

RLink Lite/RLink J2534 Case Study

TOPDON®



GM Tailgate Support Bar Fault Case

**How to Use TOPDON RLink Lite/RLink J2534 and GDS2
to Perform GM Diagnostics**

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Vehicle Fault Problems

01

Vehicle Fault Problems

Vehicle Information: 2012 Cadillac SRX car, with a driving mileage of 145,662 kilometers.

Customer Feedback: After the tailgate is opened, it often closes automatically.



Fault Confirmation

02

Fault Confirmation

1. According to customer feedback, check and confirm that the tailgate is opened and then slowly closed automatically.
2. Use the GM OEM software to check and find that the tailgate is not calibrated.



After the tailgate is opened, it automatically falls back and closes.

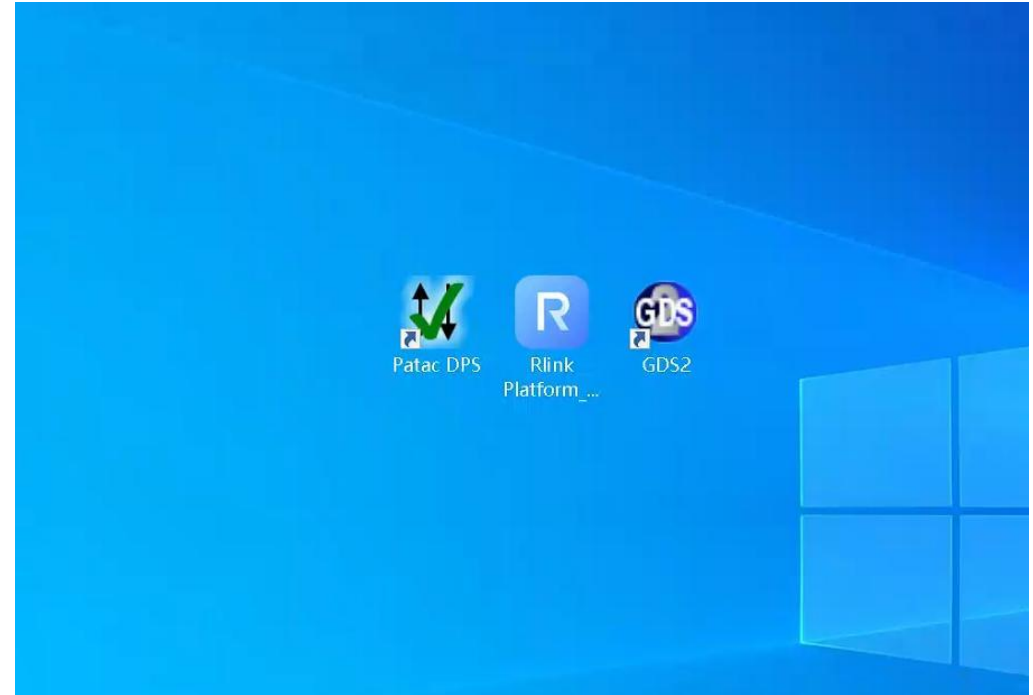
Devices Required for Diagnostics

03

Devices Required for Diagnostics



Or



RLink Lite

RLink J2534

Computer with GM OEM Software

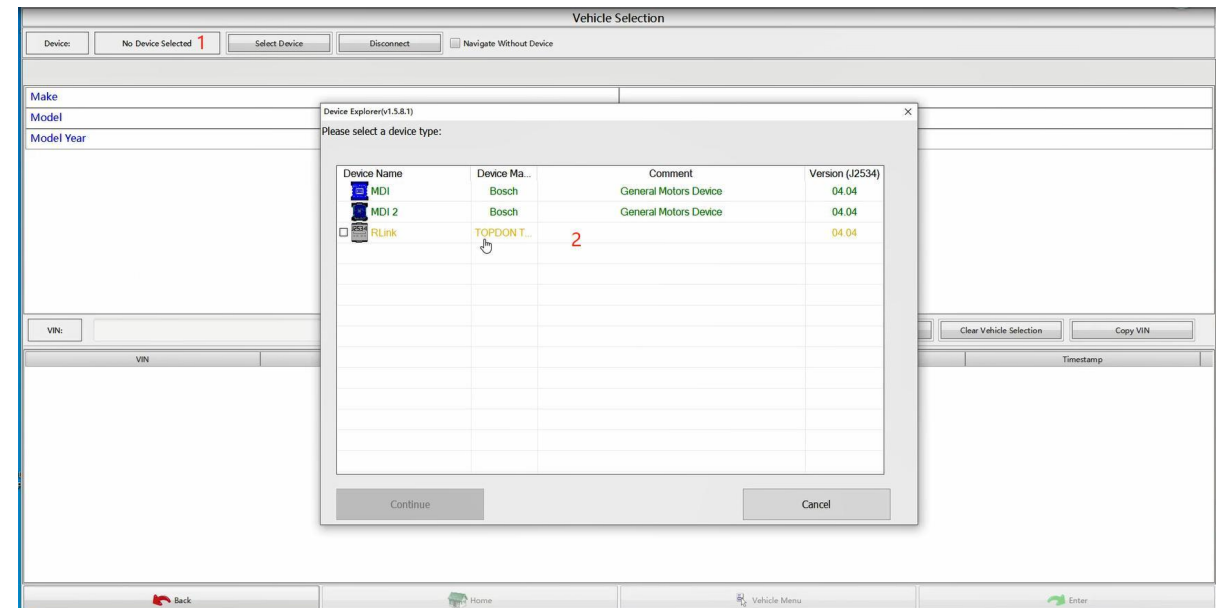
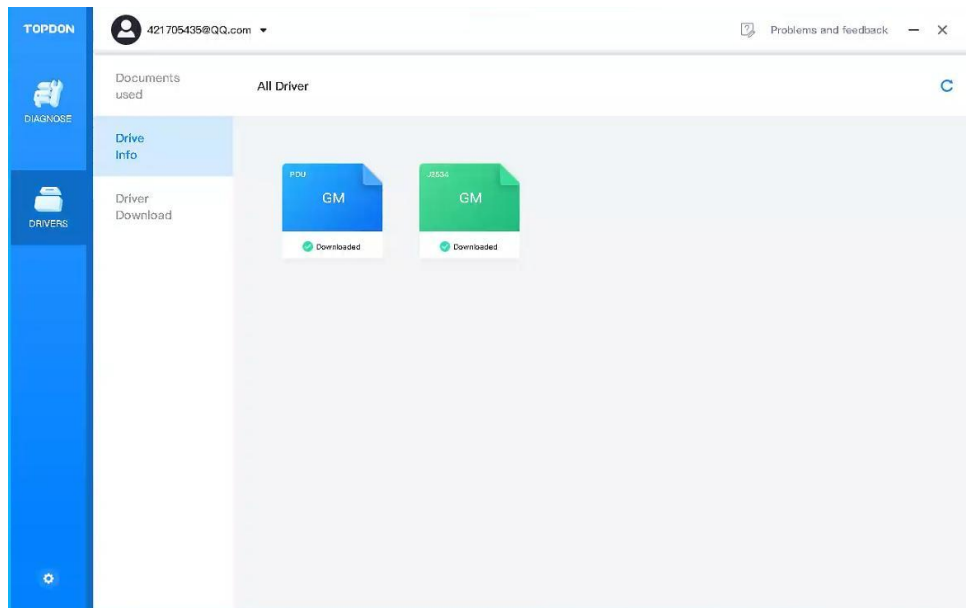
Tips: Both the RLink Lite and the RLink J2534 can be used with GM OEM software for diagnostics.

