

Attention Service Manager



Read-Me First

Please read instructions carefully before using this product and save this manual for future use



Stick with the Specialists®

Symbols Used



A Caution is used to warn you of situations where serious consequences may result unless you take the appropriate action. Pay attention to Cautions.

FCC Compliance Statements

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

In accordance with FCC 15.21, changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet helpful: "Something About Interference." This is available at FCC local regional offices. Our company is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by our company. The correction will be the responsibility of the user. Use only shielded data cables with this system.

In accordance with FCC 15.21, changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The FCC has granted an equipment authorization for this product with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information for this device can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid> after searching on FCC ID TE4CH9801.

This is a portable hand held device. The highest reported SAR is 0.79 mW/g

The StarMOBILE is a portable handheld device. It is not a device that is worn on the body. It is normally mounted in a vehicle away from the occupants. The closest it ever comes to the body is if end user is in fact using it as a handheld device. This device is not intended to be held up to the head.

IC Compliance Statements

This device has been designed to operate with an antenna having a maximum gain of 2 dB. Antenna having a higher gain is strictly prohibited per regulations of Industry Canada. The required antenna impedance is 50 ohms.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that required for successful communication.

The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's™ website www.hc-sc.gc.ca/rpb

Introducing the StarMOBILE

The StarMOBILE™ diagnostic system is the newest Chrysler Group diagnostic tool. It extends the functionality of the StarSCAN diagnostic tool by providing the following additional capabilities:

Customer Data Recorder. The StarMOBILE system supplements the Co-Pilot as a customer flight recorder for Controller Area Network vehicles. It has expanded event storage capability and is able to simultaneously record data elements across multiple ECUs, including body modules. During data recording, the StarMOBILE system will record readings selected by the technician when the tool is triggered in the vehicle by the customer.

Pass-Through Diagnostics

In this operation the StarMOBILE system operates in conjunction with a PC to allow scan tool functionality including: data displays, actuators, diagnostic routines, and vehicle flash functions. Unlike the Co-Pilot, which was designed strictly for use in the customer's vehicle, the StarMOBILE system can be put to work throughout the Service Department.

The StarMOBILE system is initially intended for use with new Controller Area Network (CAN) equipped vehicles, for example, the 2006 PT Cruiser. A cross-reference list of applicable diagnostic tools to vehicles is maintained on the DCCTools website as well as the DealerCONNECT website. Please refer to this document, the *Vehicle to Diagnostic Tool Reference Chart* when you have questions about which diagnostic tools may be used to service a Chrysler Group vehicle.

A Personal Note to You

The Global Service team is committed to providing world-class diagnostic products to aid in servicing vehicles anywhere in the world. We have worked with our suppliers to provide 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 aids that we have provided. These aids present critical information allowing you to become familiar with how to setup and use your new StarMOBILE system. Taking the time to review these aids will allow you to quickly become proficient in the use of this new tool.

Traveling in the footsteps the StarSCAN diagnostic tool, we are confident that the StarMOBILE system will carry forward the family success.





What to Do First

We recommend that you take the following steps:

1. Review the *Included Parts* section below and confirm that all parts are present in the kit.
2. Record your serial number as described in the section *Help Protect Yourself Against Theft*.
3. Ensure that the StarMOBILE battery is fully charged before use by following the instructions under *Charging the Battery Pack* below.
4. Review the enclosed Jump Start guide and perform the steps that are indicated. This will bring your StarMOBILE system to life.
5. Visit the DCCTools website to register your StarMOBILE system and to familiarize yourself with the information that we provide there. This information is also available for Chrysler Group dealerships through DealerCONNECT on the Service tab.
6. Review the enclosed Quick Reference cards to familiarize yourself with the subjects provided.

Included Parts

The following items have been included in your kit:

StarMOBILE Unit CH9801	AC Adapter (US) CH9802	J1962 Vehicle Cable CH9804	Data Record Trigger CH9807
			

In addition to the above parts, you should also find the following documentation in the kit. Electronic copies of these documents are available at the DCCTools and DealerCONNECT websites.

Read-Me First This is the booklet that you are currently reading. It provides useful information regarding first use of StarMOBILE system as well as how to deal with problems.

