

Techline Data Service Update TDS available in TIS2Web for all dealerships

TIS2Web and the Service Programming System (SPS) put vehicle software calibration files within easy reach during programming. They just need to be downloaded from the internet. But what if the files were already downloaded and waiting in your dealership when needed? The Techline Data Service (TDS) does just that, making programming faster and easier, especially for longer infotainment SPS events.

TIP: Techline Data Service (TDS) distribution was completed in June 2016 and TDS has been activated for all GM dealerships. A TDS tab can be found in TIS2Web.

TDS is an enhancement to the way larger vehicle software calibration files are delivered and managed through TIS2Web. Previously, large files, such as infotainment software, were distributed to dealerships via DVD and USB drives, leaving them susceptible to being damaged or misplaced. With TDS, files are simply downloaded once and are available to all through the dealership's network.



TDS tab in TIS2Web

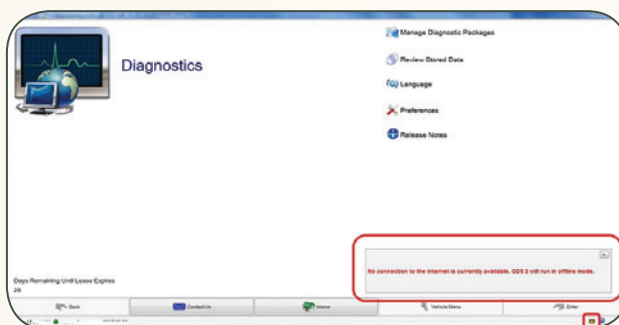
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GDS2 Offline Mode in Latest Software Update

GDS2 software updated version 17 was recently released. This update features a major application change that allows GDS2 to operate in Offline mode when an internet connection is not available.

If the PC does not have any network connection, GDS2 will now run in Offline mode, even if the PC is connected to a

wireless hub. When no network connection is detected, a message will flash for five seconds stating that GDS2 is in Offline mode.



GDS2 Offline mode message

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Customer Care and Aftersales

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Automatic Downloads

Once TDS is installed and configured in the dealership, files are sent automatically to a dedicated computer during hours designated by the dealership, including during non-business hours or overnight. By having only one computer downloading the large calibration files, it eliminates the need for each PC in the service department to download large files throughout the day and exhaust internet bandwidth. Other Techline PCs in the shop can quickly pull the files from the dedicated computer through the shop's network when needed. There's no waiting.

Looking forward, as the size of programming files continue to increase, inevitably so will the wait times to download them through an internet connection during busy business hours. That means valuable repair time could be saved during every programming event if the large files are ready and waiting in the dealership in advance of needing them.

Techline cache DVDs and infotainment DVDs Discontinued

TDS is currently optional for GM dealerships, but it has been designed to take the place of the Techline cache DVDs and infotainment DVDs, which have been discontinued.

SPS calibrations are available over the internet through TIS2Web during the SPS programming event, but the time required for this method depends on your local download speed and network conditions.

Required computer equipment

The PC minimum requirements for TDS are:

- Windows 7 Professional
- A minimum 500 GB free hard drive space and 4 GB RAM.
- The PC should be dedicated and powered on at all times to receive calibration files continuously.
- The PC should be hard wired to the network (wireless is not recommended).
- The PC must be a desktop (recommended) or laptop computer. Servers do not qualify.

In the U.S., visit <http://desdealerservices.com/services/to> purchase a TDS certified computer for your dealership. Review the GM Dealership Infrastructure Guidelines before purchasing a new computer.

Installation Instructions

All GM dealerships currently have TDS activated through TIS2Web. A TDS tab is on the TIS2Web home screen. Following are the quick set-up instructions for installing TDS on one dedicated computer ("server") and on the Techline PCs in the shop that will be pulling files from the dedicated computer.

Server Installation:

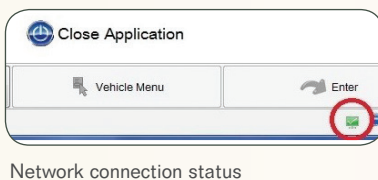
1. Designate one computer in the shop to be the "server" that will download files for all other Techline PCs to use.
2. On the dedicated computer, open the TDS tab in TIS2Web and click "Start TDS Installation."

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GDS2 Offline Mode in Latest Software Update

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The current network connection status, indicated by an icon, is displayed in the lower right corner of the screen. Possible status connections are:



• Ready to connect

GDS2 is in Online mode and ready to connect to TIS2Web.



