

**Subject:** GM Techline Connect replacing GM Tis2web

**Revised date:** **December 19, 2022**

**Model (Years):** XL7 (2007 to 2009)

**Affected Departments:** Service, Management

**Appendix:** Parts required to set up Tech 2 Tool ([page 14](#))

On Monday November 29, 2021, the GM Techline Connect website replaced the prior GM Tis2web website that provides online support for select Suzuki models. GM Techline Connect (aka Techline Connect) will provide the same programming and software download functions as GM Tis2web, through a new cleaner and easier-to-use format.

Tis2web is a General Motors (GM) website available through Genuine Suzuki Manuals that allow technicians to:

- 1) Program calibration files for modules in the 2007-2009 Suzuki XL7 ([Refer to SPS 2 Reprogramming System on page 4](#)).
- 2) Download and install diagnostic software into a GM 32 MB memory card used with the Tech 2 diagnostic tool to perform diagnostics on the XL7 ([Refer to Tech 2 Diagnostic Software Update on page 9](#)).

Once installed, the GM Techline Connect software and website will provide the same functions.

To assist Suzuki Service Providers with the transition, Techline Connect will be available for use on November 1, 2021, operating concurrently with Tis2Web on the Genuine Suzuki Manuals website until November 29, 2021, at which point Tis2web will be discontinued.

Techline Connect requires an initial download of the Techline Connect software to be able to use it. After the initial download and installation, you will be able to access Techline Connect through [www.GenuineSuzukiManuals.com](http://www.GenuineSuzukiManuals.com).

**Minimum system requirements:**

Operating System: Windows 10 Professional, 64-bit.  
Processor: Intel Core i7 5th Gen.  
System Memory (RAM): 8 GB (minimum)  
Hard Drive: 500 GB (minimum)  
Browser: Chrome (Internet Explorer, Firefox, and Edge are not supported)

**NOTE:**

Older operating system such as Windows 7 or 8 are not supported. Techline Connect may not be accessible or will not function properly if you try to use a noncompliant operating system.

To access **Techline Connect** for the first time, perform the following steps.

- 1) Go to the **www.SuzukiGenuineManuals.com** website and select **Automotive** for the product type.
- 2) Next select the **Model Year** and **XL7** for the model.
- 3) In the list below you will see **Security and Diagnostics**. Click on the text **Click to Show or Hide** just below.
- 4) In the menu below you will see “**2007-2009 XL7 (Techline Connect Pass-Thru Programming and Memory Card Diagnostic Software - 24 hour (Single Day) Subscription.)**”. Click on the **Add To Cart** button and follow the steps to purchase the 24-hour subscription.

**2007-2009 XL7 (Techline Connect Pass-Thru Programming and Memory Card Diagnostic Software - 24 hour (Single Day) Subscription.)**

**ADD TO CART**

- 5) Once the purchase process is complete, you will be given an access code.

**Your 24 hour access code is: hf** XXXXXXXX

This code expires at 11/18/2021 4:59 PM Pacific Time.

- 6) Click on the **Access** button on the confirmation page, or navigate back using the **Techline Connect Pass-Thru Programming and Memory Card Diagnostic Software** link above and click on the **Access** button to input the supplied access code.
- 7) If it is not already listed, input the **Access Code** and click on **ACCESS Techline Connect**.

**Access Code Required** ✕

Please enter the 24-hour 8-digit access code you purchased:

ACCESS TechLine Connect

This will take you to the Techline Connect Admin Console.

- 8) The first time in Techline Connect, you will need to download the Techline Connect software. Make sure “**Launch Techline Connect as admin**” is checked. Then click on “**Download Techline Connect**” and the software will begin to download.

TLC Admin Console

Home

Launch Techline Connect as admin

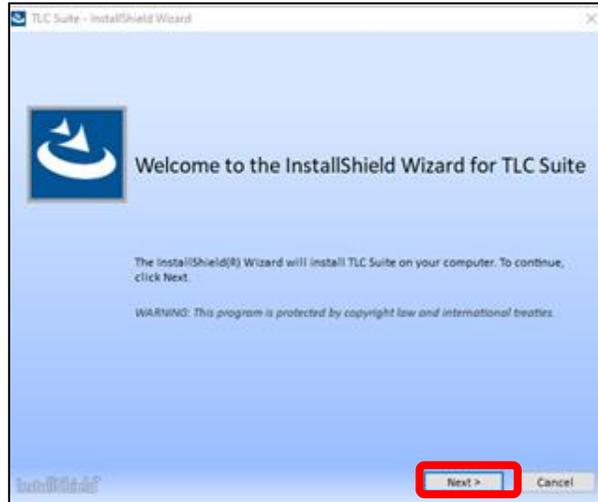
↓ Download Techline Connect

↗ Launch Techline Connect

- 9) Run the software by clicking on the TLC installer.



10) Install the Techline Connect software suite by clicking on **Next**.