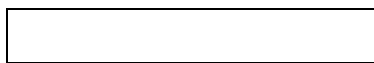
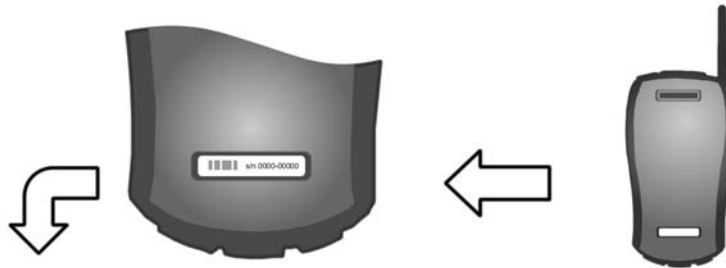
Jump Start Guide This guide provides information on configuring and using the StarMOBILE system software.

Quick Reference Cards These cards provide a reference for commonly used aspects of the StarMOBILE data recorder functions.

Note: When using the StarMOBILE system in pass-through mode, you may refer to the StarSCAN Quick Reference Cards to help guide you for common diagnostic tasks. The StarMOBILE Desktop Client will allow you to perform diagnostic tasks via the same screens that you have become familiar with on the StarSCAN tool.

Help Protect Yourself Against Theft

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

Charging the Battery Pack

Prior to using the StarMOBILE system, the following steps should be performed:



Before using the battery pack, carefully read the *Battery Pack Precautions* and *AC Adapter Precautions* sections of this guide.

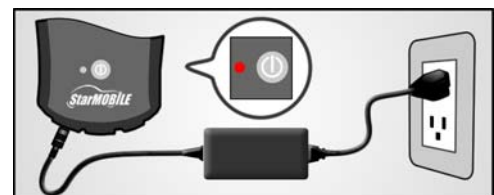
Step 1

Plug the AC adapter supplied with the StarMOBILE kit into the DC power connection of the StarMOBILE device and the AC power cord into a suitable wall outlet.

Note: The internal battery charging protection circuit will allow charging only when the battery temperature is: 0 °C to 40 °C {32 °F to 104 °F}

Step 2

With the StarMOBILE device powered off, observe that the power LED of the StarMOBILE system is blinking **red**. This indicates that the battery is charging.



Step 3

Allow the StarMOBILE system to charge for at least four hours. The rate at which the LED blinks should reduce in frequency. However, since the system will continue to charge, the LED may occasionally blink **red**.



Step 4

Press the Power button on the StarMOBILE system. Within 20 seconds, the LCD screen should display the initial screen.



Step 5

Unplug the AC adapter and ensure that the device remains powered.



Battery Pack Precautions

- **Avoid Heat**
Do not throw the battery pack into a fire or expose it to excessive heat.
- **Do Not Disassemble**
Do not attempt to disassemble the battery pack or expose it to sharp objects.
- **Keep Articles Away**
Do not place the battery pack with mechanic tools, paper clips, or other electrically conductive materials.
- **Avoid Temperature Extremes**
Do not leave the battery pack for extended periods where it will be exposed to direct sunlight, in a hot place, or a cold place. If placing the StarMOBILE system in a customer vehicle where ambient temperature may be outside of the suggested StarMOBILE operating temperature range, first remove the battery from the StarMOBILE system.
- **Stop Use**
Should the battery emit an abnormal odor, become hot to the touch, become discolored, change shape, or become in any way different from normal, immediately remove it from the StarMOBILE system and stop using it.
- **Improper Use**
Do not use the StarMOBILE unit with a battery pack other than the one specified for use with the StarMOBILE system. Doing so may damage the StarMOBILE unit and void the StarMOBILE system warranty.



A lithium ion battery powers the StarMOBILE system. We have made arrangements to allow you to recycle this battery and would ask that you aid us in our effort to protect the environment. Please call 800.822.8837 for information on how to recycle this battery.



General Precautions

- **Observe Precautions**

Before performing any diagnostic functions, refer to the Precautions provided in this document and the warnings provided by the vehicle manufacturer. In addition, follow any warnings and descriptions provided on the StarMOBILE software screens.

Refer to the service manual for the vehicle being serviced and adhere to all diagnostic procedures and precautions. Failure to do so could result in air bag deployment, personal injury, or otherwise unneeded air bag system repairs.

- **Observe Device Operating Limits**

Do not exceed the limits of the StarMOBILE system. Doing so is dangerous and will expose you to serious injury or possible death. Carefully read and understand all safety precautions.

- **Flammable Liquids**

Do not spray any liquids on the StarMOBILE system. Liquids may get inside the tool and cause permanent damage to the electrical components. Flammable liquids may cause an explosion.

