



### SUBJECT: G-scan2 Feedback System using Log-data

To all G-Scan Oceania distributors,

We appreciate your cooperation using the Data logging function of G-scan tools. It helps provide accurate detailed log file feedback information for GIT engineers. They are able to pinpoint the cause of any reported problem to quickly find a solution.

Using this feature, we have solved many problems such as communication error or function failures and improved the quality and reliability of G-scan SW to satisfy the most discerning user's. "Quick-Tech-Support" is our main goal to minimise customer's complaints and maximise their productivity and move forward with high level on-going improvement and SW development.

#### IMPORTANT NOTE:

**Data log function is added in October 2013 software version.**

**Please advise customers of this function on tool delivery it helps everyone involved to enjoy reliable and consistent SW developed locally in Oceania using local vehicles.**



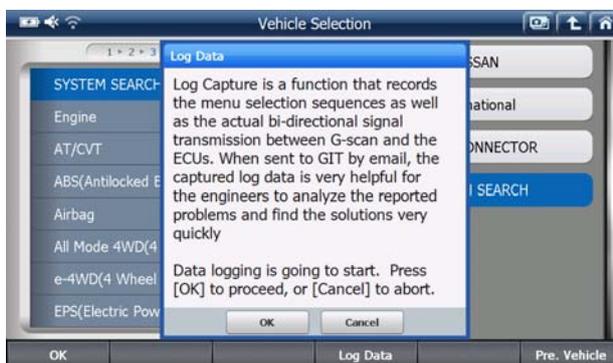


1) Press the [Log Data] and [Log Start] button



2) Press [OK] button, then data logging will begin.

In order to report and record data, please repeat the original steps to where any problems were noted, and data will be recorded continuously. You are not time limited from a few minutes to over an hour. G-2 has very large memory so there is no need to hurry. Be patient and capture the event/events.



For more information, please email [sales@](mailto:sales@)



When you press [OK] button, then file saving screen will appear.

And you are able to input the following information.

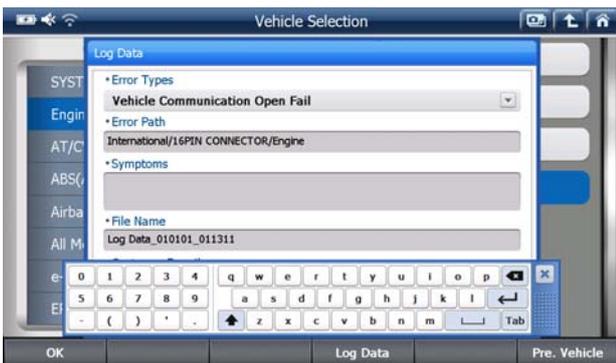
[Error Types] : You can select error types

[Error Path] : Procedure of vehicle selection

[Symptoms] : You can write the details about the symptom of problems

[File Name] : The file name will be automatically made or you can customize the file names.

[Customer e-mail] : You are able to write your e-mail address or the e-mail address saved on the User info. in the configuration is linked automatically

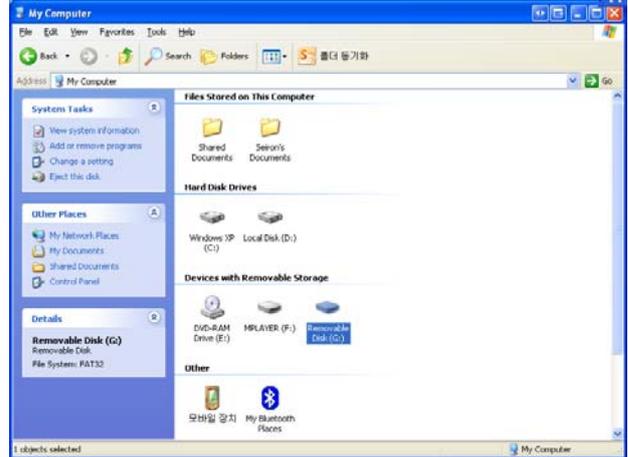


3) Logged data is saved on the G-scan 2's SD card. Take the SD card out of G-scan 2 and insert it into your PC using the SD Card Reader.

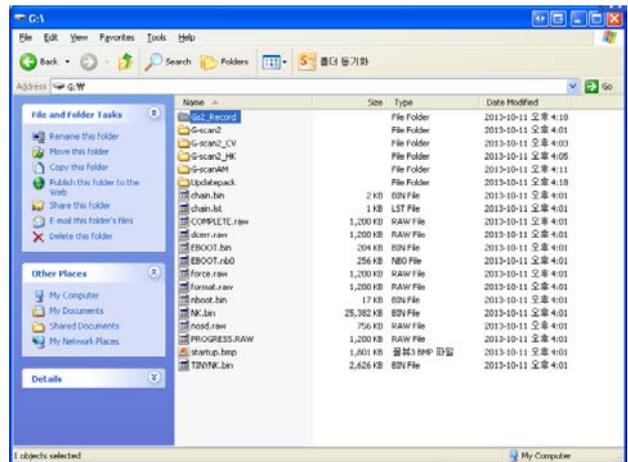
The inserted SD card is recognised as the removable storage by the Windows system.