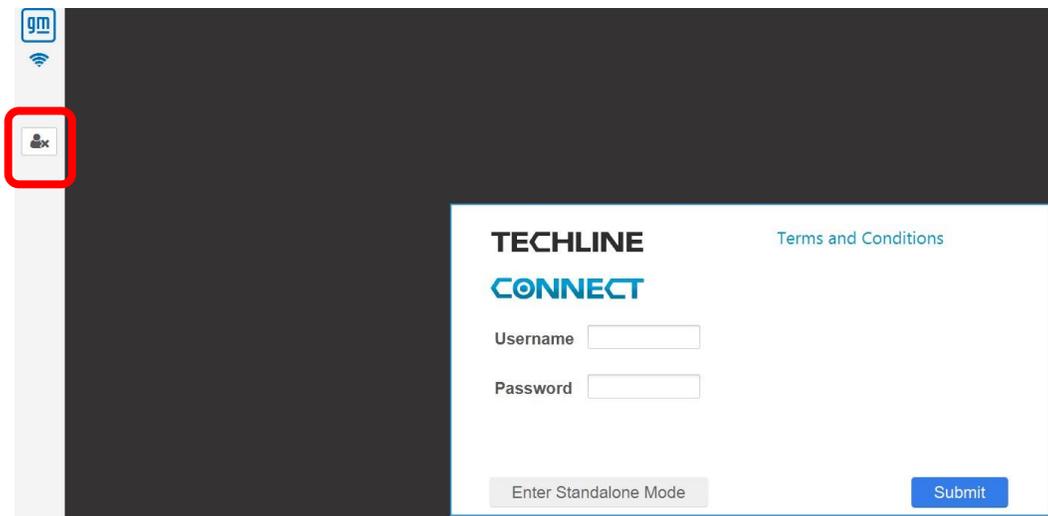
11) Click on **Complete** to install the complete suite. Please be patient, the software installation may take several minutes.

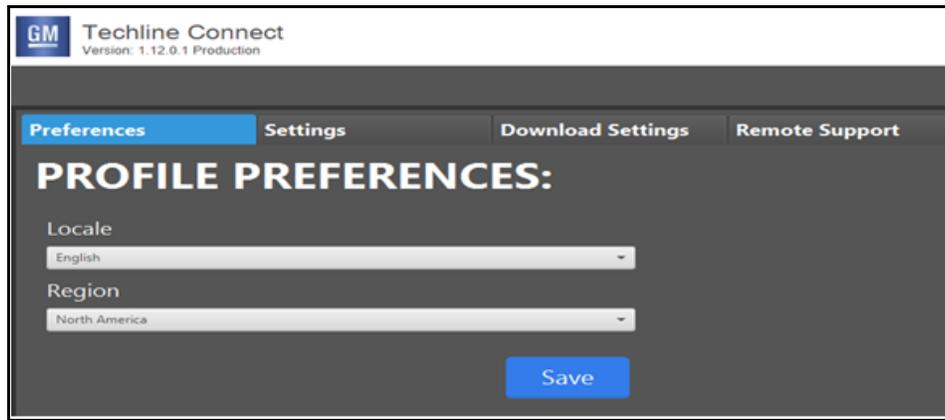


12) Once the installation is complete, click on **Finish** and close Techline Connect.



13) Techline Connect will start and ask for a username and password. Close **Techline Connect** and the Profile Preferences windows to completely exit Techline Connect.



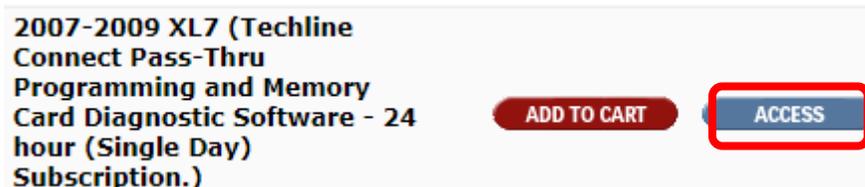


- 14) The software installation is now complete. You must go back into Genuine Suzuki Manuals and restart Techline Connect to begin using it for the first time.

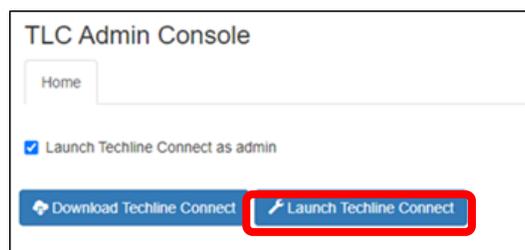
### SPS2 Service Programming System

The Service Programming System (SPS) updates the flash calibration files that are stored on onboard vehicle control modules using Pass-Thru Programming tools. You must have the Techline Connect software installed prior to using SPS2 for vehicle programming.

- 1) To start Pass-Thru Programming of modules, attach your Tech 2, SDT 2, Suzuki SDS, or other J2534 compliant Pass-Thru tool to the computer and the vehicle. Drivers for your tool must already be loaded on the computer you are using to program.
- 2) For parts and tools required to configure the Tech 2 tool for programming [see the appendix on page 14.](#)
- 3) Attach a battery tender to the battery to maintain battery voltage.
- 4) Go to the [www.SuzukiGenuineManuals.com](http://www.SuzukiGenuineManuals.com) website and select **Automotive** for the product type, select the **Model Year** and **XL7** for the model. In the list below you will see **Security and Diagnostics**. Click on the text **Click to Show or Hide** just below.
- 5) In the menu below that you will see “**2007-2009 XL7 (Techline Connect Pass-Thru Programming and Memory Card Diagnostic Software - 24 hour (Single Day) Subscription.)**”. Click on **Access** and input your **Access Code** to start Techline Connect.



- 6) Each time you start Techline Connect you will begin at the Admin Console. Click on **Launch Techline Connect**. This will launch the Techline Connect application.



- 7) Techline Connect will check for any necessary software updates and configuration files and then take you to Vehicle Selection.

