

GM Service Information User Guide



The GM Service Information User Guide

The General Motors Service Information (GMSi) User Guide provides a comprehensive overview of GMSi software.

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Microsoft Window screen captures are used for instructional purposes.

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Customer Support Overview

Independent automotive customers with an authorized purchase of GMSi may contact the ACDelco Aftermarket Support Center for assistance with the GMSi application.

1-888-212-8959

An ACDelco representative will resolve your problem over the phone, or direct your problem to the appropriate group.

Requirements to run GMSi

Important Hardware Guidelines

ACDelco provides IT guidelines to help users have a seamless experience when using GMSi and TIS2Web software applications. To avoid unnecessary compliance issues with GMSi and TIS2Web, please review and adhere to the stated infrastructure guidelines.

Details on minimum system requirements can be accessed from the following site:

<http://www.gmdesolutions.com/services/standards.php> - (Use the 'view guidelines' link)

These guidelines for GM Dealers also apply to independents, Professional Service Centers and Key Fleets using ACDelco Aftermarket subscriptions. For questions on these guidelines, contact 888-212-8959, prompt #2.

Starting GMSi

GMSi software is available to the automotive aftermarket via online subscription. Register at www.acdelcotds.com for immediate access.

GMSi Overview

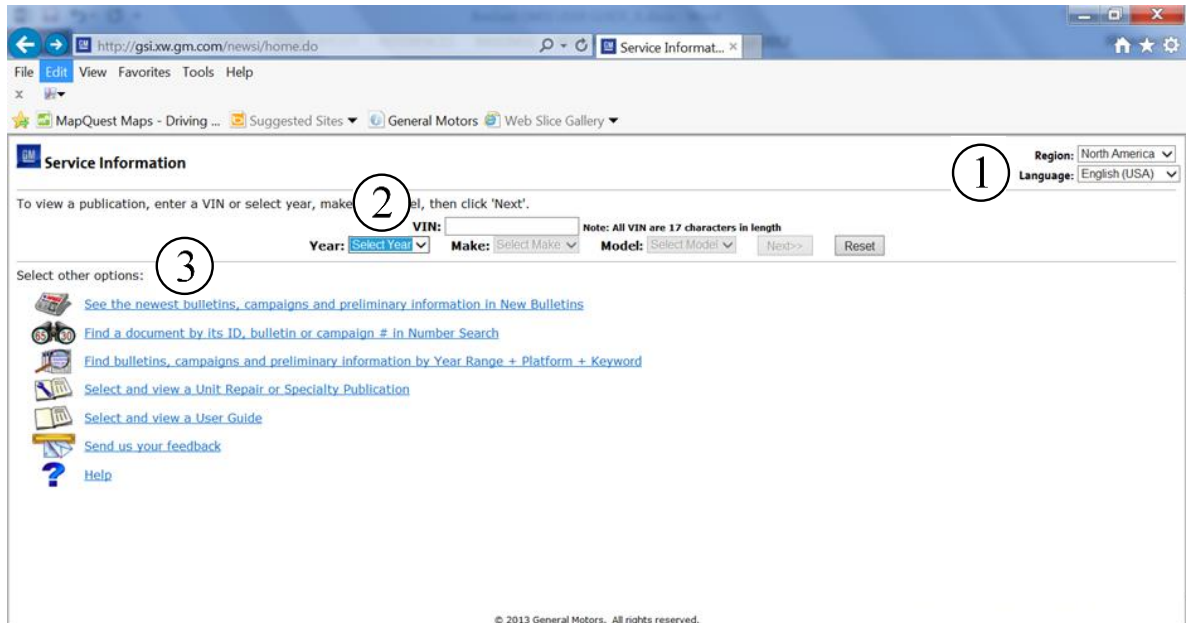
The service information delivery tool for General Motors and the ACDelco Aftermarket is GMSi.

GMSi contains GM Service Information including:


- GM Vehicle Diagnostics
- Service and Collision Repair Manuals
- Campaigns, service bulletins and preliminary information for GM vehicles
- GM Owner's Manuals and glove box supplements
- Easy-to-use keyword/document/number search

GMSi is formatted in hypertext markup language (HTML), which can be viewed on any computer with an internet browser, such as Microsoft Internet Explorer. GMSi is available on the Internet and on USB.