Operations for Diagnostics

04

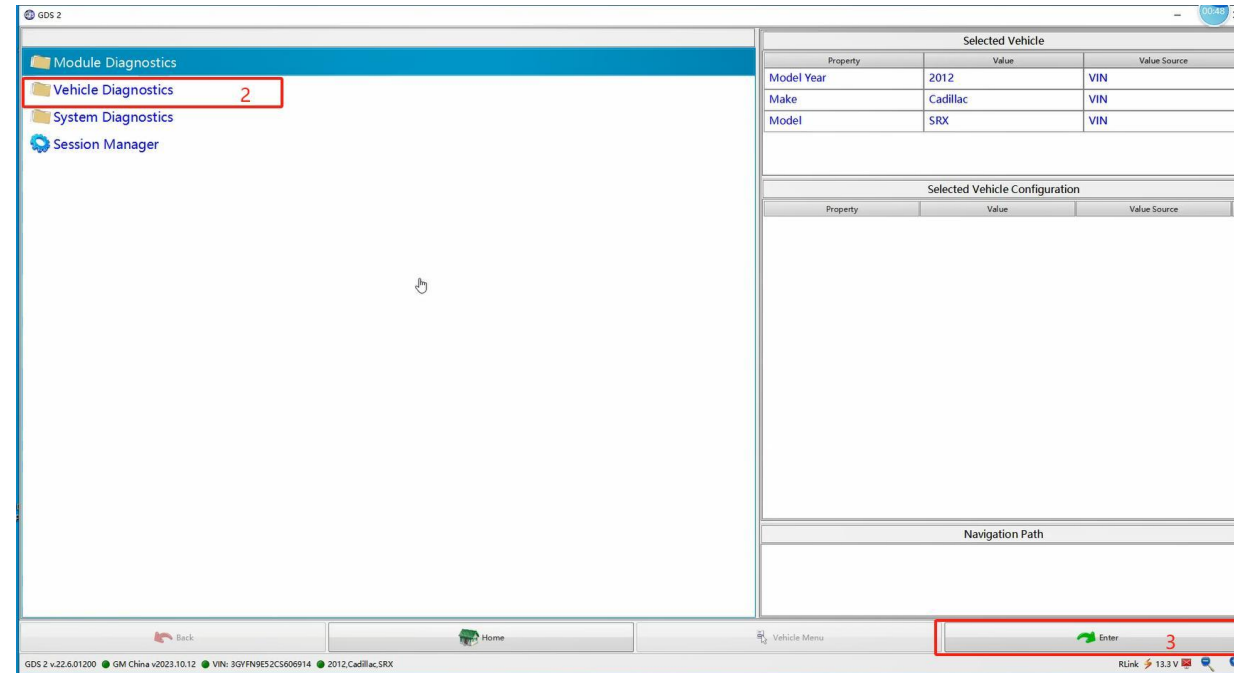
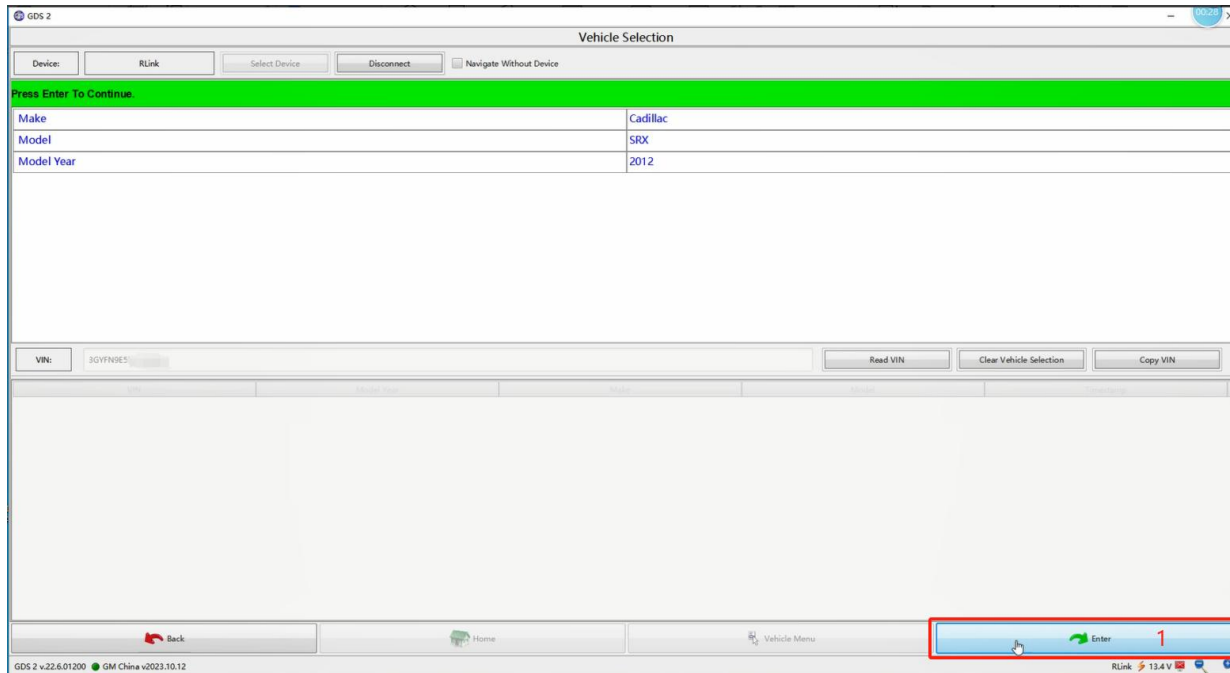
Operations for Diagnostics

