

- Link a SAVI Record
- MPI/MPVI
- GM SAVI Service Records
- and Auto Link



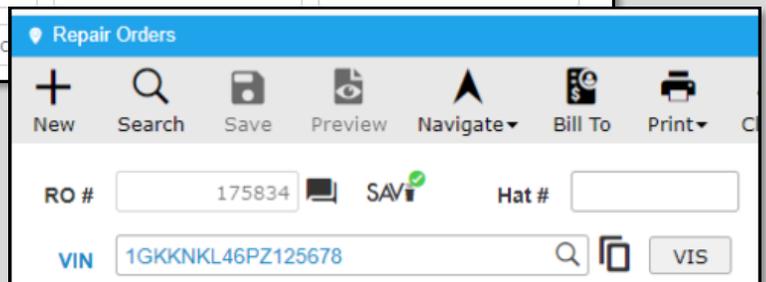
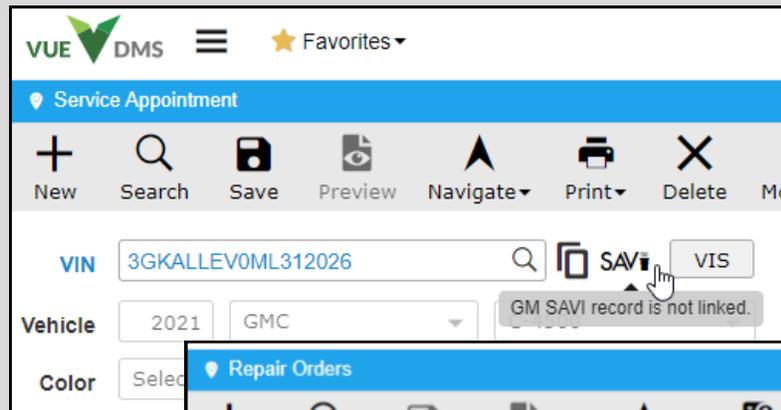
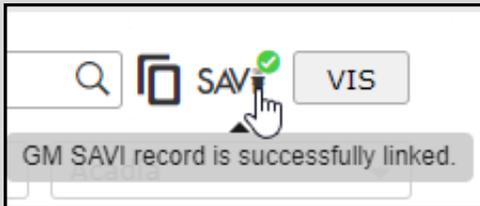
### Over VUE

The GM SAVI (Service Advisor Vehicle Interface) integration in VUE DMS allows the dealer to download and link Service Visit Records to appointments and repair orders. A Service Visit Record represents an occurrence of a customer's vehicle visiting a GM dealership for service. It also serves the purpose of establishing a baseline record of the vehicle's condition before any service is performed.

Plugging the GM SAVI Dongle into a customer's vehicle creates a Service Visit Record. Linking a service visit record to an appointment or repair order will automatically import the vehicle mileage, oil life percentage, and tire pressure to the appointment or repair order and MPI.

### Linking a GM SAVI Service Visit

When the GM SAVI integration is turned on in VUE, a SAVI icon will be present on the Service Appointment screen between the "VIN Copy" and "VIS" buttons and between the Team Chat icon and the Hat # in an RO.

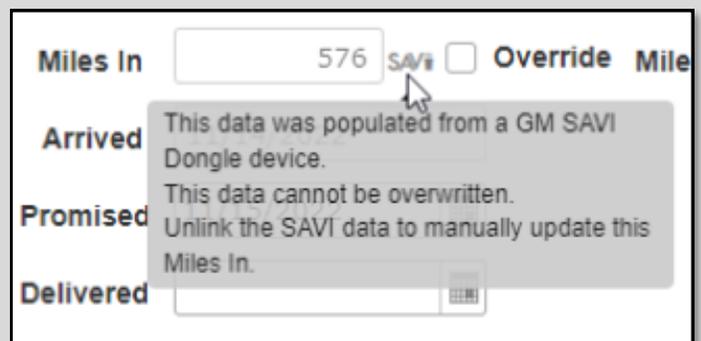


When a GM SAVI record is linked to an appointment or RO, a green checkmark will accompany the SAVI logo.

The SAVI icon next to the mileage field indicates that the data was populated by the GM SAVI record. Mileage cannot be edited while a GM SAVI record is linked.