GMSi Home Page

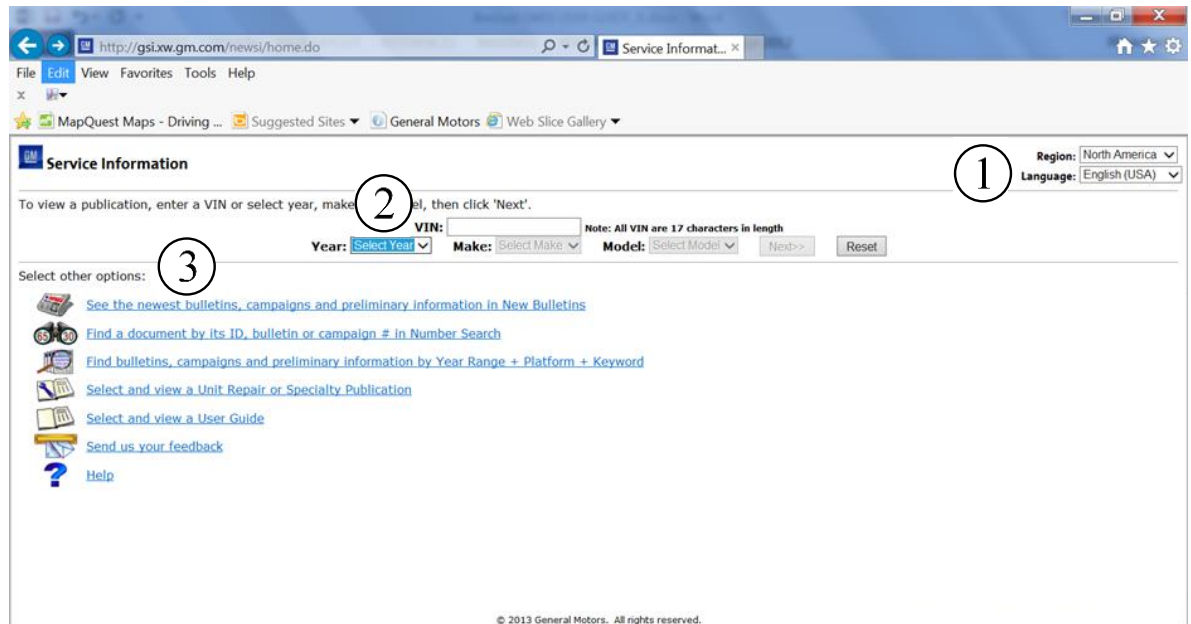


The General Motors Service Information Home Page is accessible from anywhere in the GMSi system. Various icons in the document can help you navigate throughout the system.

	<p><i>Home</i> – Wherever your search leads you within GMSi, you can return to the home page by clicking on the “<i>Home</i>” icon.</p>
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The GMSi Home Page is divided into three areas.

1. Region and Language Selection



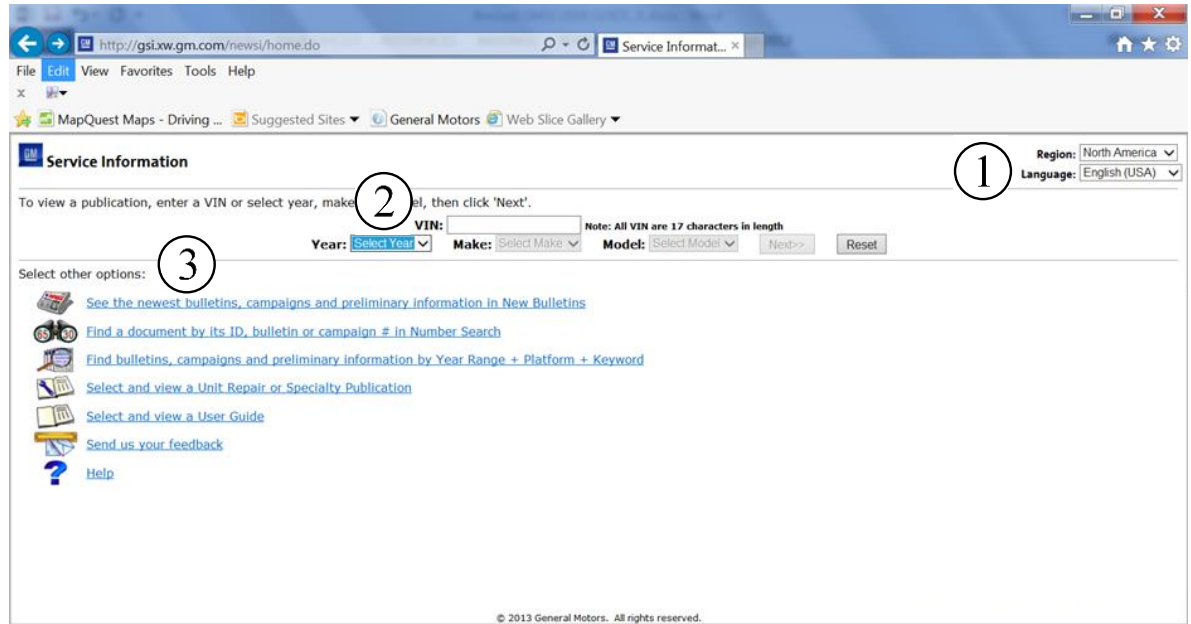
The Region pull down menu (1) allows you to select a GM region first. The Region pull down menu represents available regions within the GMSi application. Changing Regions changes the options available in the Language drop-down menu. Be sure to choose the appropriate selection for your area.

