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### GENERAL

#### **What should I do when I have problems with my StarSCAN® tool?**

If you have questions or you are looking for help in solving problems with your StarSCAN tool, you should do the following:

1. Review the 'Problems' section of the Read-Me First document shipped with your StarSCAN tool.
2. Go to the StarSCAN website ([www.dcctools.com](http://www.dcctools.com)) for the latest FAQ document. The website also contains helpful tutorials and feature tours which may answer your question.

#### **Why has the StarSCAN diagnostic tool been shipped to my dealership?**

Beginning with the 2004 Durango, all new Chrysler Group vehicles using CAN (Controller Area Network) bus will require the StarSCAN diagnostic tool in order to communicate with the new generation of onboard electronic control units. These new vehicles utilize highly sophisticated electronic communications that tie the vehicle's computers and components together in an ultra high speed network to improve vehicle operation and reliability.

#### **Can the StarMOBILE A/C Adapter (CH9802) be used to power the StarSCAN diagnostic tool?**

Although the plugs are the same size, you should not use the StarMOBILE adapter with the StarSCAN tool. Under some circumstances, the StarSCAN power requirements can exceed the capacity of the StarMOBILE adapter. However, the StarSCAN A/C adapter may be used to power the StarMOBILE system.

#### **Can the StarMOBILE vehicle cable (CH9804) be used with the StarSCAN diagnostic tool?**

Although both tools use HD-26 connectors, you cannot use the StarMOBILE cable with the StarSCAN tool. The StarMOBILE cable was designed to be as small as possible for use in the customer's vehicle. Since the StarMOBILE power requirements are much less than the StarSCAN tool, we were able to reduce the size of the StarMOBILE cable. However, the StarSCAN cable (CH9404) may be used with the StarMOBILE system.

#### **My kit arrived incomplete: where's the Recovery Card?**

Although the Jump Start poster depicts them separately, in fact the 64MB recovery flash card and the PCMCIA adapter (CH9408) are shipped assembled as one piece.

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### **My kit arrived incomplete: where's the Read-Me First and other documentation?**

The documentation is located in the soft nylon pouch that is attached to the lid of the StarSCAN case.

### **What is the red flashing "SIM" button that sometimes appears alongside the other icons below the screen title? How do I turn it off?**

The red "SIM" button appears whenever the tool is in a simulated mode of operation. This mode is intended for purposes of demonstration and training only, and isn't intended for live on-vehicle diagnosis. Pressing the button will invoke a dialog box with settings that you can adjust in order to exit simulated mode.

### **What is the Recovery Card?**

The Recovery Card is for rare emergencies where your StarSCAN tool loses its memory. We do not anticipate that you will need this. If this becomes necessary, follow the instructions on the [www.dcctools.com](http://www.dcctools.com) or DealerCONNECT website in the *StarSCAN Tool Recovery Card Instructions* document under the *Download Center*.

### **After installing the latest version of Adobe Acrobat to view PDF files on the StarSCAN website, I can no longer print PDF files on DealerCONNECT?**

DealerCONNECT recommends uninstalling the current version of Acrobat then downloading the latest version from DealerCONNECT>eSupport > Library > Downloads and installing it. You will still be able to view PDF files from the StarSCAN website with this version as well.

### **Why won't my tool power on? The battery is charged and / or the tool is connected to a viable power source.**

Try the following recovery process:

Step 1: Remove the internal battery pack located on the lower right side of the StarSCAN tool and disconnect all external power sources (A/C Power, vehicle cable, MDS2 DIN cable).

Step 2: Re-install the internal battery pack and connect the StarSCAN tool to an external power source (A/C Power, vehicle cable, or MDS2 DIN cable). Reconnecting an external power source may be necessary because the internal rechargeable battery may be discharged.

Step 3: Press the Power key. The unit should power up. If this recovery process fails to rectify the problem, contact the SPX / Miller Tools Hotline.

### **Why won't my tool power off when I press or press and hold the power key?**

Try the following recovery process:

Step 1: Remove the internal battery pack located on the lower right side of the StarSCAN tool and disconnect all external power sources (A/C Power, vehicle cable, MDS2 DIN cable).

Step 2: Re-install the internal battery pack and connect the StarSCAN tool to an external power source (A/C Power, vehicle cable, or MDS2 DIN cable). Reconnecting an external power source may be necessary because the internal rechargeable battery may be discharged.