### Creating an RO from an Appointment

In the Appointment screen, clicking the "Create RO" button in the action ribbon creates an RO with the data from the appointment. The GM SAVI record will be unlinked from the appointment and linked to the newly created RO. Unlinking the RO from the originating appointment will not affect the GM SAVI record linkage.



## Auto Link—Service Appointments and Repair Orders

Auto linking GM SAVI records takes place through the following workflow:

1. The advisor plugs GM SAVI Dongle into a vehicle in the service bay.
2. The advisor opens an appointment in VUE DMS.
3. When an advisor clicks the GM SAVI icon on the appointment two things then happen:
  - VUE DMS calls the GM SAVI API for all GM SAVI records for the VIN and Advisor on the appointment for the current date.
  - VUE DMS checks the appointment VIN and date against the GM SAVI record for a match that qualifies for auto linking.
4. If a GM SAVI record and appointment meet the auto link criteria, the auto-link takes place, and the linked record is displayed to the advisor.

**GM SAVI Service Records**

**Service Visit ID:** b5bef02e599bfd93225ec3aecfb728d4

**VIN:** 3GKALLEV0ML312026    **Advisor Name:** Garcia, Anthony

**Odometer:** 47914    **Advisor GMin:** 553164332

**Check-In-Date:** 11/14/2022    **Dealer Name:** ACTION CAR & TRUCK, LLC

**Check-In-Time:** 1:49 PM    **Dealer BAC:** 172834

**Make:** GMC    **DTC Count:** 4

**Model:** Terrain    **Dongle Type:** GM

**Year:** 2021

**Color:** Summit White

**Engine Light:** Off

**Multi-Point:** GM SAVI record was automatically linked to Appointment.

| Vehicle Display Name | Vehicle Value Data | Vehicle Data Unit |
|----------------------|--------------------|-------------------|
| Select Filter        |                    |                   |
| OIL LIFE %           | 23.79              | %                 |
| TIRE PRESSURE LF     | 31.84              | psi               |
| TIRE PRESSURE RF     | 33.29              | psi               |
| TIRE PRESSURE LR     | 32.15              | psi               |
| TIRE PRESSURE RR     | 32.72              | psi               |
| TIRE PRESSURE L RT   |                    |                   |

**DTC Details**

| Control Module                  | Type | DTC   | DTC Description             | Symptom | Symptom Description     | Status | Status Description | DTC ECU ID |
|---------------------------------|------|-------|-----------------------------|---------|-------------------------|--------|--------------------|------------|
| Select Filter                   |      |       |                             |         |                         |        |                    |            |
| Keyless Entry Control Module    | N    | B3155 | Passenger Door Lock Swi...  | 0x31    | Internal Checksum Error | 0x5F   | Current            | 0x642      |
| Electronic Brake Control Module | N    | C0710 | Steering Position Signal    | 0x59    | Protection Time-Out     | 0x68   | Passed and Failed  | 0x643      |
| Body Control Module             | N    | B3155 | Passenger Door Lock Swi...  | 0x39    | Internal Malfunction    | 0x58   | Passed and Failed  | 0x641      |
| Body Control Module             | N    | B1325 | Control Module Power Cir... | 0x47    | VIN Not Programmed      | 0x1E   | Current            | 0x641      |

SAVI GM SAVI record is linked to [Appointment 737](#)    Unlink Record    Close

## Link to a different Appointment or RO

If a GM SAVI record is linked to the wrong appointment or repair order, you can take the following steps to link the record correctly:

1. Open the correct appointment or repair order.
2. Click the SAVI icon - If the record is linked, press the unlink button, confirm, then press the SAVI icon again to open the search window.
3. Change the "Link State" filter to "Linked" - Search and select the GM SAVI record that is associated with the current appointment or repair order.
4. Click the "Unlink" button.
5. Select the second option to "Unlink from (X) and link to (Y)".

**GM SAVI Service Record**

Are you sure you want to unlink this record from RO 175752?