- North America
- South America
- Europe
- GM/CIO
- China
- Korea
- Australia/NZ

Note: This feature is not available on the DVD version of GMSi.

Next, select the desired language for viewing the GM Service Information. The pull down menu represents available languages within the GMSi application.

2. To View a Publication

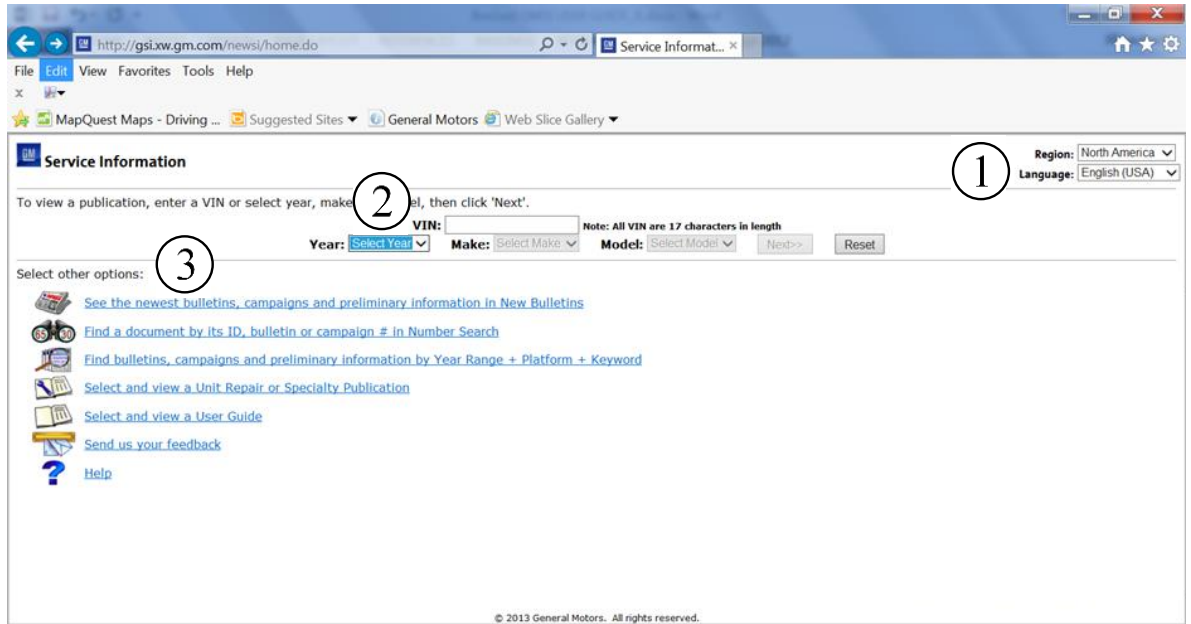


The middle area of the Home Page relates to Service Publications (2). Here you can go to a specific vehicle type by using the Vehicle Identification Number (VIN) entry or go to build a vehicle using the Year, Make and Model drop down menus. Then select “Next” or “Reset”.

After selecting Next, you may select a vehicle Publication to view.