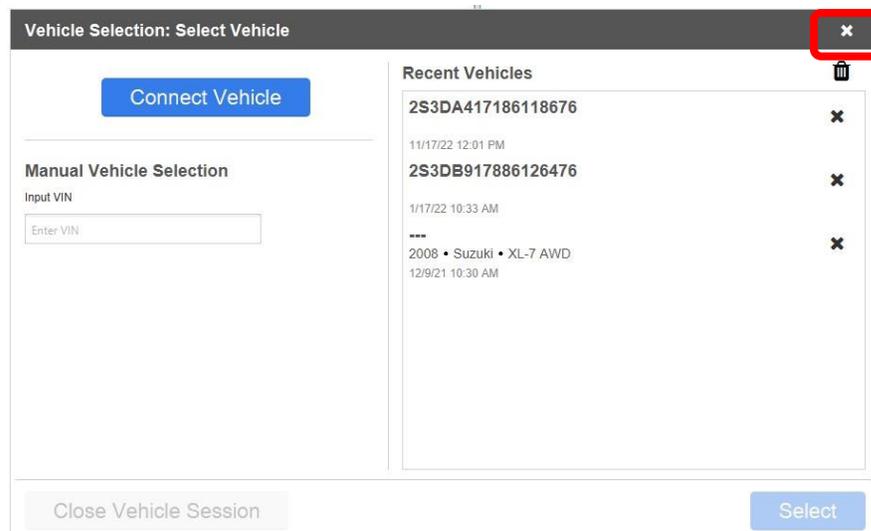
**NOTE:**

If you do not see the “**Checking Lease**” and “**Software Update**” popup page shown below, there may have been an error loading the software and the website may return you to the Techline Connect Dashboard.

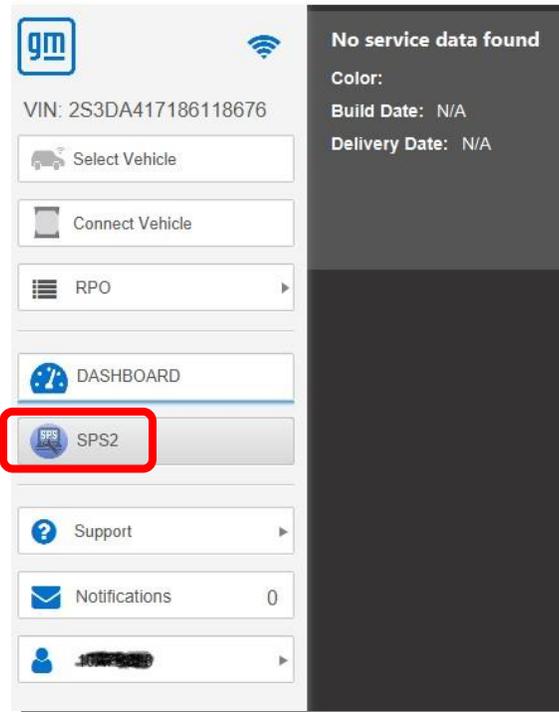


Do not click on the “**Login to Launch Techline Connect again**” button because it will not work, and you will receive an **Error 404** code. In this situation, completely close the Techline Connect site/application and restart it by going through [www.SuzukiGenuineManuals.com](http://www.SuzukiGenuineManuals.com) and re-inputting your access code as outlined in steps 1 through 7.

- 8) For Pass-Thru programming you will not initially use vehicle selection, so close it by clicking on the **X** in the upper right corner and that will take you to the Dashboard.

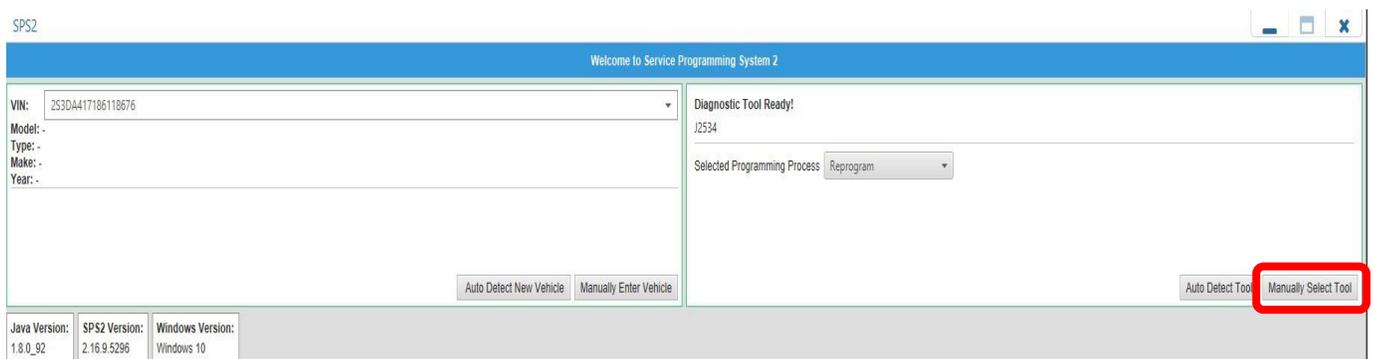


- 9) To start Pass-Thru Programming, click on **SPS2** (Service Programming System) on the menu to the left. The major difference from current SPS and SPS2 in Techline Connect is that the vehicle connection is established in the Techline Connect Dashboard.