Step 3: Press the Power key. The unit should power up. If this recovery process fails to rectify the problem, contact the SPX / Miller Tools Hotline.

## SERVICE AREA NETWORKING

### **Does my StarSCAN diagnostic tool need to plug into my network?**

Connection to the network is required for: downloading of up-to-date vehicle flash files, StarSCAN software updates, downloading of templates, vehicle reconfig, and uploading of data files to the STAR Center. For more information on how to configure the StarSCAN diagnostic tool please see the Quick Start Networking Guide.

### **What kind of networking changes might be needed to support the StarSCAN diagnostic tool?**

Dealerships should be equipped with a local area network (LAN) connection to meet their needs. For more information regarding dealership networking changes please refer to dealership guidelines, located at DealerCONNECT>eFiles>New Dealer>Infrastructure Requirements.

### **Is StarSCAN wireless networking supported?**

Yes, 802.11b wireless is supported for US domestic dealerships. Help for US domestic dealers is available from the DealerCONNECT hotline. For more information regarding dealership networking please refer to the dealership guidelines, located at DealerCONNECT>eFiles>New Dealer>Infrastructure Requirements.

### **How many LAN drops should I plan for?**

You will need separate LAN drops for each of the following:

- Every service bay where the StarSCAN diagnostic tool is used
- Every service bay where the StarMOBILE system is used
- TechCONNECT client
- Additional drops for future needs

### **Do I need Internet access from my service bay to use the StarSCAN diagnostic tool?**

Yes. The StarSCAN diagnostic tool must be able to fully access the Internet. It employs HTTP and HTTPS protocols operating over ports 80 and 443 respectively. Use of content filters and other restrictive network devices may prevent the StarSCAN tool from having necessary access.

### **Will the StarSCAN diagnostic tool connect to the DealerCONNECT / TechCONNECT client for updates?**

Typically, you will use the Internet for access to flash files and for other needs. However, CD ROMs will be shipped directly to your dealership. You will need to place the CD-ROM in a TechCONNECT client, NOT THE CIS SERVER.

## DOWNLOADING FLASH FILES

### **Why are flash files available from both the internet and the StarSCAN Release CD?**

The internet allows DaimlerChrysler to distribute flash files quickly to service facilities, and assures that service technicians have access to the most recent flash files. Flash files are also located on the StarSCAN Release CDs to support service facilities not on the DaimlerChrysler dealership network. This method also serves as a backup to retrieving flash files from the internet.

### **Where should I go to get the most recent flash files?**

You should retrieve your flash files from the internet, as they are guaranteed to be the most recent. If the internet is unavailable, you can use the StarSCAN Release CDs as a backup method to retrieve flash files. This method, however, should be used with caution as newer flash files may be available on the internet.

### **How do I download flash files to the StarSCAN from the internet?**

The StarSCAN is network capable. To set up your StarSCAN for networking, follow the StarSCAN Quick Start Networking Guide, available from the 'download center' at

the [www.dcctools.com](http://www.dcctools.com) or DealerCONNECT websites. This guide will also give you instructions on how to download a flash file once your StarSCAN is configured for your network.

### OFF-THE-SHELF ITEMS FOR THE STARSCAN

#### **Can I purchase some of the items in the StarSCAN kit elsewhere?**

Yes. To reduce the cost of ownership of the StarSCAN, we used as many off-the-shelf components whenever possible. These components may be purchased directly by the dealership to help reduce your costs. **It is very important to use only the specific items listed below to ensure proper operation of your StarSCAN.** The items identified below have been tested to ensure compatibility and safe operation with your StarSCAN.

#### **Can I purchase the items found in the Update Kit directly?**

Although the Update Kit (CH9412) is available for purchase from PSE by selecting eStore > eStore Sites > Pentastar Service Equipment, the items contained in the kit may be purchased directly from other sources. The only replacement items that we can recommend at this time are:

##### USB Female A to Mini B Male Adapter

- USB Adapter A/F - Mini B/M Adapter. Part number: GCUSBAFXM available at <http://www.twstore.com/twstore/gcusbafxm.html>

#### **Will the StarSCAN accept standard peripherals such as mouse pointing devices and keyboards?**

Yes. Recommended standard peripherals that have been tested and are known to work on the StarSCAN include:

##### Keyboards:

- Ortek Technology, MCK-600USB
- IBM Keyboard, Model # SK-8806, P/N 19K1760

##### Mouse Pointing Devices:

- Microsoft Wheel Mouse Optical USB, X08 - 71118
- Belkin F8E201-USB
- Dell Optical by Logitech, 04P648
- Kensington ValueMouse USB 3 Button, Model# 19430

### **Can I purchase the Ethernet cable directly?**

Yes, the Ethernet cable provided with the StarSCAN kit is a standard Cat 5e cable with RJ45 termination.

