



**NUMBER:** 08-017-06

**GROUP:** Vehicle Performance

**DATE:** April 26, 2006

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**SUBJECT:**

StarSCAN® Vehicle Scan Report Availability

**MODELS:**

2006 - 2007	(DR/DH/D1)	Ram Truck
2007	(DC)	Ram 3500 Cab Chassis
2004 - 2007	(HB)	Durango
2007	(JK)	Wrangler
2007	(JS)	Avenger/Sebring
2006 - 2007	(KJ)	Liberty
2005 - 2007	(LX/LE)	300/Magnum/Charger
2007	(MK)	Compass/Patriot
2005 - 2007	(ND)	Dakota
2007	(PM)	Caliber
2006 - 2007	(PT)	PT Cruiser
2005 - 2007	(WK/WH)	Grand Cherokee
2006 - 2007	(XK/XH)	Commander

**DISCUSSION:**

The following procedure explains how to create a Vehicle Scan Report. This report provides you, the technician, a valuable tool in diagnosis, repair, and repair verification of today's vehicles. By incorporating this into the DaimlerChrysler's 6-Step Troubleshooting process, the results will be repairs that take less time and increase your Fixed-First-Visit scores.

These reports can be viewed and printed on a Windows PC, such as your dealer's TechCONNECT client. The file will open in Internet Explorer and does not require any special printing requirements.

Many successful dealerships make 'before' and 'after' repair, Vehicle Scan Reports to validate the repair. Keep these reports with the hard copy of the repair order.

The DaimlerChrysler Academy training course "Body Electrical Part 3 - Advanced Diagnosis", course code 0641816, provides understanding and usage of the Vehicle Scan Report.

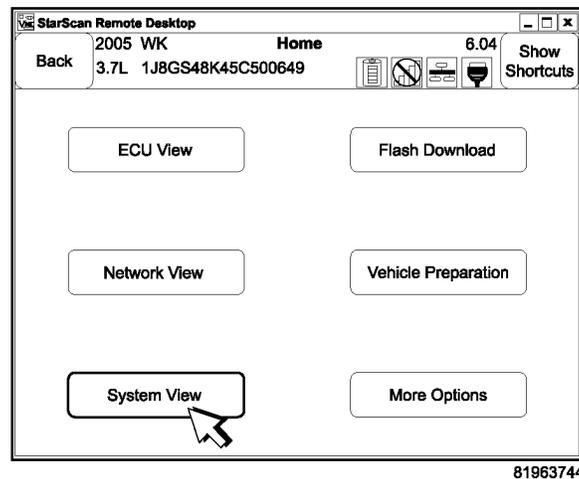


**SPECIAL TOOLS / EQUIPMENT REQUIRED:**

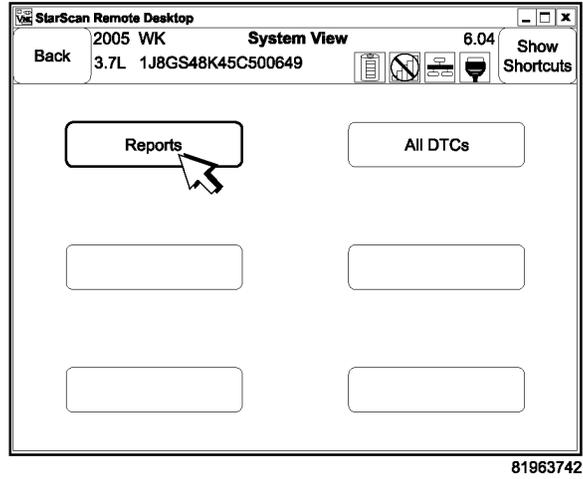
CH9401	StarSCAN® Tool
CH9404	StarSCAN® Vehicle Cable
CH9409	StarSCAN® Documentation Kit
CH9410	StarSCAN® Ethernet Cable, 12 ft.
CH9412	StarSCAN® Software Update Device Kit
	TechCONNECT PC or equivalent