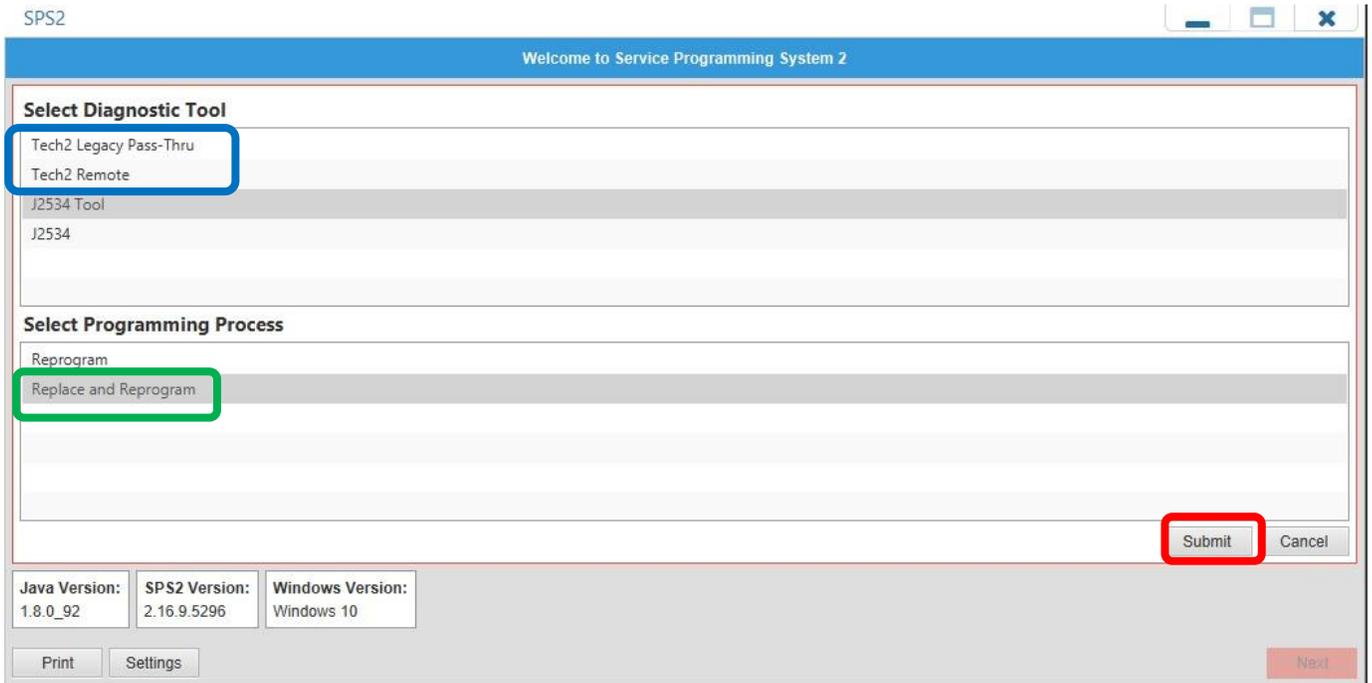


- 10) SPS2 will open and display the vehicle VIN, there is no need to “build the vehicle”.

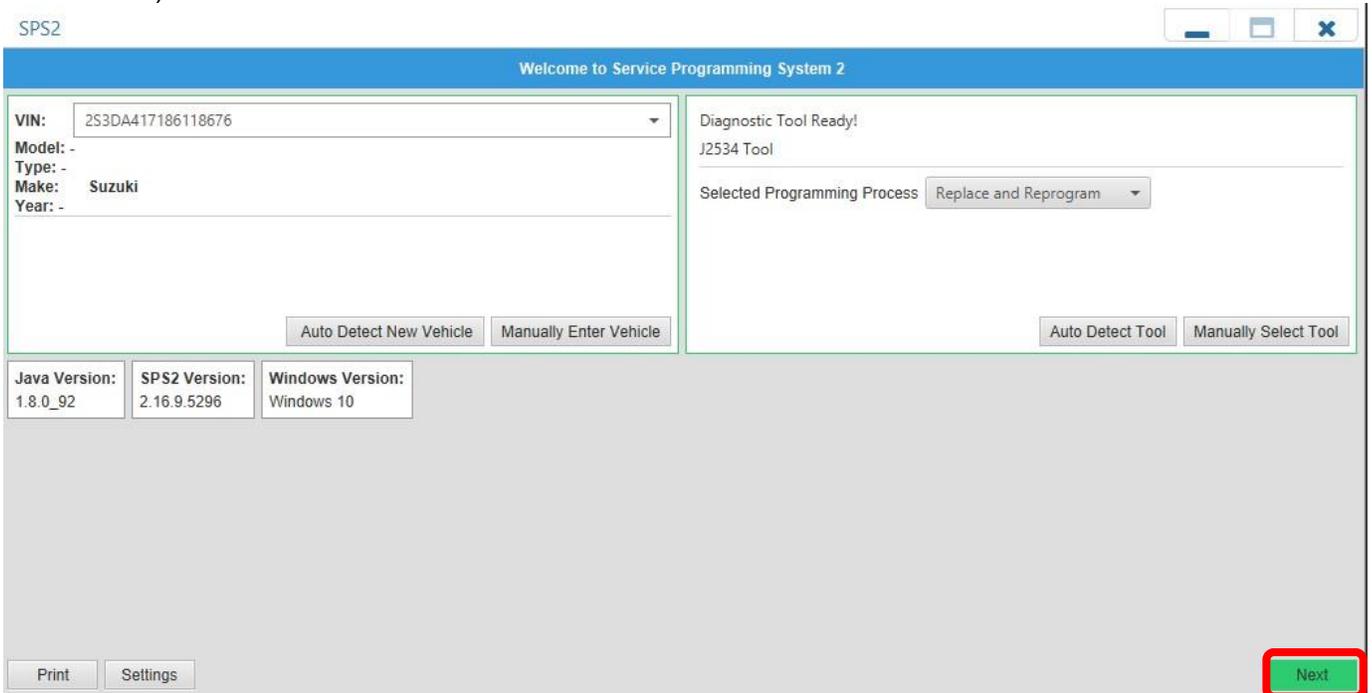
- 11) The right side of the screen will list the “Diagnostic Tool Ready!” and list the tool as J2534. You will need to change the tool by clicking on **Manually Select Tool**.