## **USB MEMORY DEVICE**

### **Why doesn't my USB memory device work on the TechCONNECT?**

There have been a few reported issues with AK variants of the Lexar USB memory device shipped in some of the StarSCAN Update Kits. The problem only affects a small number of TechCONNECT machines. If you are experiencing problems with the TechCONNECT not recognizing your Lexar JumpDrive and you are in the U.S. or Canada, contact the DealerCONNECT Hotline at (800) 374-4040. All others should visit DealerCONNECT at <https://dealerconnect.chrysler.com> for Hotline numbers in your locale.

### **Why am I getting an error when trying to write to my USB memory device?**

You may have your memory device locked. To unlock the device, simply move the micro switch located on the side of your USB memory device to the unlocked position.

### **What should I do with the Kingston driver CD I received with my USB memory device?**

Some StarSCAN Update Kits were inadvertently shipped with the Kingston driver CD. This CD is not required for use the TechCONNECT and can be discarded.

### **When updating from the Support CD what should I do if my USB memory device is full?**

After 6.04 the download wizard checks the available space on your selected USB memory device. If the total size of files selected to download is greater than the space available on your USB memory device, you will be provided with options to either manually delete files or delete all files residing on the USB device. Warning, deleting files is an irrecoverable operation; please make sure that the files to be deleted are no longer needed. The 'Delete All' option will completely remove all files on the selected USB memory device; if you use this device to store other files or have past flash updates that you may still need, do not use this option.

Prior to 6.04 if you receive the disc full warning, please stop the Support CD wizard. The files will need to be deleted manually from the USB memory device using windows explorer.

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### PACKAGING / DURABILITY

#### **How well does the StarSCAN diagnostic tool handle shop conditions?**

Drop tests, fluid resistance, and other durability tests have been performed to ensure that the StarSCAN diagnostic tool is ruggedized and ready for use under normal shop conditions. The larger display screen makes the StarSCAN diagnostic tool slightly more susceptible to damage than the DRBIII<sup>®</sup>, but the advantages of the larger screen far outweigh any potential durability issues.

#### **What will happen if I touch the screen with brake fluid or oil on my hands? Won't the touch screen be ruined?**

The StarSCAN tool has been designed to operate in a typical shop environment and the touchscreen is damage resistant to most service shop chemicals, but treating it with care will ensure its long life. Use a clean (damp) non-abrasive cloth towel and glass cleaner (such as Mopar Window Cleaner) to clean the touchscreen surface when necessary. Apply the cleaning solution to the towel rather than directly to the touchscreen.

#### **Do I need a protective cover for the StarSCAN touchscreen?**

The StarSCAN touchscreen was selected for its ability to operate successfully in the shop environment. The optical properties of the touchscreen have been carefully matched to the display, the polarizer, and the other optical enhancements present that allow full sunlight readability. Simple cleaning will be sufficient for ensuring a long life.

#### **Will the StarSCAN diagnostic tool have a hook?**

Yes. A hook will be provided as an accessory to enable the technician to place the StarSCAN diagnostic tool in any number of locations on the vehicle. This hook will be shipped directly to your dealership in the near future. If you have not received a hook, please contact Miller Tools.

### TUTORIALS

#### **Why won't the tutorials on the dcctools website run on my computer?**

The tutorials on the <http://www.dcctools.com/en/training/index.html> page require the Macromedia Flash player be installed on your machine to run properly. You may

download the Flash player from the DealerCONNECT website by going to 'eSupport' then clicking on the 'Downloads' link. Click on the 'Flash Player' link and follow the instructions for download and installation.

