

GM – FAQ's

Q. I cannot signup to get an account on ACDelco TDS?

A. When signing up to create an account, do not enter AASRA ID or passcode (as highlighted) as this will cause the system to time out. Create your account without these 2 details and you will be able to sign up without any issues.

The image shows a screenshot of the ACDelco TDS account creation form. The form is divided into several sections: CUSTOMER INFORMATION, LOGIN AND PASSWORD, and TERMS AND CONDITIONS AGREEMENT. A red box highlights the AASRA ID and Passcode fields in the AASRA CREDENTIAL section, indicating that these fields should not be filled out during account creation.

CUSTOMER INFORMATION

First Name*
Middle Name
Last Name*
Email*
Address 1*
Address 2
City*
State*
Country*
Australia
Zip*
Phone

LOGIN AND PASSWORD

Login Name*
0-30 characters with no spaces
Password*
15-20 characters including: 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol (~!@#%&'*()=-_~)
Confirm Password*

TERMS AND CONDITIONS AGREEMENT

ACDelco TDS Website Terms and Conditions of Use (Please scroll to accept terms and conditions)

AASRA CREDENTIAL

AASRA ID
Passcode

ACDELCO ACCOUNT

Account Number

COMPANY INFORMATION

Company Name
ABN
Company Email

PREFERRED LANGUAGE

Preferred Language*
English

Q. I am unable to program a vehicle due to the error “Unable to map VIN to year, make, and model”

A. Enter VIN under the Manual Vehicle Selection into the Input VIN field and hit the select button to continue as per normal.

Vehicle Selection: Select Vehicle

Connect Vehicle

Manual Vehicle Selection

Input VIN

Unable to map VIN to year, make, and model.

Year

Make

Model

Current SI Region: North America

Recent Vehicles

3GCUD9EL7PG101720	×
2023 • Chevrolet • Silverado 1500 - 4WD	
2/13/23 3:14 PM	
3GCUY9EL2NG176682	×
2/8/23 8:05 AM	
MMU148LK0EH612817	×
2/7/23 6:04 PM	

Close Vehicle Session **Select**

Q. I cannot access a vehicle subscription that I have programmed before - shouldn't I have this for 24 months?

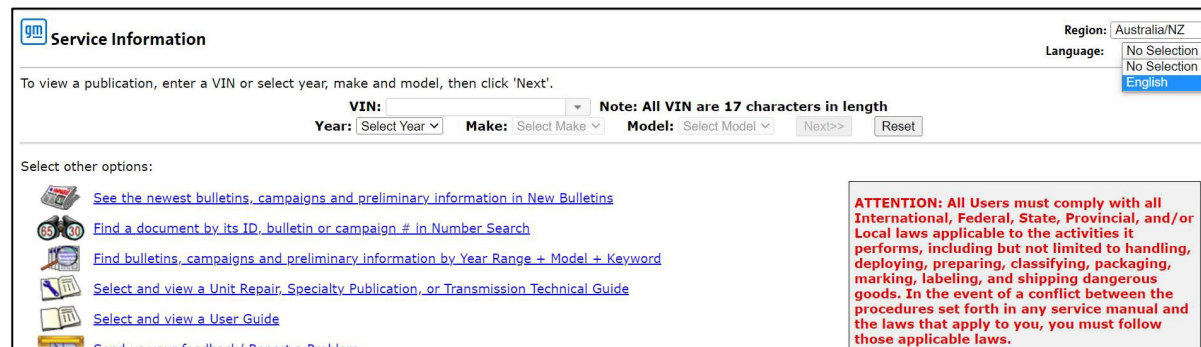
A. The reason you are not able to access it is because the system limits you to a certain number of programming events on each VIN and when you exceed that, you can no longer perform any more programming events on that subscription. Contact us on gmserviceinfoau@gm.com if you need any further assistance.

Q. Am I able to use a J2534 compatible interface tool in place of the GM MDI?

A. We wish to advise that the GM MDI is the only tool that GM is able to support with our vehicles and systems. Unfortunately, we are unable to test every interface unit available on the market. We recommend directing your question to the tool supplier who would have the specific knowledge and experience to assist further.

Q. I cannot access the Service information for an Australian vehicle.

A. Once you click on access on the Service Information Repair Manuals, please ensure to click on Australia as the region and English as the language on the top right-hand corner of the screen (as per the image below). You will get the below screen once you click on the Service Manual subscriptions (once logged in).



