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4.2.1.1 Using Tech Tool (TT2) and/or Truck Diagnostic System (TDS)

Tech Tool (TT2) Guided Diagnostics (GD) must be used to generate a Product Session Log (PSL). Tech Tool without using GD can also be used for basic diagnostic tests and reading & clearing codes. Truck Diagnostic System (TDS) can only be used for basic diagnostic testing and reading & clearing codes. TDS cannot generate a PSL.

A Tech Tool generated PSL is required and must be referenced on warranty claims that pertain to the following module systems:

- MID-128 / SA-0 – Engine Control Module (ECM)
- MID-233 – Aftertreatment Control Module (ACM)
- MID-177 – EMCON Control Module (ECU)
- MID-130 -- Transmission Control Module (TCM) Proprietary automated transmissions

The PSL reference number should be entered in the “other” material field as a no charge item. Dealer is not required to attach the document to the claim, however the Warranty Department may request a copy if unable to retrieve it systematically. If requested to send this document into warranty, the dealer may claim 0.2 hours on the warranty claim. Note: Installed parts and/or diagnostic time is not automatic, the diagnostic steps in the claim text MUST validate the parts and diagnostic time being requested. Improper diagnostic procedures using TT2 will not be covered by warranty.

Exception to required PSL

- If the symptom and/or fault indicates a common (known) issue and the root cause is obvious, it is not necessary to use TT2 Guided Diagnostics to diagnose a known issue. The known issue should be repaired/replaced after performing basic diagnostic tests, then read and clear codes (if applicable) to confirm the repair is complete. If the repair did not correct the issue, Guided Diagnostics must be used to find the root cause. Note: Installed parts and/or diagnostic time is not automatic, the diagnostic steps in the claim text MUST validate the parts and diagnostic time being requested. Improper diagnostic procedures whether using TT2 or TDS will not be covered by warranty.