**CREATING A REPORT:**

1. Power ON the StarSCAN®.
2. Using the StarSCAN® at the “Home” screen, select “System View” (Fig. 1).

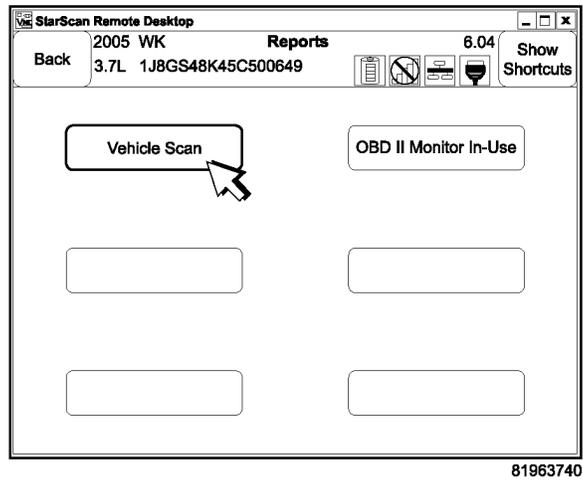
**Fig. 1 HOME SCREEN**

3. Select "Reports" (Fig. 2).



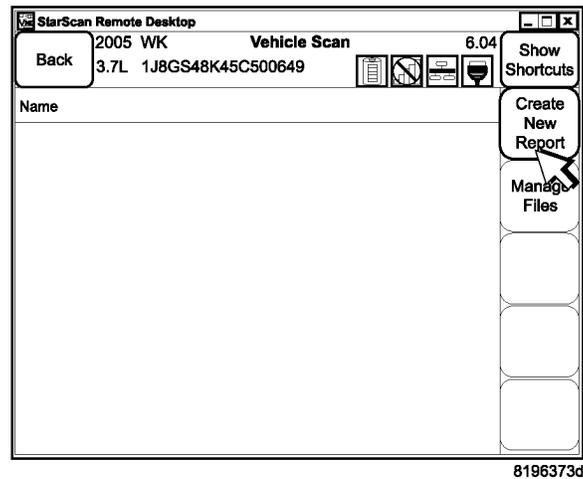
**Fig. 2 SYSTEM VIEW SCREEN**

4. Select "Vehicle Scan" (Fig. 3).



**Fig. 3 REPORTS SCREEN**

5. The following screen shows an empty Vehicle Scan screen (since there are no previous reports). Select “Create New Report” (Fig. 4).

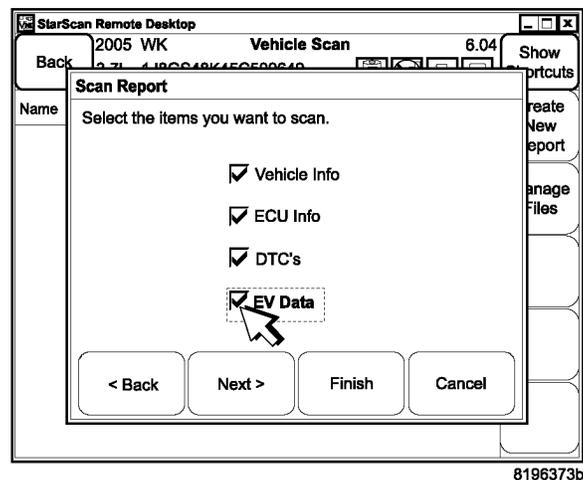


**Fig. 4 VEHICLE SCAN SCREEN**

6. A “Scan Report” dialogue screen appears providing options of adding additional information to the report. In this example we checked “Vehicle Info”, “ECU Info”, “DTC’s” and “EV Data” (Fig. 5).

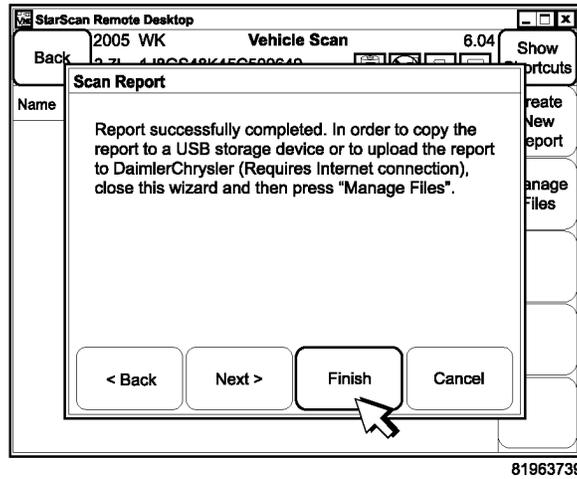
**NOTE: If “ECU Info” is not selected then “DTC’s” and “EV Data” cannot be selected.**

**NOTE: Check all of the boxes! When reporting, adding the EV Data (Environmental Data) includes information on how the DTC was set, which will most likely be needed for diagnosis.**



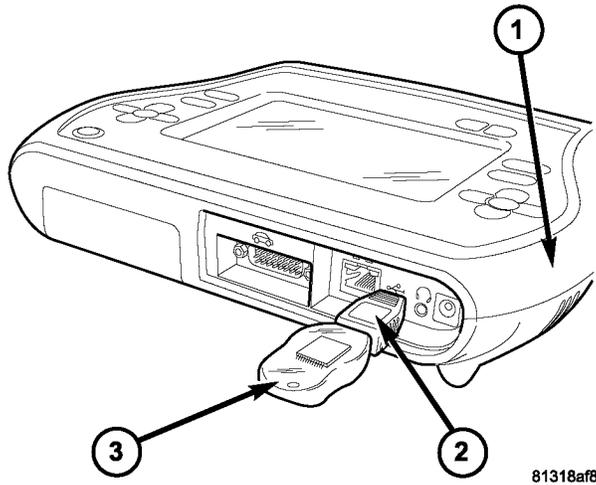
**Fig. 5 SCAN REPORT - ITEM SELECTION SCREEN**

7. The word “Scanning” will appear. After the report is created, the following “Scan Report” dialogue box appears. Select “Finish” (Fig. 6).



