Techline Connect Feature Update
Service Programming Related Field Actions
Introducing New “Direct Launch” capability

Update: 2021-10-24
Techline Connect
Service Programming Field Actions

10/24/2021 Update

• GM is introducing the first of several improvements to simplify the work around Service Programming related Field Actions.
• These improvements are designed to improve first time quality in completion of Field Actions, as well as first time quality with respect to claim payment to dealers.

1. Earlier this year, the Open Field Actions section was modified to provide direct links to bulletins.

2. For technicians that have access to the GM Warranty data as part of their Techline Connect Profile, technicians can now see, from the dashboard which Field Actions require Service Programming.

3. Additionally, from the dashboard, technicians can now “launch” the Field Action programming.
Techline Connect
Service Programming Field Actions

NEW: Open Programmable Field Actions Page

- If the VIN being worked on has Field Actions that require Service Programming, the SPS Application will now show a new Open Programming Field Actions page
- This page is separated into two sections:
  - Open Field Actions – Direct Launch Handling Available
  - Open Field Actions – Legacy Programming
- The next pages will look more closely at each area
Techline Connect
Service Programming Field Actions

Open Field Actions – Direct Launch Handling Available

IMPORTANT: Field actions listed in the Direct Launch Section must be completed using the process described below

1. Start by selecting a Field Action with Status of Open or Incomplete
   - The selected Field Action will be highlighted with a blue shading
   - Once a Field Action is selected, the Start Field Action Programming button will be activated

2. Select Start Field Action Programming
   - All required programming actions for the selected Field Action will be initiated.
   - Upon completion the Warranty Claim Code page printout will include the appropriate Warranty Claim Code as well as the Field Action number
   - Repeat the process for all Open or Incomplete Field Actions

Correct module(s) and programming actions will automatically be activated
Techline Connect
Service Programming Field Actions

Open Field Actions – Direct Launch Handling Available

• Once a Field Action has been successfully programmed, the SPS Status will be updated to “Programming Complete – Pending Claim Submission”
  – For a Field Action with this status, no further programming actions are required and the Start Field Action button is deactivated
  – Normal processes for claim submission should be followed.
  – After the claim is processed and closed, the Field Action will no longer be displayed

• If during the programming event there is a failure preventing the field action from full completion, the SPS Status will be updated to indicate Programming Incomplete – Retry Required
  – Field Action selection and Start Programming available

• Repeated programming concerns should be escalated using normal processes
Field actions that are listed in this section are not directly impacted by the new handling.

For Field Actions listed in this section, the technician should review the Field Action to identify the impacted controller(s) and execute the required programming actions.

Field Actions listed in this section are NOT SELECTABLE. The list is provided for reference.

1. Use the “Go to Controller Selection” button to move to the Supported Controllers page.

2. From here, select controller and programming actions as indicated in the Field Action bulletin.
Some screen display settings may impact the number of Field Actions that are displayed in both the new Direct Launch section and the Legacy Programming Section.

When this condition exists, the vertical scroll bar should be used to assure ALL Field Actions are handled.

- A later release will add a Field Action count to each section making it easier to see if scrolling is required.

If you need to program a module prior to executing Field Actions, simply use the “Go to Controller Selection” button below the Legacy Programming window. This will take you to the Supported Controllers screen where all normal programming can be conducted.
Techline Connect
Service Programming Field Actions

How will the new functionality be introduced?

• Most Field Actions that launch after November 2021 will use the new Direct Launch capability.

• To start, most Field Actions active prior to November 2021 will use the Legacy Field Action handling.

• Where possible, GM will convert field actions to Direct Launch when historical data shows that complexity has contributed to programming challenges and claim rejection.