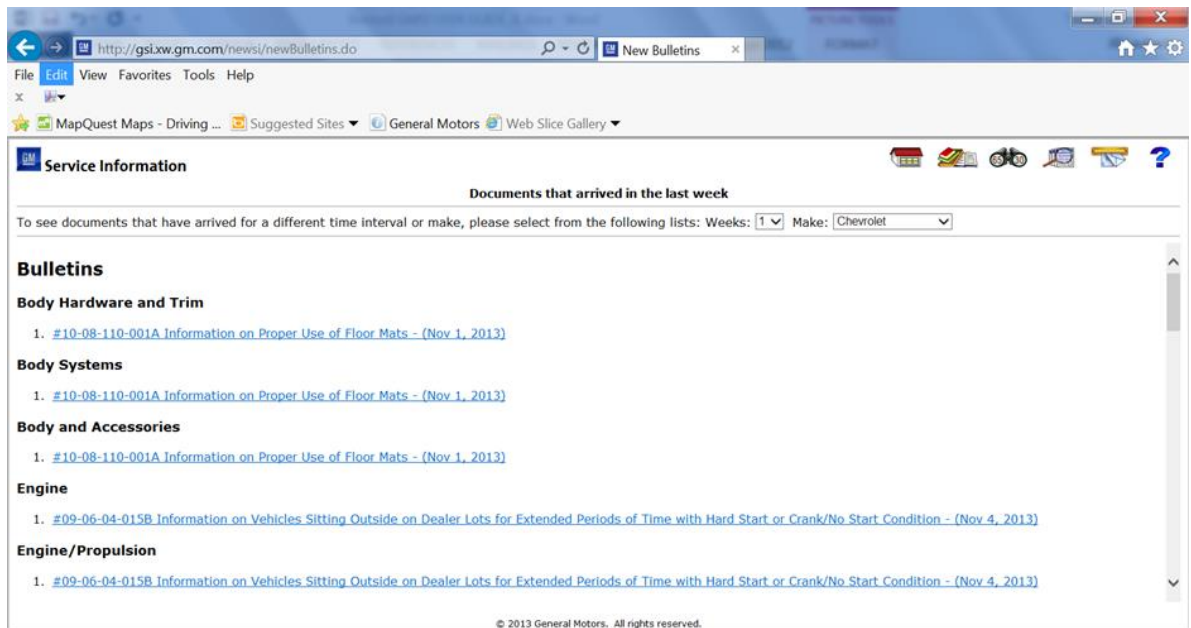
- Service Manual/Bulletins, contain information on all optional and standard equipment. Refer to Service Manual/Bulletins.
- Accessories Manual, refer to Accessory Manual.
- Owner Manual, refer to Owner's Manual Selection.
- Owner Manual Supplement, refer to Owner's Manual Supplement Selection.
- Owner Warranty Books, refer to Owner's Warranty Books Selection.