- **Automotive Battery**

To avoid damage to the StarMOBILE system or the generation of false data, make sure the vehicle battery is fully charged and all cable connections are clean and secure. It is recommended that a battery charger be in use during vehicle flashing.

When updating the StarMOBILE system software, it is recommended that the AC Adapter (CH9802) be connected to the StarMOBILE system to ensure that adequate power is available.



AC Adapter Precautions

- **Do Not Pull or Twist**

Do not pull or twist the AC power cord or DC cord of the adapter. Doing so may damage the cable or connections.

- **Unplug When Not in Use**

When the DC plug of the adapter is not connected to the StarMOBILE system, disconnect the AC cord from the wall outlet.

- **Improper Use**

Use the specified AC adapter (PSE P/N CH9802) with the StarMOBILE device only. Using an AC adapter other than the one supplied may damage the StarMOBILE device or battery pack.

- **Improper Use**

Do not use the StarMOBILE AC adapter to power or charge the StarSCAN diagnostic tool. The StarMOBILE AC adapter is not designed to handle the StarSCAN current requirements, and will result in overheating and damage to the StarMOBILE AC adapter.

Problems?

If you experience problems during the initial setup and use of your new StarMOBILE 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 First* above and ensure that you have performed as many of the steps as possible.
2. Review the *FAQ (Frequently Asked Questions)* document at the *DCCTools Website* listed in the *Website Links* section below. This document may answer your question and provide suggested resolution for known problems.
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 be populating cases intended to help the service technician operate the StarMOBILE 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 be populating cases intended to help with issues related to the StarMOBILE system.

If your problem cannot be resolved through the steps above, please call the Technical Service Hotline associated with the problem you are experiencing. They will help you resolve the issue or direct you to the appropriate resource.

Technical Service Hotline Contacts

Hotline	Type of Problem	Phone Number
STAR Center Hotline	StarMOBILE issues related to vehicle use	800.850.7827
DealerCONNECT Hotline	Software installation, CD-ROM, and network issues	800.374.4040
Bright Star Engineering Hotline	Return materials authorization and hardware repair	617.224.4990

DealerCONNECT Web Links

StarMOBILE Information	DealerCONNECT > Service > Repair > StarSCAN/StarMOBILE
STAR Center Online:	DealerCONNECT > Service > Repair > Star Online
DealerCONNECT Right Now:	DealerCONNECT > eSupport > Knowledge Center > Find Answers

Internet Website Links

DCCTools Website: www.dcctools.com

Usage Environment

Standard Usage Environment

Operating	Temperature: -20 °C to 50 °C {-4 °F to 122 °F}
	Humidity: 10% to 90% RH (non-condensing)
Storage	Temperature: 0 °C to 50 °C {32 °F to 122 °F}
	Humidity: 20% to 80% RH (non-condensing)



Operation or storage of the StarMOBILE system outside of the temperature ranges defined above may result in venting of the battery. This may lead to fire, explosion, vehicle damage, or personal injury.

Extended Usage Environment

Operating Temperature: -40 °C to 70 °C {-40 °F to 158 °F}

When using the StarMOBILE system as a customer data recorder only, you may extend the operating temperature range by performing the following:

- Remove the lithium ion battery pack
- Replace the standard SD card with an extended temperature range SD card (PSE P/N CH9810).

Instructions for performing the above steps are available at the DCCTools and DealerCONNECT websites.



Use of the StarMOBILE system in the extended operating temperature range will accelerate the deterioration of the product and possibly lead to a reduction in product life. Use in this range should only be performed when necessary.

STARMOBILE™ Software License Agreement

This is a legal agreement between you (a DaimlerChrysler dealer or other authorized user of one or more STARMOBILE™ diagnostic tools), and DaimlerChrysler Corporation (hereinafter referred to as "DaimlerChrysler"). **BY OPENING THE SEALED PACKAGE, LOADING THE SOFTWARE, OR OTHERWISE USING THE SOFTWARE AFTER NOTICE OF THE TERMS OF THIS SOFTWARE AGREEMENT, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS SOFTWARE AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS SOFTWARE AGREEMENT, PROMPTLY RETURN THE UNOPENED PACKAGE AND THE ACCOMPANYING ITEMS TO THE PLACE YOU OBTAINED THEM FOR A FULL REFUND.**

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