1. Open RLink Platform to download the GM driver.
2. Open the GDS2 diagnostic software. Choose RLink for diagnostics.



Tips: The first time you use the GM OEM software, select VCI for diagnostics. Subsequently, the last VCI will be recognized automatically.

3. Connect the device. The vehicle will be automatically recognized. Follow the prompts to select the information for diagnostics.

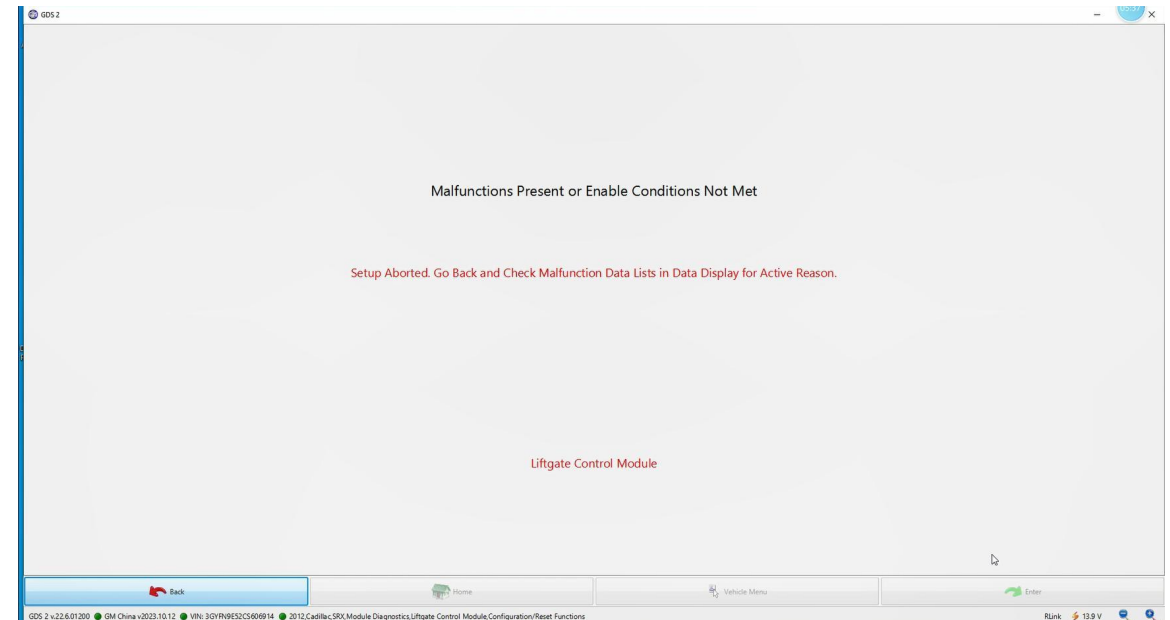
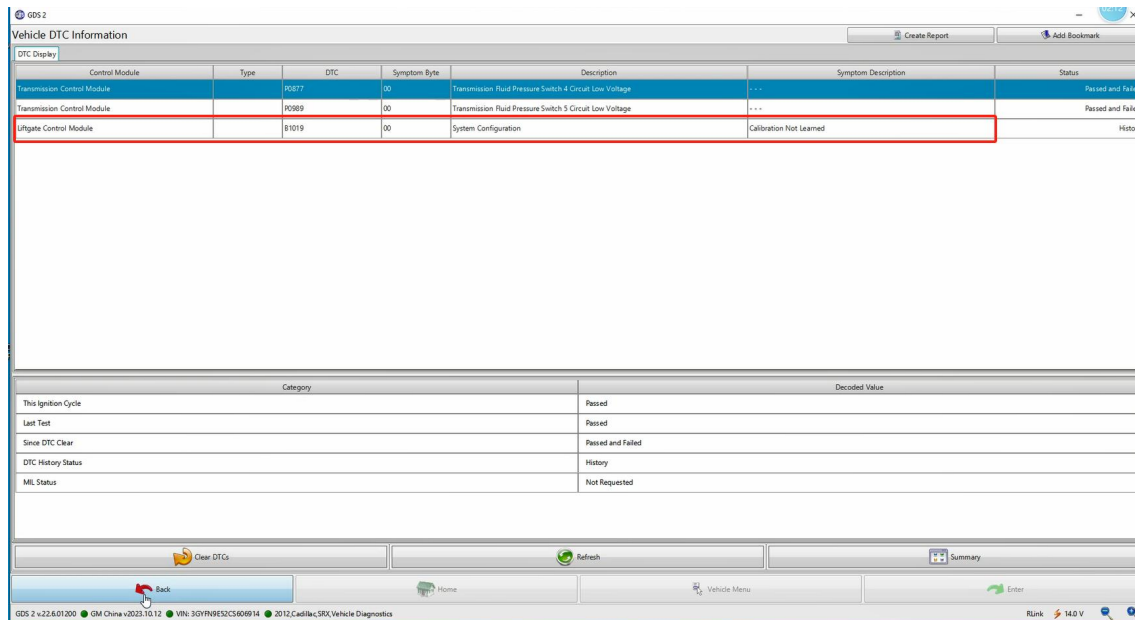


Troubleshooting

05

Troubleshooting

- I. After the diagnostics are completed, a liftgate not calibrated fault is detected, and the fault displays “Liftgate Control Module - System Configuration - Calibration Not Learned”.
- II. Recalibrate the tailgate, but the calibration was unsuccessful.
- III. Fault Cause Analysis
 - ① Internal damage to the strut causes abnormal operation.
 - ② Insufficient hydraulic oil in the strut causes insufficient strength.
 - ③ The hydraulic pump of the strut is worn, resulting in insufficient working force.