3. Select Other Options

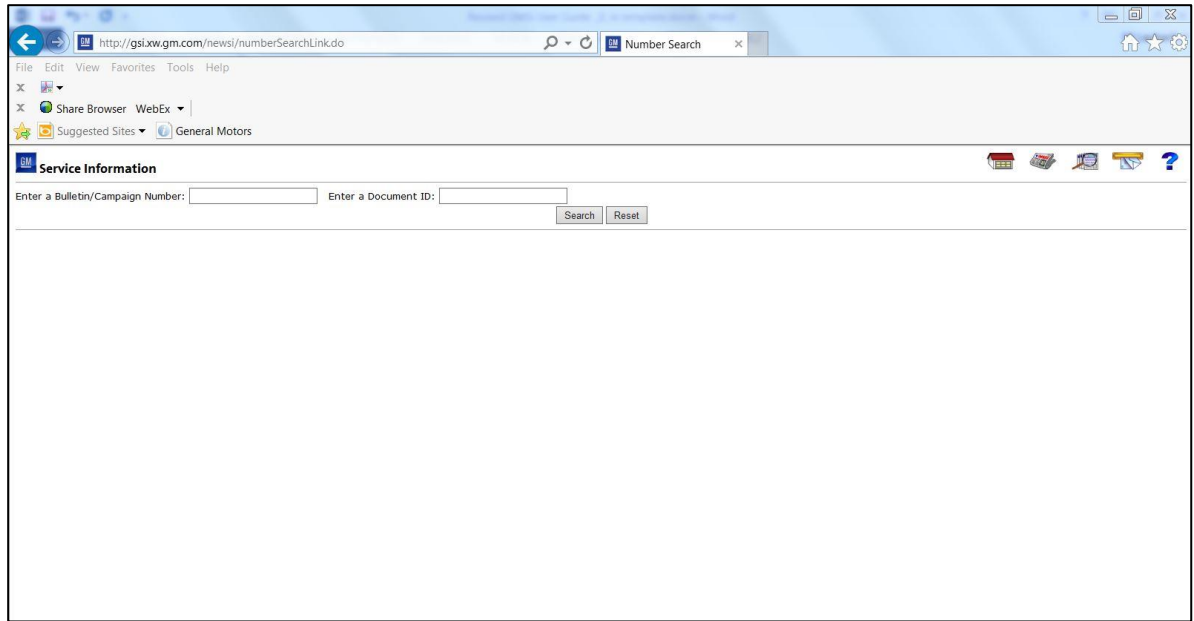



In the bottom area of the home page (3), you can find details about searching for GM Service Information, under “Select other options”. This area of the home page contains hyperlinks to other GMSi functions.





See the following selections:



	<p><i>New Bulletins</i> – Allows you to review the latest released bulletins, campaigns, or Preliminary Information. Select the “<i>time period</i>” you want to review, from one to eight weeks. See New Bulletins in Other Options.</p>
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	<p><i>Number Search</i> – Allows you to insert a “<i>Bulletin/Campaign Number</i>” for a specific bulletin or campaign that you want to view. You may also enter the “<i>Document ID</i>” to search and see a document. Refer to Number Search in Other Options for details.</p>
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	<p><i>Year Range Bulletin Search</i> – Allows you to enter the desired <i>Year range + Platform + Keyword</i> to find bulletins, and preliminary information. Refer to Bulletin Search in Other Options for details.</p>
	<p><i>Unit repair</i> – Manuals for specific engines, transmissions, and other components are available at the “<i>Unit Repair</i>” icon. Select the icon to see a list of available manuals. Refer to Unit Repair or Specialty Publication Selection or Other Options for Unit Repair details.</p>
	<p><i>Feedback</i> – Allows you to open a form that you can use to report on problems you have with GMSi, or suggest improvement. Select the “<i>feedback</i>” icon for access. Refer to Providing Feedback by Internet for details.</p>
	<p><i>Help</i> – Can assist in finding operating instructions, PC specifications, and other helpful information when the “<i>Help</i>” icon is selected. Refer to Obtaining Help for details.</p>

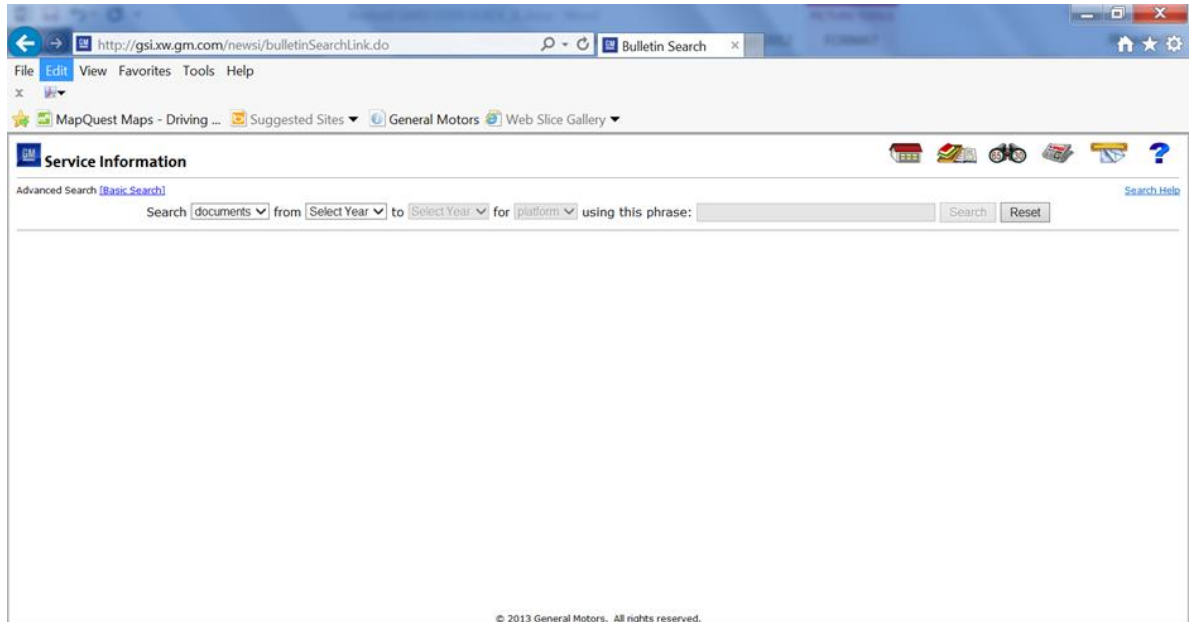
These links are also shown as icons at the top of the screen and are available for selection on many pages within the GMSi system. Clicking one of these icons or text links will open the start page for the particular function, no matter where you are within the system.