For more information, please email [sales@gscan.com.au](mailto:sales@gscan.com.au)

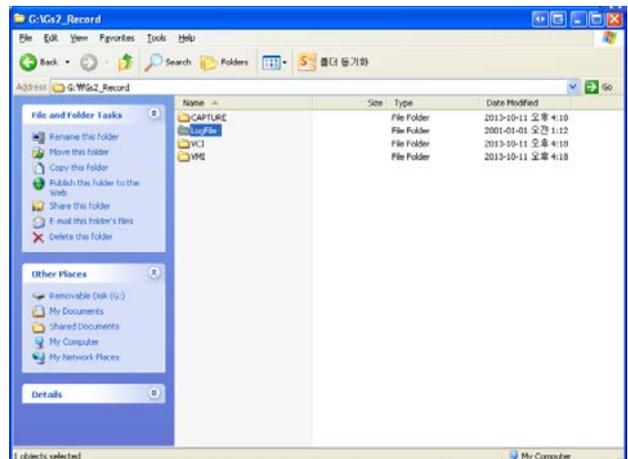
In "My Computer" select the correct disc among the removable discs in this example it is "G" drive.



Select Gs2\_Record folder

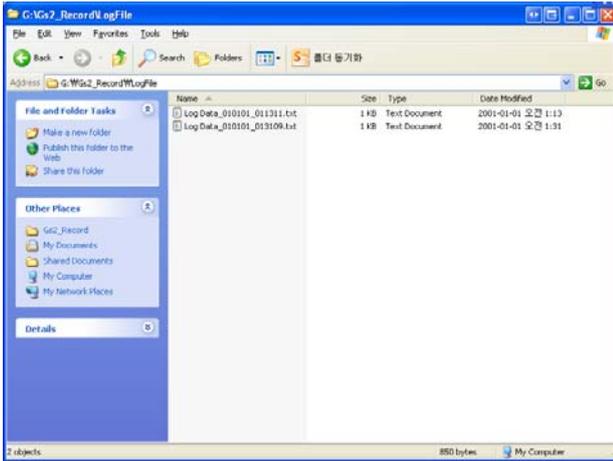


Double click to open and select LogFile folder





You can find the "log\*.txt" file(s). Or different files names can be listed if you have typed in customised files names when log data is saved. Please send the file(s) to G-Scan Oceania as an email attachment, [support@gscan.com.au](mailto:support@gscan.com.au)



● **IMPORTANT please fill in the form below.**

Please supply as much vehicle data as possible VIN, engine type, year using the simple report using the form in the next page.

The form includes essential information required for analyzing problems.

Once this file and form is received will assign an experienced engineer to investigate the issues that are reported with log data and the report form. We will try best to sort out the problem as soon as possible,your help is appreciated.



# DISTRIBUTOR BULLETIN

FEEDBACK FORM				
Car Make		Model Name		
Model Year		<sup>1)</sup> Model Code/Engine code		
VIN (17-digit).		<sup>2)</sup> System ID		
Test date		<sup>4)</sup> Diagnostic Connector		
<sup>3)</sup> Software and Version		Fuel Type	Petrol / Diesel / Other	
TEST RESULT	<sup>5)</sup> SYSTEM	FUNCTION TEST	<sup>6)</sup> RESULT	
		Communication failed		
		Communication "succeeded" but Function "failed"		
		Both Communication and Function "succeeded" but Function not effective		
		Communication Error While performing the function		
<sup>7)</sup> REMARKS				

**1) Model Code / Engine Code**

Please write the detailed model code or engine code if available, other than the general model name.

*Ex) BMW E38, Mercedes W210, Opel Z18XE, etc.*

**2) System ID**

If the car is Mitsubishi, Suzuki or Subaru, you can find the system ID from the System Information function.

**3) Software and Version**

Please specify what software application you used for this test. You can check the software version number by selecting the configuration menu.

It is important to know if the test was made using the latest version software or not.

**4) Diagnostic Connector**

Please specify what type of diagnostic connector was used for the test.

The name of the connector is labeled or engraved on the surface of each connector.

**5) System**

Please write the name of the control system you tested.

*Ex) Engine, Transmission, Powertrain, ABS, SRS, Cruise Control, Immobilizer, ECS, etc.*

**6) Result**

You may experience different situations according to the function you try. You may either tick on the box that describes your problem correctly, or add your own additional notes if necessary.

**7) Remarks**

Please write down if you have anything more than the form requires.

Also provide tester's name and signature.

For more information, please email [sales@gscan.com.au](mailto:sales@gscan.com.au)