**Fig. 6 SCAN REPORT - DIALOGUE BOX**

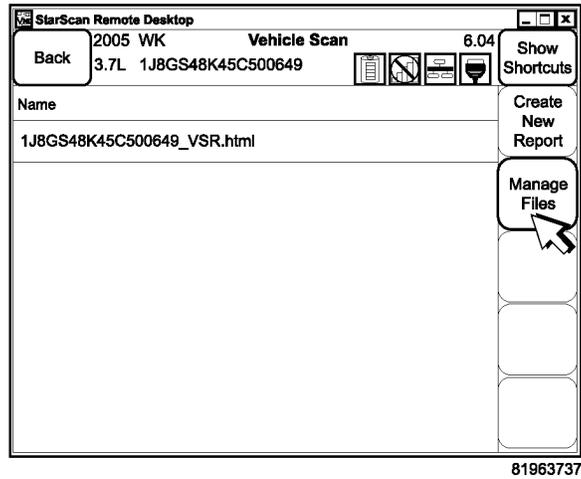
8. Connect the USB Key and Gender Changer to the StarSCAN® USB port (Fig. 7).



**Fig. 7 USB KEY, GENDER CHANGER, AND StarSCAN® TOOL**

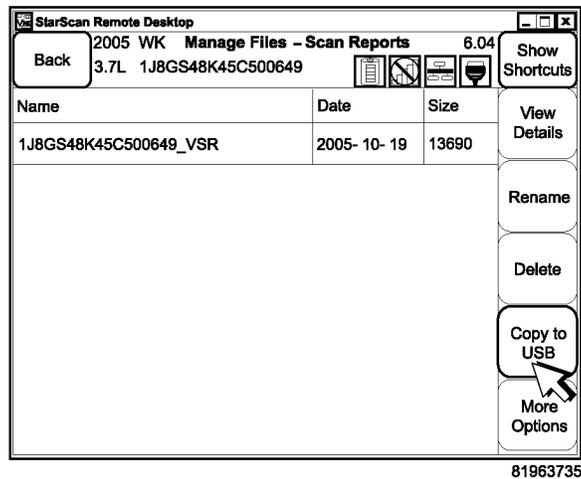
- 1 - StarSCAN® TOOL
  - 2 - GENDER CHANGER
  - 3 - USB KEY
-

9. After selecting “Finish”, the following screen appears. Select “Manage Files” to copy the file to the USB key (Fig. 8).



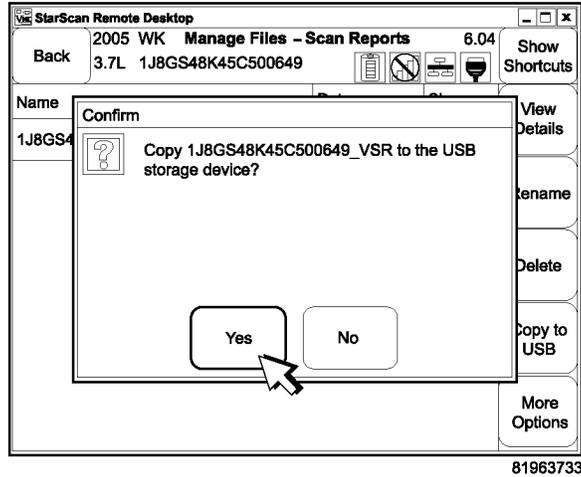
**Fig. 8 VEHICLE SCAN - FILES SCREEN**

10. Select “Copy to USB” (Fig. 9).



**Fig. 9 MANAGE FILES - SCAN REPORTS SCREEN**

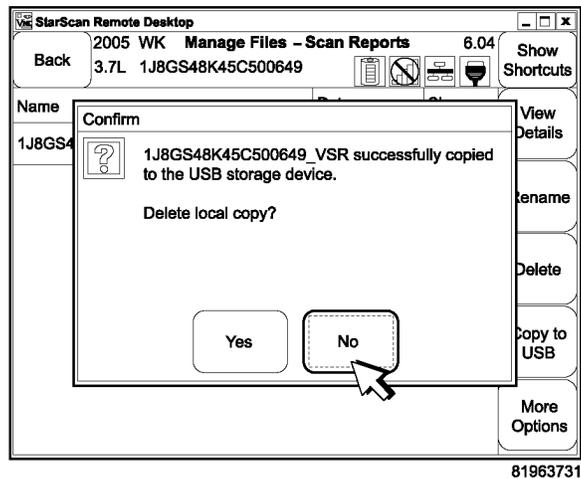
11. A “Confirm” dialogue screen appears to verify. Select “Yes” (Fig. 10).