• Problem connecting

GDS2 is in Online mode but has a problem connecting to TIS2Web.



• Unknown

GDS2 connection mode is unknown. This status is usually seen at application startup and is only briefly displayed.



• Working

GDS2 is busy connecting to TIS2Web.



• Offline mode

This new icon indicates GDS2 is running in Offline mode.

If RPO questions have not been answered before going offline, they need to be answered manually. If RPO questions are already answered, they will be applied automatically. The connection icon would remain at "Ready to connect" state until the next connection check.

When a network connection is restored, GDS2 will automatically switch to Online mode at the next connection test.

TIP: Once a month, the GDS2 diagnostic package also is updated. It contains updated information on individual vehicle platforms. These updates are available in GDS2 by clicking on the "Update" button or by clicking on "Manage Diagnostic Packages."

Look for the GDS 2 update when logging into TIS2Web and launching GDS2.

🙏 Thanks to Chris Henley

March 2017

Techline Data Service Update – continued from page 2

3. Use all default settings during installation.
4. While TDS is loading, if a Windows Security Alert appears, check all boxes and allow access.
5. Once installation is complete, a Techline Cache (TLC) Administration window will appear. Write down the value of the TDS Server (Share) option. This will be used during the PC client installation.
6. Close the Techline Cache (TLC) Administration window. Set-up is complete.

PC Client Installation:

1. Start SPS from TIS2Web.
2. While SPS is loading, if a Windows Security Alert appears, check all boxes and allow access.

3. Once SPS is launched, close the SPS window.
4. Click the GM Techline Cache icon, located in the system tray or near the clock on the PC, to open the Techline Cache Administration application.
5. Once the Techline Cache Administration window has opened, verify the TDS Server (Share) value is the same as noted on the “server” computer.
6. If the PC client and “server” computer have the same value, TDS installation is complete.
7. Close the Techline Cache (TLC) Administration window.

For complete installation procedures and operating information, refer to the Techline Data Service User Guide. The guide is available on TIS2Web by clicking the Help icon (question mark) and selecting the User Manual menu of the left side of the Help screen.

☺ Thanks to Chris Henley

2017 Service Manager Satisfaction Survey Ends May 5

The 2017 Service Manager Satisfaction Survey is now available to service managers of all GM dealerships. The deadline for completing the survey is May 5.

GM and other automotive manufacturers co-sponsor the industry study of service managers across the United States. The results of the survey help to determine industry trends and satisfaction levels with the services and support provided by all manufacturers.

The survey should take around 30 minutes to complete. Your feedback is extremely important and will be shared within GM in order to help develop the support programs that will deliver an exceptional ownership experience for all GM customers.

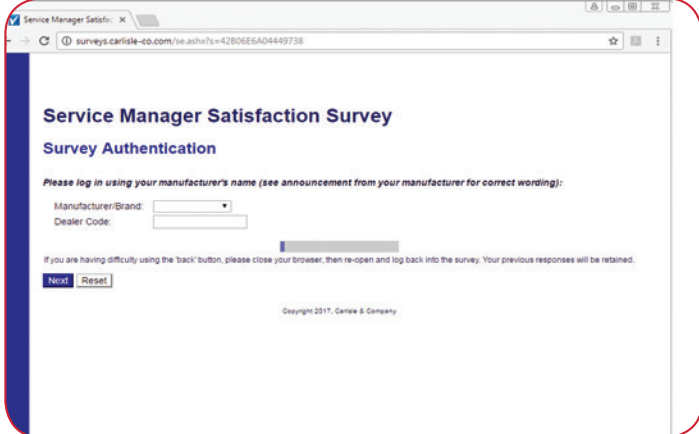
In response to input on the 2016 survey, improvements were made by GM in several areas affecting dealership service departments:

- Customer Assistance Support (CAC/Roadside/Courtesy Transportation)
- Rewards/Recognition
- Technical Support (PQC, Techline, FSE, TAC)
- Service Information
- Service Retention
- Service Marketing Support

One item put in place based on service manager feedback was a remote access button that was added to TIS allowing the Techline Customer Support Center (TCSC) to take control of a dealership PC when troubleshooting. With remote access, TCSC is able to reduce the amount of time it takes to provide a resolution to a technical issue.

