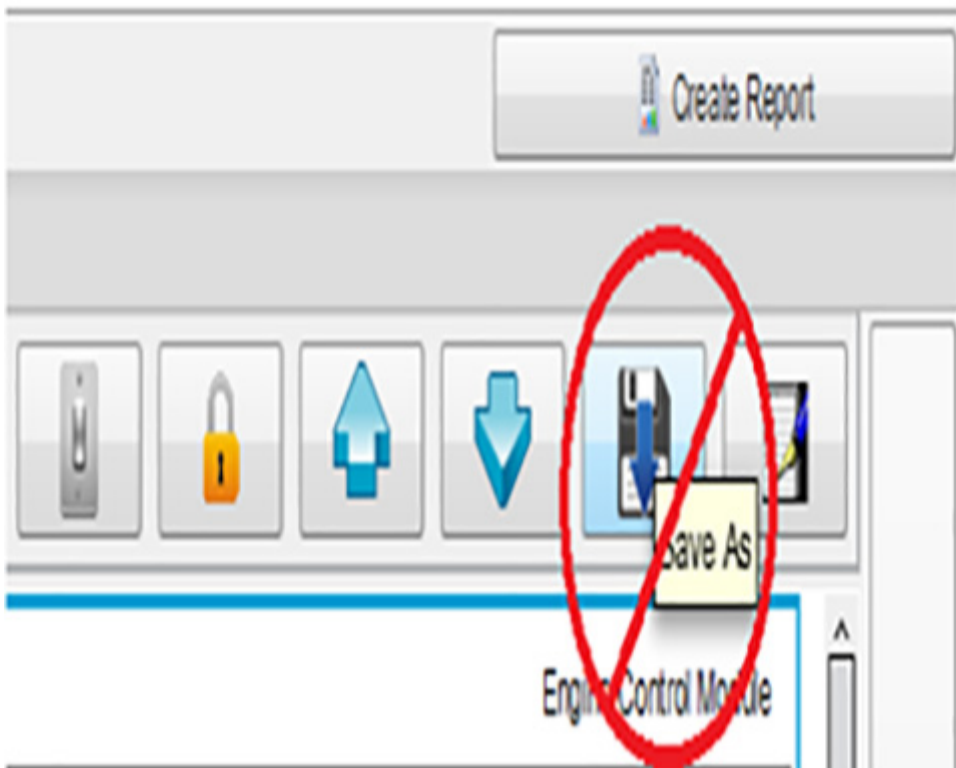
3. Click on the Check Box next to the session log that you would like to email to TAC and then click the Export Button as shown below.



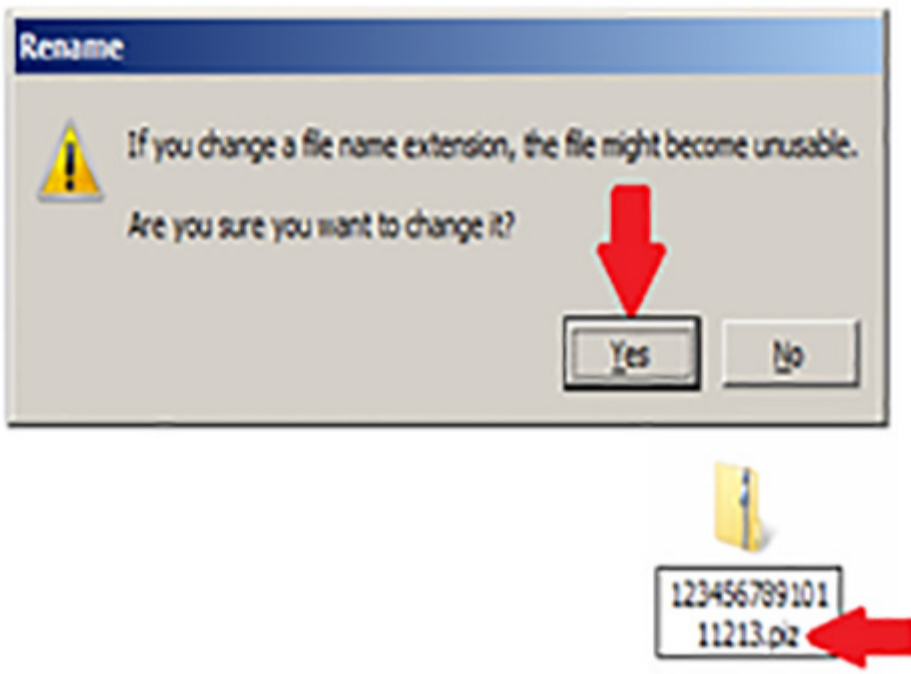
4. Save the Session Log file to the Computer's Desktop as shown below:



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



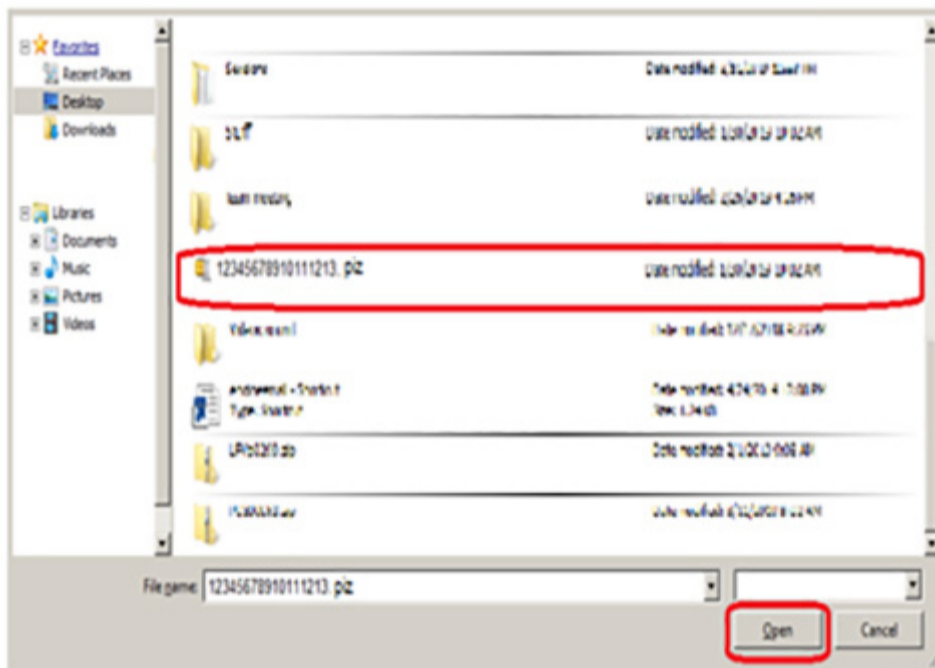
5. Once the GDS2 Session Log has been saved to the computer's desktop, right click on the file and select "rename", change the file extension from .zip to .piz (this will allow for the file to properly attach to the TAC case):



6. To upload the GDS2 Session Log, select the "Add Attachment" tab in the Dealer Case Management tool and then click the "Add Attachment" box:



7. Select the GDS2 Session log from the computer's desktop that you wish to attach to the TAC case:



8. The Session Log will now be loaded into the "Edit Attachment" box, at this point comments can be added to the attachment as needed. Clicking on the "Save" tab will attach the GDS2 session log to the TAC case:



**Note: Your document must be scanned for virus threats and will temporarily display as "Pending."**

**Session log load times and TAC response times may vary, your patience is appreciated.**

Version History

Version	4
Modified	03/12/2019 - Created on 05/28/2019 - Updated to add internal process. 09/05/2019 - Updated to include model year 2020 and clarify attachment instructions 08/03/2020 - Updated to add term "DCM" to improve SI searchability



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