Unlink from RO 175752

Unlink from RO 175752 and link to RO 175753

Save    Cancel

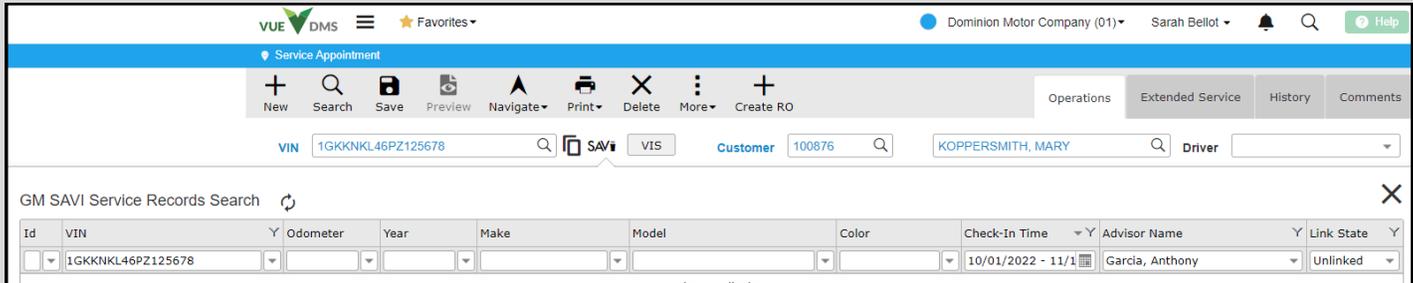
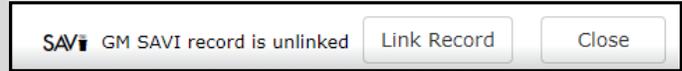
For Technical or Software Support, please contact:

1.800.227.8187 or email [dmssupport@dominiondms.com](mailto:dmssupport@dominiondms.com)

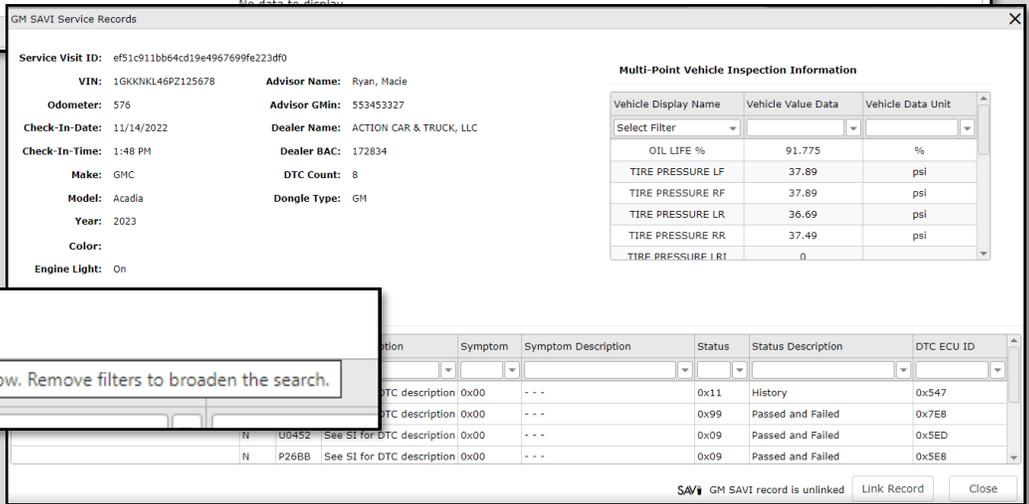
## GM SAVI Service Records Search

Click the SAVI icon to link a GM SAVI record to the appointment or RO. An automatic link takes place if the VIN matches the new GM SAVI record.

To manually link a GM SAVI record, select from the search results and press the "Link" button.



If the desired GM SAVI record is not present in the search grid, review grid filters and update if needed. Press the refresh icon to request new data from GM.



## Linking Appointments

To link a GM SAVI record to an appointment, the following conditions must be met:

1. The appointment must be open.
2. There is no VIN on the appointment or the VIN on the appointment matches the GM SAVI record.
3. The GM SAVI record was pulled from the vehicle in the past 24 hours.

## Linking Repair Orders

To link a GM SAVI record to an appointment, the following conditions must be met:

1. The appointment must be open.
2. There is no VIN on the appointment or the VIN on the appointment matches the GM SAVI record.
3. The GM SAVI record was pulled from the vehicle in the past 24 hours.