Q. I am having issues trying to reprogram a second-hand module from a similar vehicle.

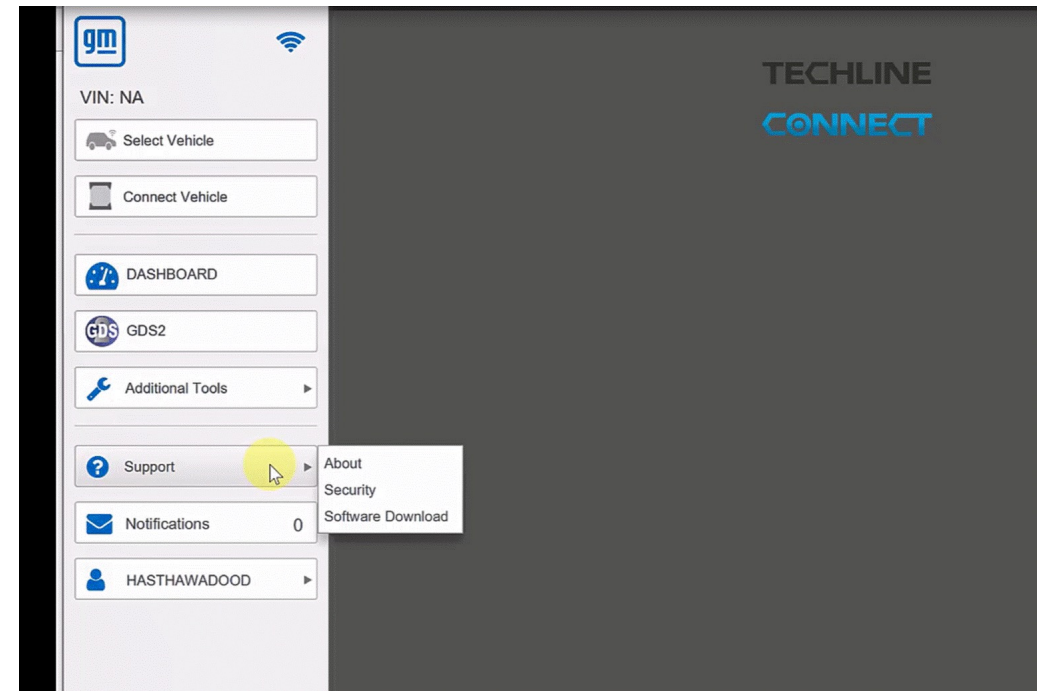
A. If you are unable to work out how to program a controller, you will need to take it to a Holden Service Outlet. Please also note that GM does not support the swapping of used modules between vehicles. Generally, once modules are linked to a VIN they will not successfully link from a security perspective.

Q. I am unable to program a VZ ECM/ECU due to E4398 / E4399 error code.

A. Please contact us on gmserviceinfoau@gm.com and provide us with a picture of the new ECU's part number label along with the vehicle's VIN.

Q. I need security access to perform operations that don't require the security PIN, but I am unable to find out where to get this.

A. If you purchase a Tech2win subscription, you will see 'Security' as an option under the Support button (as per the below screenshot).



Q. I have purchased a Service Information subscription, but I cannot find the model of the vehicle in the Australian drop-down selection.

A. Most models prior to 2006 are located under Legacy Service Information as per the image below, however, for all other vehicles, please refer to the video – “Accessing Service Info” on this web page.

The screenshot shows the GM Service Information website interface. At the top left is the GM logo and the text "Service Information". At the top right, there are dropdown menus for "Region: Australia/NZ" and "Language: English". Below this, a message reads: "To view a publication, enter a VIN or select year, make and model, then click 'Next'." The search area includes a "VIN:" input field with a note "Note: All VIN are 17 characters in length", and dropdown menus for "Year: Select Year", "Make: Select Make", and "Model: Select Model". There are "Next>>" and "Reset" buttons. Below the search area, a section titled "Select other options:" lists several links with icons: "See the newest bulletins, campaigns and preliminary information in New Bulletins", "Find a document by its ID, bulletin or campaign # in Number Search", "Find bulletins, campaigns and preliminary information by Year Range + Model + Keyword", "Select and view a Unit Repair, Specialty Publication, or Transmission Technical Guide", "Holden Legacy Service Information" (highlighted in yellow), "Select and view a User Guide", "Send us your feedback/ Report a Problem", and "Help". On the right side of the page, there is a red-bordered box containing the following text: "ATTENTION: All Users must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in any service manual and the laws that apply to you, you must follow those applicable laws."

Q. I am reading a Diagnostic Trouble Code (DTC) using my diagnostic tool. Can you tell me what subscription I need?

A. You can purchase Service Information by adding this subscription to your cart - General Motors Service Repair Manual Information.

For programming, you will need to purchase Service Programming System (SPS2) package and depending on what you are trying to diagnose, you will need GDS2 /Tech2WIN – please refer to excel sheet for further information – [“Diagnostic Tool Vehicle Application Table”](#).

Q. I cannot access a vehicle manual properly - the links in the pdf do not work.

A. Please attempt to follow the instruction on this document to install the PDF Viewer.

Please note: There is a specific type of pdf viewer that you need, and it is listed in the attached document – [“PDF Viewer Instructions”](#) and needs to be started in Microsoft Edge. Refer PDF Viewer Instruction video on this web page.

Q. I am having issues accessing Techline Connect.

A: We need you to download Techline connect properly first before attempting to launch it. Sometimes, it doesn't download properly the first time, and you will need uninstall it completely before attempting to download it again.

Please note the below before attempting to download TLC as per the attached video – “**Downloading TLC**”:

Refer to the videos under “Diagnostic Tool Link” on this web page.

- You need to launch Techline Connect from the ACDelcoTDS website and not through the desktop icon.
- To clear the cache and cookies from the browser you are using.
- Open Control Panel – click on Java – Settings - Delete Files and OK, Then OK, Apply and OK. Now click on Launch Techline Connect from the website. This should let you launch Techline Connect.

Q. I am unable to program a vehicle through SPS2 due to the message, 'You are not authorised to view this page' / similar. – Refer to the [Diagnostic Tool Link videos on this web page](#).

A. Please ensure you have followed the steps to download and install Techline Connect properly, before attempting to refer to the attached video – “[Launching SPS Programming](#)”.

Q. How do I get the relevant software download for Holden?

A. Please ensure you have followed the steps to download and install Techline Connect properly, before attempting to refer to the attached video – “[Updating Tech2 Software](#)”.

Q. How can I access / use GDS2?

A. Please ensure you have followed the steps to download and install Techline Connect properly, before attempting to refer to the attached video – “[Using GDS2](#)”.

Q. I have bought a subscription and I need technical help to fix the vehicle

A. We do not provide technical assistance and advice relating to vehicle repairs. All Service Information is available through acdelcotds.com. Please contact a HSO for vehicle diagnostic support.