Another example is the new Loan Tool Program (LTP) that augments the U.S. Essential Tool Program. The LTP provides a cost-effective alternative to required purchases of high cost and/or infrequently used special tools. Communication with GM dealerships to build awareness of new essential tools also has been enhanced with announcement flyers included in every essential tool shipment and on the GM Tools website. The announcements include the part number, a description of the part, vehicle applications, and the reason for the tool.

Take the 2017 Survey



www.GMServiceManagerSurvey.com

To access the 2017 survey, visit www.GMServiceManagerSurvey.com.

When prompted, enter:

- Manufacturer/Brand: GM
- Dealer Code: your 6-digit BAC code

If you are interrupted or have to leave the survey before completing it, it automatically tracks your progress so you can return at any time and pick up where you left off.

If you would like your ratings to be anonymous you may indicate this at the beginning of the survey. Your written comments will not be anonymous so that you can be contacted if needed to clarify or discuss your responses. Your comments are extremely important. They ensure that GM clearly understands your concerns.

Answer all the questions you can; seek assistance of others in your dealership if necessary. If a question does not apply specifically to your operations, please leave the question blank.

If you have any questions, contact George Kalso at george.kalso@gm.com. Please include your dealer code and contact information.

☺ Thanks to George Kalso

Duramax Diesel Engine Coolant Leak

2017 Silverado and Sierra models equipped with the 6.6L Duramax diesel engine (RPO L5P) may display a Driver Information Center low coolant message or may show coolant consumption or a coolant leak. These conditions may be due to cooling system leaks or an improper coolant fill procedure.

When diagnosing these conditions, be sure to complete the coolant system leak checks in the appropriate Service Information to verify there are no external leaks. It may take a few engine temperature cycles, from operating temperature to cold, for the coolant level to show a lower than normal level.

TIP: Do not pressure test the coolant system.

Coolant Loss

Check for coolant leaks at the welded flange on the Exhaust Gas Recirculation (EGR) coolant return pipe and coolant feed pipe.

In addition, check the O-ring seal on the EGR coolant feed pipe for a coolant leak. The O-ring may be pinched or rolled. It may be necessary to remove the front accessory drive bracket and alternator.

Coolant also may leak from the coolant hoses at the Emission Reduction Fluid Injector (DEF injector).

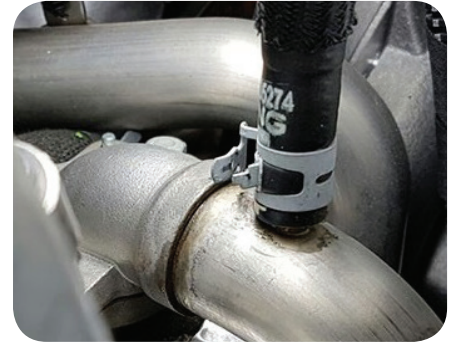
Radiator Surge Tank

The radiator surge tank uses two different radiator surge tank caps. The radiator surge tank cap that vents pressure in the event of excessive cooling system pressure is located on the lower outboard side of the radiator surge tank. The radiator surge tank cap that is located on top of the radiator surge tank is where the cooling system is filled. It has left hand threads; turn the cap clockwise to remove the cap and counterclockwise to install the cap. If the cap is turned in the wrong direction when installing or removing it, there may damage to the cap and/or the surge tank.

🙏 Thanks to John Stempnik



Check the welded flange on the EGR coolant return pipe.



Check the welded flange on the EGR coolant feed pipe.



Check the O-ring seal on the EGR coolant feed pipe.



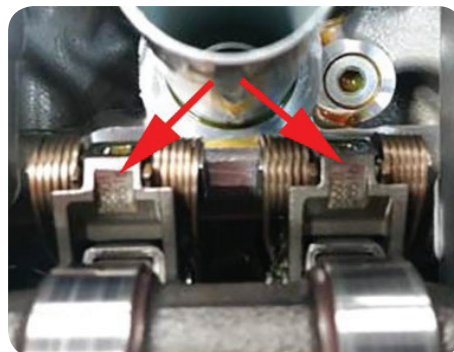
Check the coolant hoses at the DEF injector.

Ticking Sounds on Active Fuel Management Cylinders

A ticking or knocking sound may be heard on some 2016-2017 ATS, CT6, CTS, Camaro; 2017 LaCrosse, XT5, Colorado, Canyon and Acadia models equipped with the 3.6L engine (RPO LGX). The 3.6L engine uses Active Fuel Management (AFM) to conserve fuel. The ticking or knocking sound may be heard coming from the AFM cylinders. DTCs P0300 (Engine Misfire Detected), P0302 (Cylinder2 Misfire Detected) or P0305 (Cylinder5 Misfire Detected) may be set.