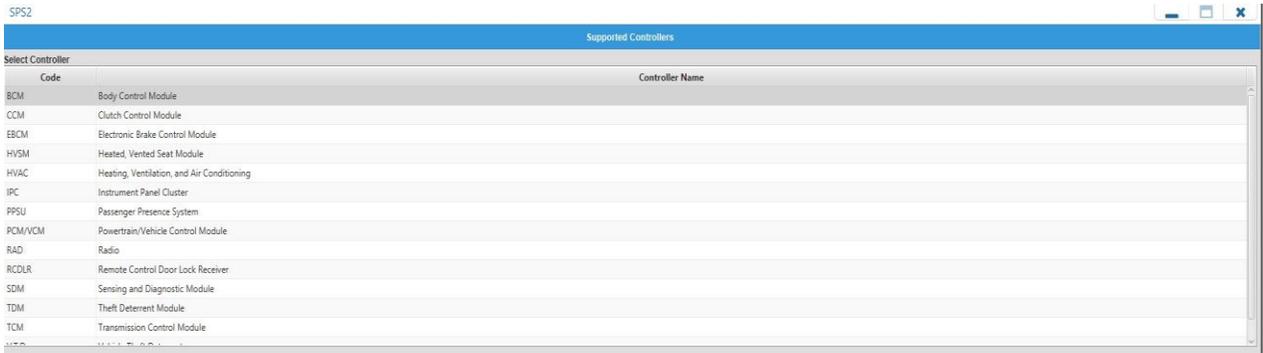
- 12) For the Tech 2 with the 32 MB memory card, select either the “Tech2 Legacy Pass-Thru” or the “Tech2 Remote” Tool from the list of tools and then select **Reprogram** or **Replace and Reprogram**. Then click on **Submit**.



- 13) Click **Next**.

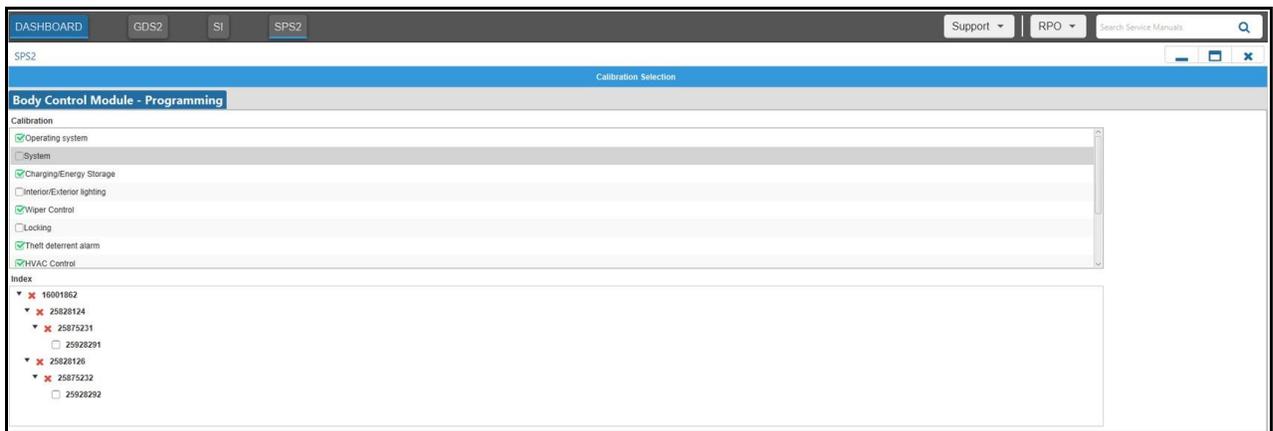


14) Select the Controller Module to be reprogrammed from the list and click **Next**.



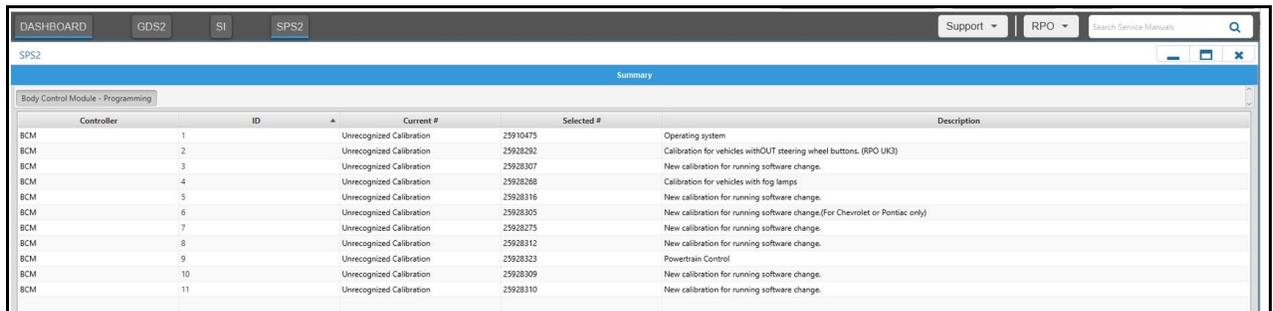
15) SPS2 will confirm controller to be programmed. Click **Next**.

16) SPS2 will confirm the calibration file to be programmed into the module. Click **Next**.



17) Pre-programming instructions will be displayed. Click **Next**.

18) The new calibration file will be downloaded and programmed into the module.



19) When programming is complete, clear any DTCs and follow SPS2 instructions to finalize programming.