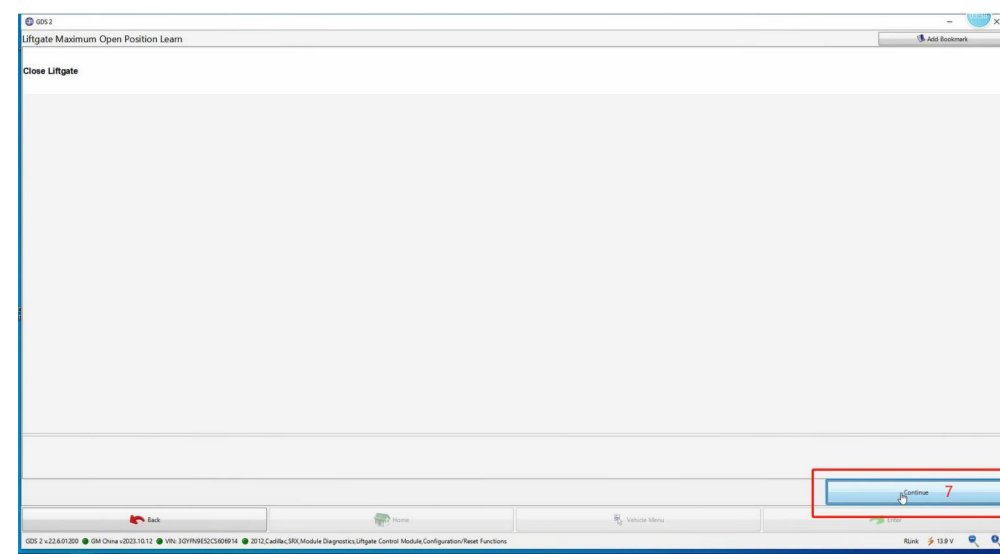
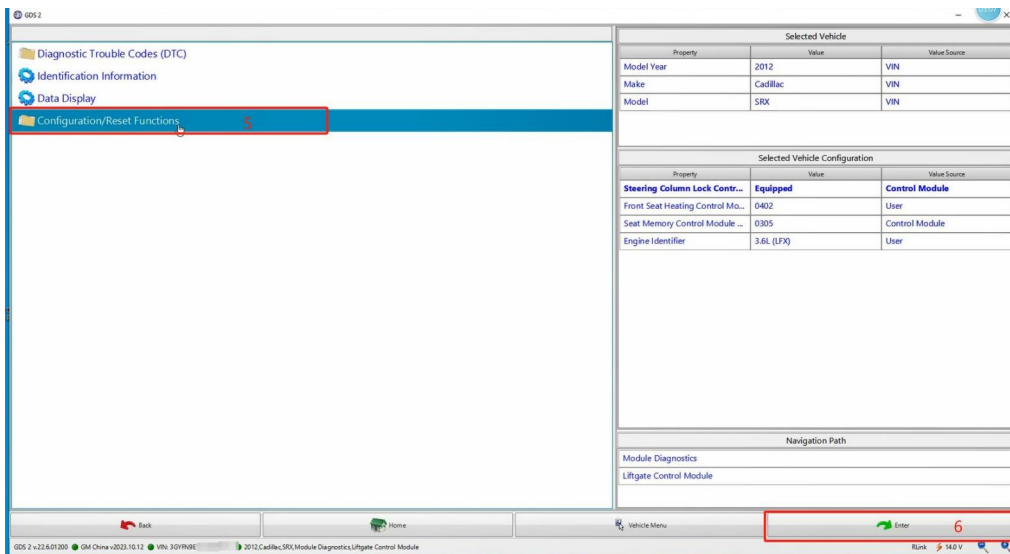