### UPDATE CD

#### **Can I skip versions when I update my StarSCAN?**

You can update from any version to the latest software version available. For example, if you are at version 4.03, you do not have to update to 4.04 before updating to 4.05. Just update from 4.03 to 4.05.

However, it is still **critical** that dealers keep their StarSCAN tools updated to the **latest version** available. This insures that they will have the latest vehicle support available. Dealers can find out what the latest available software version is by visiting [www.dcctools.com](http://www.dcctools.com) and selecting "Latest News". We have also made the above information available through DealerCONNECT.

#### **What are the different types of StarSCAN Update CD releases?**

**The Standard Release:** This release is based on new vehicle support and critical StarSCAN software updates. This type of update is distributed on a light blue card stock

**The Flash Release Only:** This release is only shipped to dealers when new vehicle flash files become available. The Flash Release Only CD will also include the most current StarSCAN software update available. This type of update is distributed on red card stock.

For more in depth information regarding release types please go to: DealerCONNECT > eSupport > Knowledge Center > Find Answers for a thorough description of the solution. Search for "StarSCAN" and then look for subject heading "StarSCAN FAQ What are the different StarSCAN Update CD releases", answer ID 7640.

### VEHICLE CONNECTION

#### **How does the StarSCAN's vehicle connection system work?**

There are certain conditions that must exist for the StarSCAN scan tool to communicate with a vehicle. The first conditions that must be met for the StarSCAN tool to operate properly are that power and grounds must be connected at the Data Link Connector (DLC). This means that pin 16 on the DLC will need to have battery voltage (B+) at all times and that pins 4 and 5 have a "clean" path to ground. When

the StarSCAN is turned on and plugged into the DLC, the light near the power button on the StarSCAN tool will turn green when vehicle power is present. If the StarSCAN tool is running off of its internal battery, then the light will be a solid red. A green light with an occasional red blink means that the StarSCAN tool is running off of the vehicle's battery and charging its internal battery. Note: on boot up, the StarSCAN tool may take a few seconds to recognize that vehicle battery is present.

If you don't see a green light, then check all of your cable connections from the StarSCAN tool to the DLC. Also check that the vehicle's battery voltage is at least 10.5 Volts. This is the approximate voltage at which the StarSCAN tool will switch from vehicle power to internal battery power for most of its hardware. Vehicle communications hardware on the StarSCAN tool would still draw off of vehicle power and function above 6 Volts. If all of these conditions are met and you are still having trouble communicating, then try a different vehicle.

If vehicle battery is present, the StarSCAN tool will attempt to identify the cable attached to it. Currently, there are 2 types of cables that can be connected to the StarSCAN vehicle connector. They are the standard vehicle communications cable and the MDS2 Power Supply Cable. The MDS2 Power Supply Cable is used only to apply power to the StarSCAN tool and can't be used for communications. So, the StarSCAN tool will not attempt to communicate with a vehicle if that cable is attached to it. In order to connect to a vehicle, you must use the standard vehicle communications cable and hook it up to the DLC of the vehicle.

Once the cable identification has identified a valid communications cable, the StarSCAN tool will attempt to identify the vehicle. If it is not successful identifying the vehicle, a screen will pop up asking you to tell the StarSCAN tool what vehicle you are connected to. Only vehicles supported by the StarSCAN software will be shown in the list. Note: It is required that the vehicle's ignition be placed in the 'Run' position prior to connecting to a vehicle. If this is not, then the automated identification process on CAN vehicles may not work properly.

Sometimes, communication problems between the vehicle and diagnostic tools are due to problems with the vehicle cable, the DLC connector, or some internal wiring fault. The StarSCAN tool has the ability to detect some of the common faults that can occur on the Diagnostic CAN-C bus, which runs from the DLC to the CGW (Central Gateway Module which is usually the FCM). Note that most, but not all vehicles have a Diagnostic CAN-C bus. Faults that can be detected by the StarSCAN tool include open circuits, shorts to ground and battery, and bus wires shorted to each other. The Diagnostic CAN-C bus can be diagnosed by going into "Network View" and then pressing the "Diag CAN-C" button. This will bring up a screen containing fault information and controls to rerun the bus test used to determine these faults. Note that ALL fault information on this screen need to be manually verified by using the proper diagnostic procedures.

The automated identification of vehicles will immediately load the year, model, engine, and VIN from the vehicle. This information can be seen on the left side of the title bar.