

Attention Service Manager

Read-Me First



Stick with the Specialists™

A Personal Note to You

The Global Service team is committed to providing world-class diagnostic products to aid you in servicing vehicles anywhere in the world. The StarSCAN™ system is the first in a family of diagnostic tools guiding us into the 21st century at DaimlerChrysler Motors Company LLC. It is the vanguard of our Next Generation of Service Tools. We have worked with our suppliers to provide you with the highest quality product possible. We are dedicated to the success of this tool, which is designed to assist you in providing a valuable service to your customers.

We ask that you and your team take the time to read the enclosed documentation that we have provided. These aids present critical information allowing you to become familiar with how to setup and use your new StarSCAN system. Taking the time to review these aids will allow you to quickly become proficient in the use of this new tool.

The StarSCAN system is initially intended for use with new Controller Area Network equipped vehicles, for example, the 2004 Dodge Durango. However, in the near future we will expand the support to include all new Chrysler Group vehicles.

We are confident that with your help, in time, the StarSCAN system will “shine above” all of our diagnostic tools.

CAUTION  **WARNING**

For safe operation, carefully read all guidelines in the enclosed Miller Special Tools *StarSCAN Supplemental Information* guide

What to Do First

We recommend that you take the following steps:

1. Record your serial number as described in the section *Help Protect Yourself Against Theft* below.
2. Review the enclosed Jump Start guide and perform the steps that are indicated. This will bring your StarSCAN system to life.
3. View the streaming media presentations on the *StarSCAN™ How-To DVD* by following the instruction printed on the label of the DVD.
4. Visit our website at *StarSCAN Website* listed in the *Website Links* section below in order to register your tool and to familiarize yourself with the information that we provide there. This website is also available through DealerCONNECT on the Service tab.
5. Review the enclosed Quick Reference cards to familiarize yourself with the subjects provided.
6. In the near future we will be providing you with a DVD with valuable how-to information. View the streaming media presentations on this *StarSCAN™ How-To DVD* by following the instructions printed on the label of the DVD.

Help Protect Yourself Against Theft

The serial number of your new StarSCAN system is an important dealership asset. It will help us discourage theft of your StarSCAN system through a program of asset management designed to prevent stolen StarSCAN units from continued use. In order to help us accomplish this, you will need to have access to the serial number of all your StarSCAN units. In addition to this protection, the serial number allows you to connect to corporate data servers, request StarSCAN system repair services, and access helpdesks. The serial number is located beneath the barcode on the label attached to the back of the StarSCAN system.



Please take the time to record your serial number

Please keep this document in a safe place to ensure you always have access to the serial number of your StarSCAN system.

Problems?

If you experience problems during the initial setup and use of your new StarSCAN system, please make sure that you have performed the following steps in the indicated order:

1. Review the steps under the section *What to Do Next* above and ensure that you have performed as many of the steps as possible.
2. Review the *FAQ (Frequently Asked Questions)* document at the *StarSCAN Website* listed in the *Website Links* section below.
3. Visit the STAR Center Online through DealerCONNECT by selecting the Service tab followed by selecting “*Star Online*” under the *Repair* portlet (DealerCONNECT > Service > Repair > Star Online). We will continue to populate cases intended to help the service technician operate the StarSCAN system effectively.
4. Visit the DealerCONNECT Right Now knowledge base by selecting the *eSupport* label at the top of the DealerCONNECT screen followed by selecting “*Find Answers*” under the *Knowledge Center* portlet (DealerCONNECT > eSupport > Knowledge Center > Find Answers). We will continue to populate cases intended to help with network issues related to the StarSCAN.

If your problem cannot be resolved through the steps above, please call one of the Technical Service Hotlines. They will help you resolve the issue or direct you to the appropriate resource.

Technical Service Contacts

STAR Center Hotline:	800 850-7827	Vehicle and StarSCAN Software Issues
Miller Tools Hotline:	800 344 4013	Tool Hardware/Repair Issues
DealerCONNECT Helpdesk:	800 374-4040	Downloading/Network Issues

DealerCONNECT Web Links

STAR Center Online:	DealerCONNECT > Service > Repair > New Star Online
DealerCONNECT Right Now:	DealerCONNECT > eSupport > Knowledge Center > Find Answers
StarSCAN Website:	DealerCONNECT > Service > Repair > StarSCAN Diagnostic Tool

Website Links

Miller Tools Repair Website:	www.starscan.spx.com
StarSCAN Website:	www.dcctools.com



QUICK FAX ORDER FORM

(800) 734-4334
Phone in: (800) 223-5623

DEALERSHIP CONTACT	DEALER CODE	POSITION AT DEALERSHIP	DATE
SHIP TO ▶		SHIP TO ARRIVE BY ▶	
ADDRESS	CITY	STATE	ZIP CODE
BILL TO ▶			
ADDRESS	CITY	STATE	ZIP CODE
TELEPHONE #	CONFIRMATION FAX #		
FIELD REP NAME	FIELD REP NUMBER	DISTRIBUTOR NAME	

QTY.	PART NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
	OT-CH9400	Additional StarSCAN™ Tool Kit	\$2,995.00	
<i>Pricing valid through December 31, 2003 Orders will ship by January 31, 2004</i>			PRICE OF UNITS ORDERED ▶	

Payment Plan <input type="checkbox"/> 30-Day Open Account <input type="checkbox"/> Deferred Payment <small>On orders over \$1,000 only</small> <input type="checkbox"/> 3 equal monthly installments	All orders for NET 30 or 3 monthly installments will be charged to your monthly parts account. Billing to begin 30 days after receipt of equipment.	Applicable freight and taxes will be added.
Chrysler Financial Corp. Months _____ Branch # _____	Chrysler Financial payment plans will be arranged directly through the local CFC branch and will be governed by CFC's rules and conditions.	X _____ Authorized Signature of Dealership
Visa® <input type="checkbox"/> MasterCard® <input type="checkbox"/> American Express® <input type="checkbox"/> Account # _____ Exp. _____	Billing to credit card will process after shipment has been made. Payment will be governed by Visa/MasterCard and American Express rules and conditions.	The manufacturer of this equipment issued its own warranty and performs obligations under said warranty.
<input type="checkbox"/> 3rd Party Financing	*Bill To* information on top of order form must be completed in its entirety. Financing on 3rd party will be arranged and governed by financial institution being utilized.	NOTE: CANCELLATION AND RETURNS ARE SUBJECT TO 15% RESTOCKING AND FREIGHT CHARGES.

Prices are subject to change without notice.

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