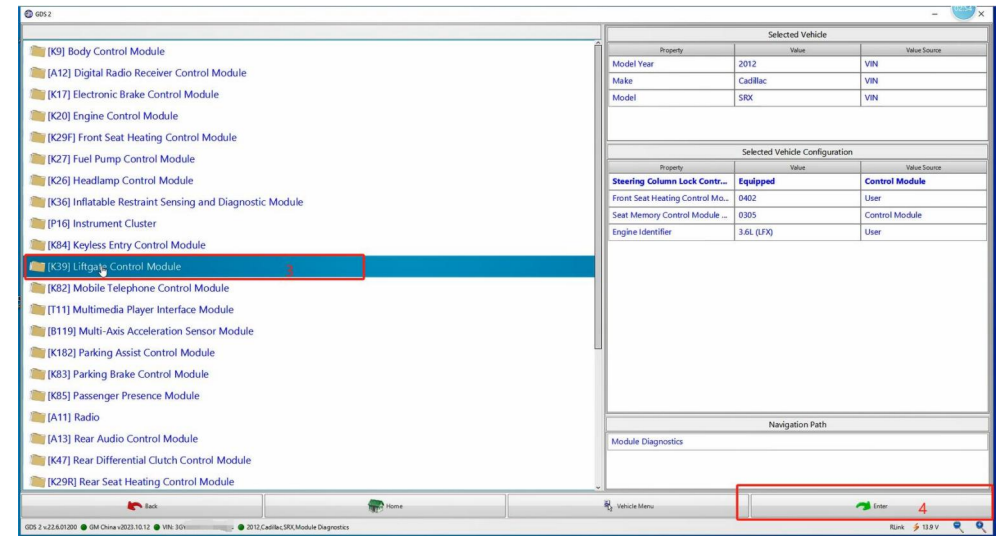
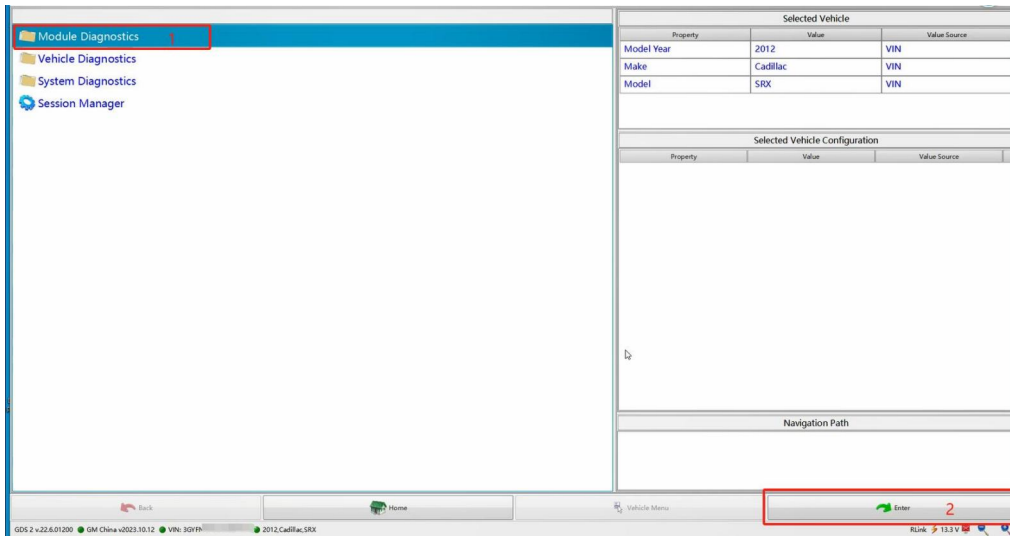