Additional selections:

		<p><i>Publications</i> – If you have a vehicle defined, you can return to the vehicle's <i>publication selection screen</i> by clicking on the “<i>Publications</i>” icon found at the top of the page horizontally positioned with additional icons.</p>
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Searching for GM Service Information

The General Motors Service Information Search Engine searches in two ways: Year Range Bulletin Search and searching the entire publication.



At the Year Range search, you can perform a Basic Search and/or an Advanced Search. Changing the search type can be accomplished by clicking on “change search type” on the left side of the screen.

Search Help can be obtained by clicking on the link at the right side of the screen.

Keyword Search Tips

GMSi offers two search functions: Basic and Advanced. The user may toggle between the two functions by clicking on the link titled “change search type”. The SI application search function defaults to the basic search feature.

The basic search function allows the user to search the entire document or document titles with as many as five keywords. Valid keywords appear in the Symptom and DTC keyword lists.

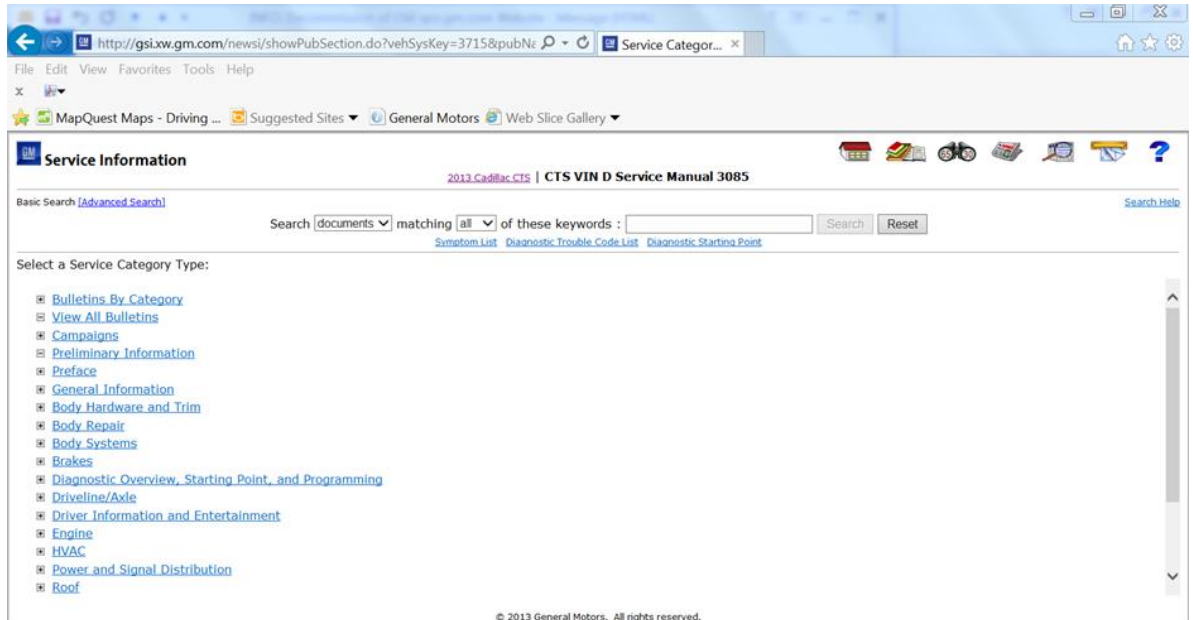
Valid search characters include slash (/), period (.) and hyphen (-). Example: a/c, 5.7L.