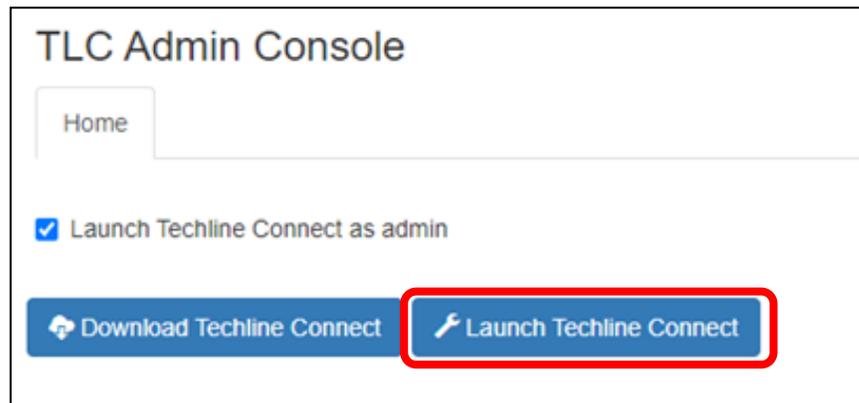
## Tech 2 Diagnostic Software Update Download

To download the Tech 2 diagnostic software to a memory card, you must have:

- a. A Tech 2 diagnostic tool connected to the computer with all the correct USB and RS232 cables and serial port adapters (see appendix for a list of required parts).
  - b. The Techline Connect software installed.
- 1) Go to the **www.SuzukiGenuineManuals.com** website and select **Automotive** for the product type, select the **Model Year** and **XL7** for the model. In the list below you will see **Security and Diagnostics**. Click on the text **Click to Show or Hide** just below.
  - 2) In the menu below that you will see “**2007-2009 XL7 (Techline Connect Pass-Thru Programming and Memory Card Diagnostic Software - 24 hour (Single Day) Subscription.)**”. Click on **Access** and input your **Access Code** to start Techline Connect.



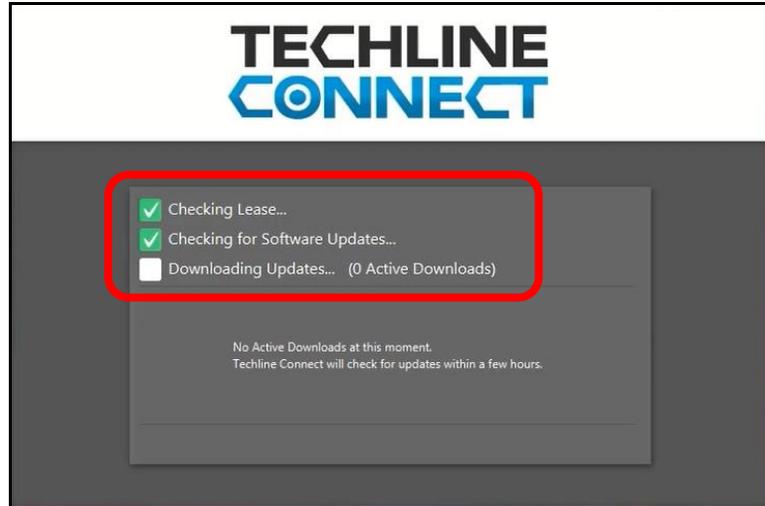
- 3) Each time you go to Techline Connect you will start at the Admin Console. Click on **Launch Techline Connect**.



- 4) Techline Connect will check for any necessary software updates and configuration files and then take you to Vehicle Selection.

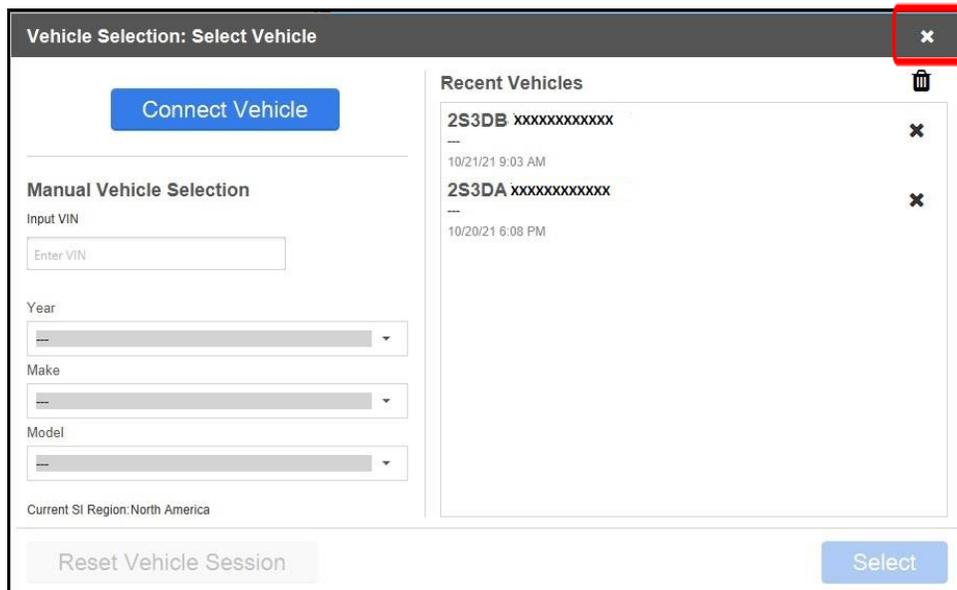
**NOTE:**

If you do not see the “**Checking Lease**” and “**Software Update**” popup page shown below, there may have been an error loading the software and the website may return you to the Techline Connect Dashboard.

