



**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**  
Version: 1.13.0-SNAPSHOT \$(jenkins.build.number) Future State

DASHBOARD GDS2 SI SPS2

**CHEVROLET**

2021 TAHOE 4WD  
Color:  
Build Date: 2019-11-20  
Delivery Date:

Vehicle Information  
Branded Title: No Warranty Block: No

Open Field Actions

Number	Status	Description	Type	SPS2
N212338110	O Open ...	Airbag Light May Not Indicate Malfunction	ZPSR	Launch
N212327470	O Open ...	Infotainment Screen Remains Black In Cold Temperatures - Exp. W/Base Warranty	ZSUB	Launch

# 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

**Open Programmable Field Actions**

**Open Field Actions - Direct Launch Handling Available**

For Field Actions listed in this section, you MUST execute the Field Action by selecting the Field Action and then selecting "Start Field Action Programming" button

Field Action	Description	Type	SPS Status
N212338110	Airbag Light May Not Indicate Malfunction	ZPSR	Open
N212327470	Infotainment Screen Remains Black In Cold Temperatures - Exp. W/Base Warranty	ZSUB	Programming Complete - Pending Claim Submission

Select Programming Type: Normal Start Field Action Programming

**Open Field Actions - Legacy Programming**

Please review the field action in SI to confirm impacted modules. See "Go to Controller Selection" and select appropriate programming actions

Field Action	Description	Type	
N202317390	Brake System Control Module - Fault	ZCSP	ⓘ Please see SI for execution details
N202307090	Auto Stop with Low Battery State - Expires with Base Warranty	ZSUB	ⓘ Please see SI for execution details

Back Go to Controller Selection

# 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

general motors

1 Click to select Field Action

Field Action	Description	Type	SPS Status
N212338110	Airbag Light May Not Indicate Malfunction	ZPSR	Open
N212327470	Infotainment Screen Remains Black in Cold Temperatures - Exp. W/Basic Warranty	ZSUB	Programming Complete - Pending Claim Submission

Select Programming Type: Normal

Start Field Action Programming

2 Select to start programming

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

SPS Status updated

Field Action	Description	Type	SPS Status
N212338110	Airbag Light May Not Indicate Malfunction	ZPSR	Programming Complete - Pending Claim Submission
N212327470	Infotainment Screen Remains Black In Cold Temperatures - Exp. W/Basic Warranty	ZSUB	Programming Complete - Pending Claim Submission

Select Programming Type:  Start Field Action Programming

- 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

SPS Status updated

Field Action	Description	Type	SPS Status
N212338110	Airbag Light May Not Indicate Malfunction	ZPSR	Programming Incomplete - Retry Required
N212327470	Infotainment Screen Remains Black In Cold Temperatures - Exp. W/Basic Warranty	ZSUB	Programming Complete - Pending Claim Submission

Select Programming Type:  Start Field Action Programming

# Techline Connect Service Programming Field Actions



## Open Field Actions - Legacy Programming

- 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.

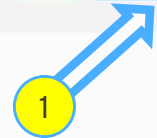
- From here, select controller and programming actions as indicated in the Field Action bulletin.

Open Field Actions - Legacy Programming

Please review the field action in SI to confirm impacted modules. Select "Go to Controller Selection" and select appropriate programming actions

Field Action	Description	Type	
N202317390	Brake System Control Module Internal Fault	ZCSP	① Please see SI for execution details
N202307080	Auto Stop with Low Battery State of Charge - Expires with Base Warranty	ZSUB	① Please see SI for execution details

Back Go to Controller Selection



# Techline Connect Service Programming Field Actions

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## Additional Tips

- 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

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## 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