Advanced Search

The advanced search function also allows a search of the entire document or document titles with a phrase with as many as five words. Example: Throttle Position Sensor.

Service Manual / Bulletins

Bulletins are viewed by choosing “Bulletins By Category” or “View all Bulletins” for a vehicle.



It should be noted that GMSi bulletins are identified using a “Bulletin Number” and a “Document ID Number”.

At the search screen, below the search engine, the following selections are available from the Service Manual/Bulletin Selection:

- Symptom List
- Diagnostic Trouble Code List
- Diagnostic Starting Point

Selecting “Bulletins by Category” allows you to view bulletins for the selected vehicle in any of the following categories:

- Preliminary Information
- Advanced Search Information
- Information
- Technical
- Warranty Information

Selecting “View all Bulletins” allows you to view all Bulletins for a vehicle.

Additional Service Category Types

The following Service Category Types are also available under Service Manual/Bulletins:

- Campaigns
- Preliminary Information
- Preface
- General Information
- Body Hardware and Trim
- Body Repair
- Body Systems
- Brakes
- Diagnostic Overview, Starting Point, and Programming
- Driveline/Axle
- Driver Information and Entertainment
- Engine
- HVAC
- Power and Signal Distribution
- Roof
- Safety and Security
- Seats
- Steering
- Suspension
- Transmission

As you navigate through the publication section, you will also notice that the top of the page will display a series of hyper links showing the path that was used to get where you are. These hyper links can be an easy way for you to return to previous sections.

Searching

Note: To see valid words and phrases for the keyword search, click on one of the lists shown below the search field, Symptom List, Diagnostic Trouble Code. Click “Back” or “Previous Page” to return to the search screen. Symptom List shows valid terminology that you can copy and paste into the search field. DTC List offers the vehicle’s diagnostic trouble codes from which you can select.

Navigating and Printing GMSi Documents

The following features can be used to navigate and print GMSi documents.

The Document ID number appears at the top and center of your selected document following the search path if displayed. Use the “OK” to return to the previous page or to advance to the next page. Select one of the hyperlinks on the search path to return to previous sections.

Links are initially shown in blue text. The cursor changes to a “hand” when over a link. Click the “link” to open it. Links change color after they have been opened. The “scroll bar” to the right of the document page allows you to scroll through the document. You can also use the “Page Up” and “Page Down” keys, or the arrow keys on your keyboard.

To print the document, select “File” and “Print” or right click and select “Print”.

Viewing GM Service Information Documents

Software Graphic Viewers (TIFF and CGM)

Two Software Viewer downloads (plugins) are required to view graphics in an enhanced mode on SI. Both plugins are compatible with Microsoft Internet Explorer (IE).

The TIFF Viewer and the CGM Viewer are available on the Service Information Home Page by selecting the “?” Help icon. The TIFF Viewer (download) may already be present on your computer, the CGM Viewer (download) has been recently introduced. Both downloads are required.

TIFF and CGM Viewer Installation:

- In Service Information, on the Home page, click on the “?” Help icon.
- Select TIFF and CGM Graphic Viewers (Download and Execute).
- Select the desired viewer, either the TIFF Plugin Support or the CGM Plugin Support.
- Follow the instructions to install the selected Viewer Plugin and set up the viewer on your computer.

Why a Software Graphic Viewer is required

Software Graphic Viewers provide the ability to view and print graphics in an enhanced mode. These graphics will help the technician locate vehicle components, zoom-in on an image and provide information what will help speed up the repair process.

TIFF Graphic Viewer Instructions

The TIFF Viewer Toolbar provides functionality to examine the image file. The TIFF Graphic Viewer is activated by selecting the Magnifying Glass Icon at the bottom right side of the selected schematic or image.

On the TIFF Viewer Toolbar (shown above) from Left to Right the following Icon functions are available:

1. Hyperlink Navigation – If icon is depressed, Hyperlink Navigation is active.
2. Zoom In – Increases in size the entire image.
3. Zoom Out – Decreases in size the entire image.
4. Magnifying Area – Provides a rectangular magnified viewing window.
5. Pan – Hold left mouse key, allows the image to be moved up and down and side to side.
6. Fit All – Scales the image to fit the current window.
7. Fit to Height – Scales the height of the image to fit the current window.
8. Fit to Width – Scales the width of the image to fit the current window.
9. 1:1 – Scales the image 1:1 with the original engineering drawing.
10. Print – Activates your computer’s printer window.