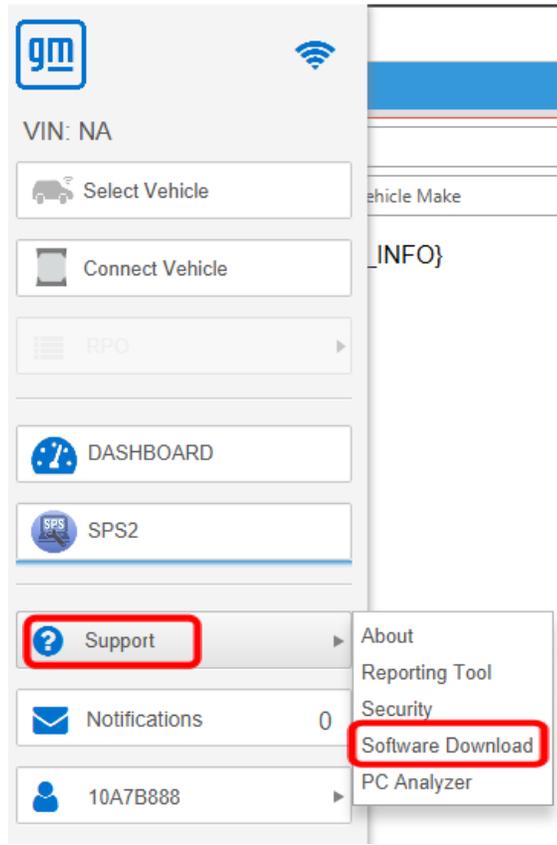


Do not click on the “**Login to Launch Techline Connect again**” button because it will not work, and you will receive an **Error 404** code. In this situation, completely close the Techline Connect site/application and restart it by going through **www.SuzukiGenuineManuals.com** and re-inputting your access code as outlined in steps 1 through 7.

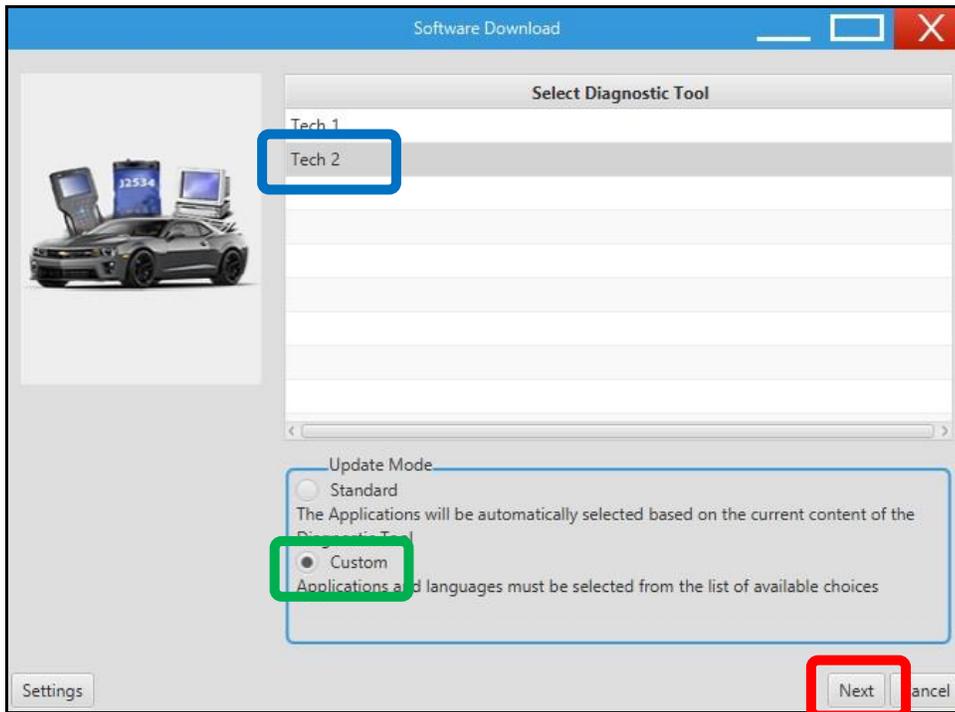
- 5) Starting Techline Connect you will see the Vehicle Selection screen. Close it by clicking on the **X** in the upper right corner.



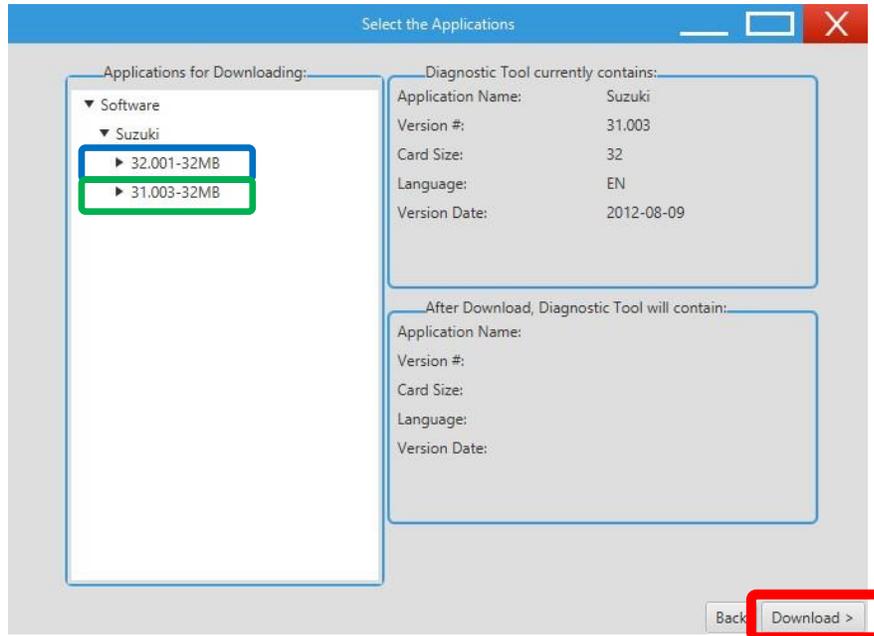
- 6) This will take you to the Techline Connect Dashboard. Click on the **Support** dropdown menu on the left and then click on **Software Download**.