The ticking or knocking sound may be heard all the time, only under load, or intermittently. The sound may be caused by spongy stationary hydraulic lash adjusters (SHLA) (lifters) or a damaged switching roller finger followers (SRFF).

TIP: Prior to disassembly of any components, record a sound file or video with



The matte finish of the hood wrap can be damaged if not cared for properly. Both feature a vinyl hood wrap.

sound of the engine running. The file may be needed when contacting the Technical Assistance Center (TAC) or may be requested by GM Engineering.

Refer to #PIP5486 for diagnostic and repair instructions. The diagnostic steps must be performed in order.

Diagnosis includes verifying the injectors are not leaking and causing a noise due to excessive fuel in one cylinder as well as inspecting for excessive carbon on the intake valve stems and the top of the valve.

If the sound is still evident after these steps, test for soft or spongy stationary hydraulic lash adjusters (SHLA).

It also may be necessary to inspect the switching roller finger followers (SRFF) for any damage, such as a stuck locking pin or fractured torsion spring. If any one of the SRFFs are damaged, replace all four on the affected cylinder.

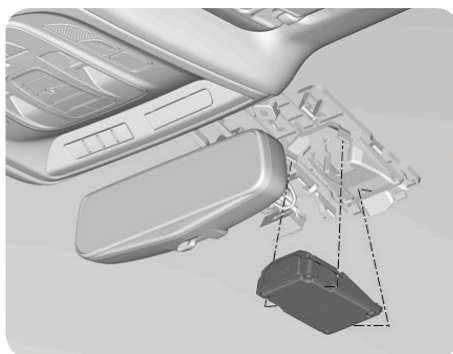
🙏 Thanks to Aron Wilson

Front View Camera Calibration

When replacing a front view camera module on 2012-2018 GM models equipped with a front view camera, it's necessary to reprogram the module as well as perform the calibration process for the front view camera system. The calibration process will not start automatically using the Service Programming System (SPS) and must be initiated with GDS2.

TIP: Refer to the appropriate Service Information to determine if the front view camera module requires programming and/or calibration.

The front view camera detects visual queues such as lane markings. On a system such as Lane Keep Assist, the front view camera module receives an input from the Lane Keep Assist switch and controls the Lane Keep Assist switch indicator output. The front view camera module also communicates via serial data with the instrument cluster, radio, and memory seat module to request visual, and audible or haptic alerts.



Front view camera module

Calibration Conditions

Follow the calibration procedure listed in the appropriate Service Information. The calibration process should be completed within 3–5 minutes when the proper driving conditions are met. If the conditions are not met, the front view camera module will continuously run the service point calibration until the calibration process is successfully completed.

To calibrate the front view camera module, the following conditions must be met:

- Clean windshield
- Avoid lane changes
- Maintain vehicle speed between 35–56 mph (56–90 km/h)
- Ensure the road contains visible references (well defined lane markings, curbs, etc.).
- Camera is properly installed. Verify it is snapped into tabs and secure.

No Calibration

If the front view camera module calibration is not completed successfully, check the following items:

- 1) Review the Manufacturer's Enable Counter (MEC) parameter in the Identification Information data list. It must equal zero or the learn procedure will not function. The MEC is the third parameter from the top of the list. If it is not zero after programming, contact the Techline Customer Support Center (TCSC).
- 2) Review the parameter Frontview Camera Learn Mode Status in the GDS2 FCM Data Display to confirm the Learn State value.
 - If this parameter shows Not Learned, press the Learn button under Frontview Camera Learn in Config/Reset Functions.
 - If this parameter shows Learn Enabled, do not press the Learn button again. The Learn function is already enabled and the vehicle just needs to be driven.
 - If this parameter shows Learned, the system is learned and operational.
- 3) Do not press the Learn button in GDS2 more than once. If the Learn selection button has been pressed, a second button press will cause the FCM Learn function to fail. Confirm state of learn by looking at the Frontview Camera Learn Mode Status parameter.



Screen shot of Learn function failure

👤 Thanks to Bret Raupp

GM TechLink is published for all GM retail technicians and service consultants to provide timely information to help increase knowledge about GM products and improve the performance of the service department.

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