CGM Graphic Viewer Instructions

The CGM Graphic Viewer provides greater functionality to examine image files.

The CGM Graphic Viewer is active as soon as the selected schematic or image is selected. The CGM Graphic Viewer has additional Hyper link Navigation, Interactive Zoom, Rotation, Highlight Hotspots, and Help.

Note: The Hyperlink Navigation/Hotspot features are new and of significant value to the Technician. Hyperlink Hotspots will directly connect the technician with related technical data and illustrations to quickly provide the user with greater perspective.

On the CGM Viewer Toolbar (shown above) from left to right the following Icon functions are available:

1. Hyperlink Navigation – Shown depressed when Hyperlink Navigation is active and available, the feature displays hotspots as the mouse travels over objects.
2. Zoom In – Increases in size the entire image.
3. Zoom Out – Decreases in size the entire image.
4. Magnifying Area – Provides a rectangular magnified viewing window.
5. Interactive Zoom – Provides a magnified window by click and drag selection.
6. Pan – Hold left mouse key, allows the image to be moved in the viewing window.
7. Rotate +90° - Rotates the image 90 degrees clockwise.
8. Rotate -90° - Rotates the image 90 degrees counter clockwise.
9. Fit All – Scales the image to fit the current window.
10. Fit to Height – Scales the height of the image to fit the current window.
11. Fit to Width – Scales the width of the image to fit the current window.
12. Highlight Hotspots – Detects and highlights all Hotspots on the document in red, and additional view context attributes if available in dashed blue.

“?” Help — The “Help” icon opens the MetaWeb Help Functionality Window (Help screen), where additional toolbar descriptions are available.

The CGM Graphic Viewer does not have a “print” icon. Use standard print features from your browser or right mouse click and “print” to print CGM screens.

Unit Repair or Specialty Publication Selection

This selection provides Unit Repair information.

Complete specifications, component locator, repair instructions, and special tools and equipment for the specified vehicle are all covered under this selection.

Performance and Marine engines are available from this selection also. Additional selections will be available from this area in the future.

1. Click the “Unit Repair” option, which appears on the main menu screen.
2. Click on the desired unit repair title from the resulting category list.
3. Repeat the previous step as your search narrows.
4. Select a document to view from the document list offered.

Other Toolbar Icons

There are multiple options to finding the information you need.

If you are not looking for Service Information about a specific vehicle, other search options represented by icons are available. These options available on the Home page as a group, and defined individually beginning below.

Unit Repair



The “*Unit Repair or Specialty Publications*” section contains specific information for off-vehicle repairs, including data on engines, transmissions and information on GM Performance Parts and GM Marine Engines.

Number Search



Number Search – Instead of searching for a bulletin, campaign, or preliminary information by vehicle type, you can also search by its number if you have the number of a particular *GMSi* document.

New Bulletins



New Bulletins – It is a good idea to stay on top of new *GMSi* by checking the New Bulletins feature every time you login to *GMSi*.

Year Range Bulletin Search



Year Range Bulletin Search – Find Information by a Bulletin Search, Campaigns and Preliminary Information.

Obtaining Help



The Help feature provides various topics to assist you in navigating and using the *GMSi* application. To obtain *help* select one of the two options below.

1. Clicking the “*Help*” icon, which occurs on the *GMSi* home page and at the top of many other search screens throughout the system.
2. Select from the *GMSi* “*Help topics*” listed to view your selection.

The “General Motors Service Information Feedback Form”

This is your opportunity to provide feedback on problems you may have experienced with the application or for suggestions and improvements.

Feedback or suggestions can be sent to General Motors through the following icons and menu selections.

1. Click the “feedback” icon, which occurs on the GMSi Home page and at the top of many other search screens throughout the system.
2. Complete all required fields of the General Motors Service Information Feedback Form. An asterisk (*) indicates all required fields.
3. Explain exactly what happened when the problem occurred and if the problem can be reproduced.
4. Enter vehicle type and the document ID if available.
5. Select Submit to send the form. The Reset button will clear the form.
6. You can also submit suggestions using this form. The suggestions will go directly to General Motors.
7. After submitting your feedback, a confirmation screen appears.