Troubleshooting

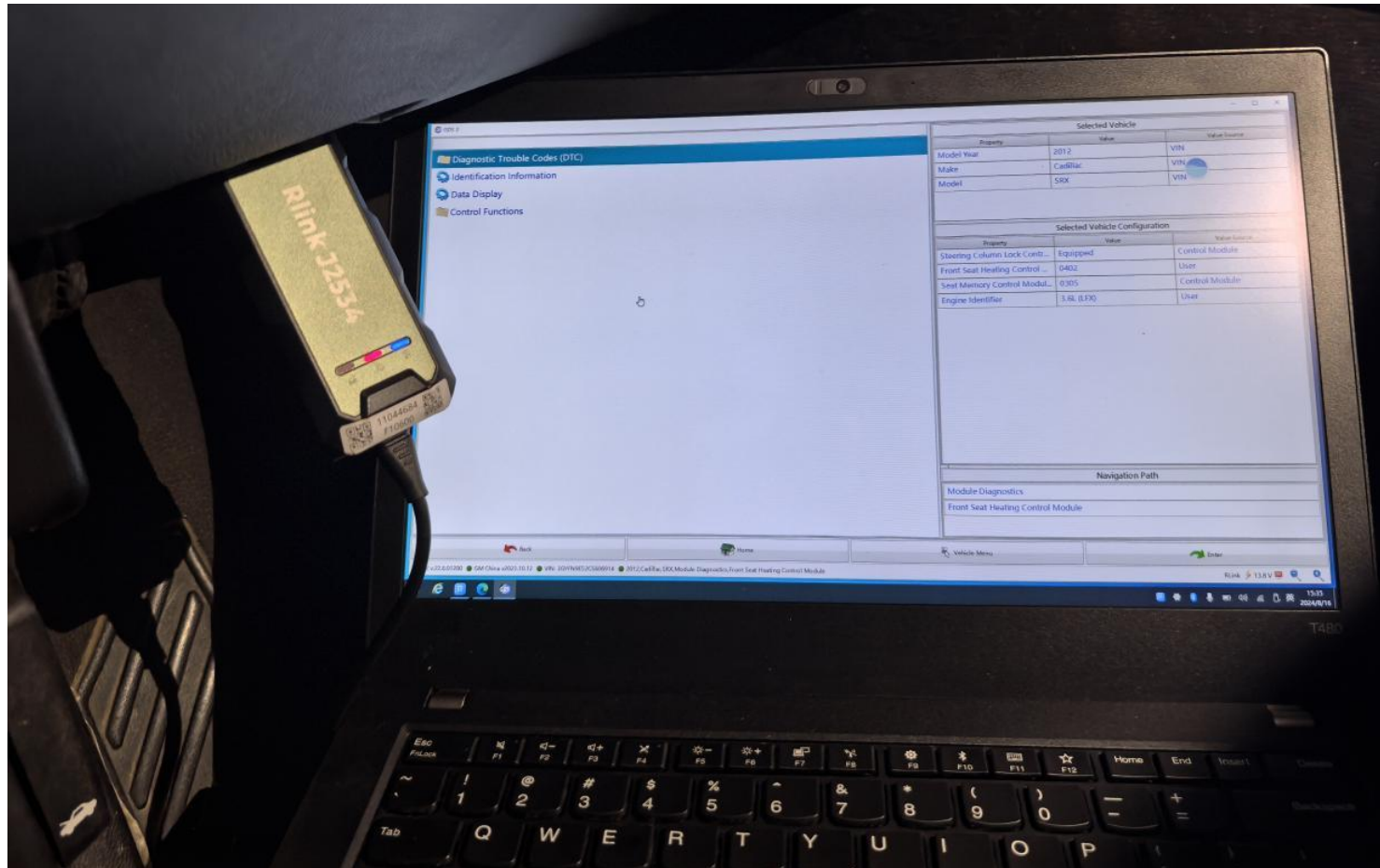
- I. Remove the right mechanical strut for testing, and no oil leakage was found. Test the working pressure of the strut and it is normal.
- II. Check the left hydraulic strut and find oil leakage.
- III. Remove the left hydraulic strut for testing, and find that the strut strength is insufficient. Confirm that the hydraulic strut is damaged.



IV. After replacing the hydraulic strut, recalibrate the tailgate. Click Module Diagnostics and click Enter. Then click Liftgate Control Module and click Enter. After that, click Configuration/Reset Functions and click Enter. Click Continue to finish calibration.



V. Calibration completed. Test the working condition of the tailgate and it is normal. Finally, use the GM OEM software and RLink J2534 to delete the trouble code.



THANKS