To unlink a GM SAVI record from an RO, the following conditions must be met:

1. The RO is not closed (records can be unlinked from a voided RO).
2. The MPI on the RO is not in a "complete" state.

For Technical or Software Support, please contact:

1.800.227.8187 or email [dmssupport@dominiondma.com](mailto:dmssupport@dominiondma.com)

## GM SAVI Service Records

When a GM SAVI record is linked, the SAVI icon will appear with a green checkmark. View a linked GM SAVI record by clicking the SAVI icon.

The GM SAVI information is read only but will populate some data on the appointment, repair order, and MPI such as mileage, oil life percentage, and tire pressure.

GM SAVI Service Records

**Service Visit ID:** 9564f5ba3444951891e2ffb441b1c0ca

|                                  |   |
|----------------------------------|---|
| <b>VIN:</b> 1G6DT5RK6M0120131    | <b>Advisor Name:</b> Ryan, Macie            |
| <b>Odometer:</b> 50111           | <b>Advisor GMin:</b> 553453327              |
| <b>Check-In-Date:</b> 11/16/2022 | <b>Dealer Name:</b> ACTION CAR & TRUCK, LLC |
| <b>Check-In-Time:</b> 12:00 AM   | <b>Dealer BAC:</b> 172834                   |
| <b>Make:</b> Cadillac            | <b>DTC Count:</b> 8                         |
| <b>Model:</b> CTS                | <b>Dongle Type:</b> GM                      |
| <b>Year:</b> 2021                |   |
| <b>Color:</b>                    |   |
| <b>Engine Light:</b> Off         |   |

**Multi-Point Vehicle Inspection Information**

| Vehicle Display Name | Vehicle Value Data | Vehicle Data Unit |
|----------------------|--------------------|-------------------|
| Select Filter        |                    |                   |
| OIL LIFE %           | 92.43              | %                 |
| TIRE PRESSURE LF     | 36.55              | psi               |
| TIRE PRESSURE RF     | 36.55              | psi               |
| TIRE PRESSURE LR     | 38.29              | psi               |
| TIRE PRESSURE RR     | 37.13              | psi               |
| TIRE PRESSURE LRI    | 0                  |                   |

**DTC Details**

| Control Module                          | Type | DTC   | DTC Description           | Symptom | Symptom Description | Status | Status Description       | DTC ECU ID |
|---|------|-------|---------------------------|---------|---------------------|--------|--------------------------|------------|
| Select Filter                           |      |       |                           |         |                     |        |                          |            |
| Parking Assist Control Module           | N    | U1611 | Lost Communication wit... | 0x00    | - - -               | 0x6C   | History                  | 0xBF       |
| Brake System Control Module             | N    | U0155 | Lost Communication wit... | 0x00    | - - -               | 0x28   | History                  | 0x28       |
| Telematics Control Module               | N    | U0155 | Lost Communication wit... | 0x00    | - - -               | 0x28   | History                  | 0x97       |
| Instrument Panel Cluster Control Module | N    | U1611 | Lost Communication wit... | 0x00    | - - -               | 0x20   | Failed Since DTC Cleared | 0x60       |

SAVI GM SAVI record is linked to [RO 175787](#) Unlink Record Close

To unlink a GM SAVI record, press the Unlink button in the lower right.

If a service visit record cannot be linked or unlinked, an info icon will appear in the place of the link and unlink buttons. The user can hover the cursor over the icon for details.

0x7E8

GM SAVI record cannot be linked as the VIN does not match Appointment VIN 1GKKNKL46PZ125678

i Close

## MPI/MPVI

The GM MPI populates the following fields, if available, when a GM SAVI record is linked to a repair order. The GM SAVI record linked must be less than 24 hours old in order to populate the MPI.

- Oil life percentage
- PSI (driver front, driver rear, passenger front, passenger rear)

Data populated by a GM SAVI record is indicated by the Service Visit Record icon next to the field name, and these fields cannot be edited while the GM SAVI record is linked. If a GM SAVI record is unlinked after the MPI is populated from the GM SAVI record, the data from the GM SAVI record will persist, but the fields will become editable, and the Service Visit Record icons will not be present.

[Return to Repair Order](#)

Tech Complete Save Print

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SAVI ✔ Vehicle data linked i

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