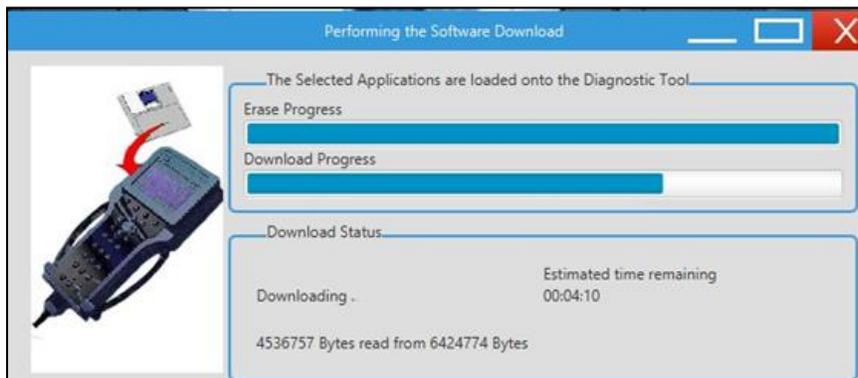
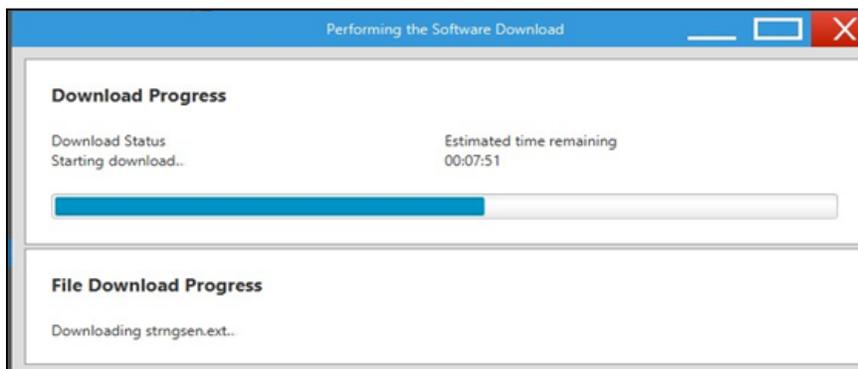
- 7) Click on **Tech 2** and then **Custom**, then click **Next**.



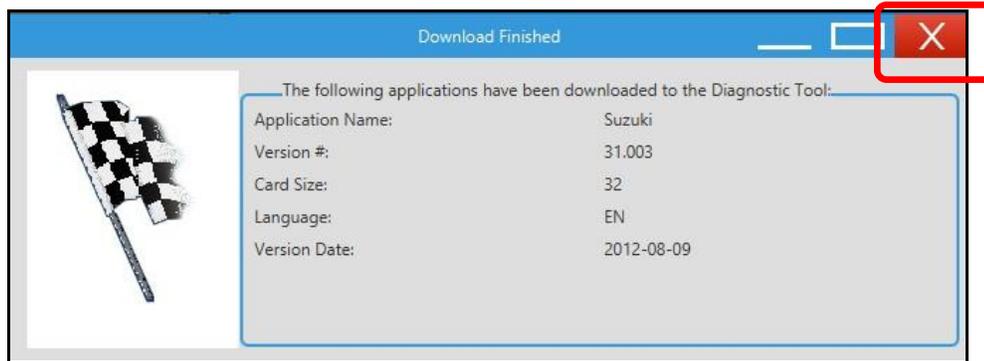
- 8) Click on the correct version of the Tech 2 software to download to the memory card (If you receive any errors, check the connection to the Tech 2 and retry).
  - a. **31.003 is the most current diagnostic software for the XL7**
  - b. **32.001** is only for the ABS system on the Suzuki Forenza (refer to bulletin TS 03 02283)
  - c. Then click **Download**.



- 9) The software will start downloading.



- 10) When download is complete click **Close**. The Tech 2 will go back to the home screen and show the updated software version (**31.003**) that was installed.



- 11) Software download and installation is now complete.

If you require any assistance with the Techline Connect software installation, please contact the Suzuki Automotive Customer Service department at [autocr@suz.com](mailto:autocr@suz.com).

**Appendix:** Parts required to set up your Tech 2 tool for diagnostics, module programming, and programming the memory card.



**Required parts:**

- 1 Tech 2 Diagnostic Tool
- 2 GM 32 MB Memory Card GM # 3000169 (Suzuki # 99970-30169)
- 3 Tech 2 DLC connector adapter: GM # 3000098 (Suzuki # 99970-30098)
- 4 GM CANDI Module GM # 3000164 (Suzuki # 99970-45289-00B (Used))
- 5 Tech 2 DCL cable GM #3000095 (Suzuki # 99970-3009)



- 6 USB Adapter part no.: MGF # KSP-19HS-232 (Keyspan 19HS on Amazon.com)
- 7 Serial Adapter part no.: GM # 3000111 (Suzuki #99970-30111)
- 8 Generic USB printer cable (source locally)
- 9 RS232 cable part no.: GM # 3000110 (Suzuki # 99970-30110)