**Fig. 10 MANAGE FILES - CONFIRM SCREEN**

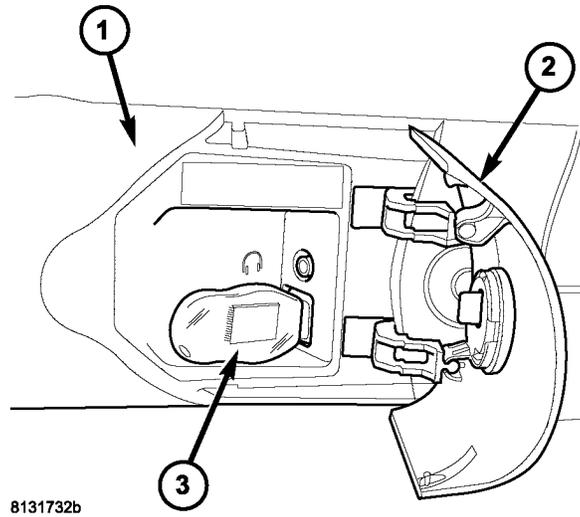
12. A “USB” dialogue screen asks “Delete local copy?” Select “Yes” or “No” (Fig. 11).

**NOTE: User choice, choose NO to save for now. Later when it's known to be safe to delete the file, users should go back to "Manage Files" and delete unneeded files to prevent clutter.**



**Fig. 11 MANAGE FILES - USB - DELETE LOCAL COPY SCREEN**

13. Remove USB key and gender changer from the StarSCAN® (Fig. 7).
14. Separate the gender changer from your USB key.
15. Insert the USB key with the file(s) into the TechCONNECT PC (Fig. 12).



**Fig. 12 USB KEY AND TECHCONNECT PC**

- 1 - TechCONNECT PC
- 2 - ACCESS DOOR (ON FRONT OF TechCONNECT PC)
- 3 - USB KEY IN THE TechCONNECT PC USB PORT

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16. Select “My Computer” if the operating system does not offer to open the files on the USB for you.
  17. Select whatever drive your PC calls the “removable” drive (usually a letter between D and H).
  18. The file produced uses the VIN for its name combined with “\_VSR.html” Double click to open the appropriate file.

**NOTE: It is possible to have multiple reports for the same vehicle in the StarSCAN®. In these cases when the second report is generated the file names will have a suffix on the end of the file name. The highest suffix is the most current report. For example: 1Z7HT32K16S500664\_VSR was the first report generated and 1Z7HT32K16S500664\_VSR\_1 was the second report generated etc.**

**NOTE: Since the native file is HTML, opening the file will be done by Internet Explorer.**

19. The report shows tables with the appropriate information. This will be used to assist with diagnosis using the 6-Step troubleshooting process.

20. Make an after repair Vehicle Scan Report for repair verification. Staple all reports to the hard copy of the repair order when the repair is complete (Fig. 13).

**NOTE: Vehicle Scan Reports can also be forwarded to STAR via the internet, when requested by a STAR agent, with a properly network configured StarSCAN®. Do NOT send Vehicle Scan Reports unless instructed by a STAR agent. When a STAR agent instructs you to forward the Vehicle Scan Report, proceed to Step #21.**

**NOTE: The StarSCAN® diagnostic scan tool fully supports Internet connectivity. However, to take advantage of this feature you must first configure the StarSCAN® for your dealership's network. Make sure the StarSCAN® is configured to the dealership's network before proceeding. For instruction on setting up your StarSCAN® for the dealer's network refer to either: "DealerCONNECT > Service > StarSCAN and StarMOBILE tools > Online Documentation", or refer to the StarSCAN® Quick Start Networking Guide. The StarSCAN® Quick Start Networking Guide is also available on the www.dcctools.com website under the "Download Center".**

21. From the "Home Menu, Select "Show Shortcuts"
22. Select "Tool Menu" located on the left.
23. Select "Manage Files" from the drop-down menu.
24. Select "Vehicle Scan Report"
25. Select the "Manage Selected" button.
26. Highlight the appropriate file.

**NOTE: Remember that file uses the vehicle VIN for its name combined with "\_VSR.html"**

27. Select the "More Options" button.
28. Select the "Upload to DCX" button.
29. The "Upload to DCX" dialogue box will pop up, press "OK" to continue.
30. Log in as you would when downloading flash files.
31. When the download is complete a "Delete local copy?" dialogue box appears. User choice; choose "No" to save the file for now. Later when it's known to be safe to delete, users should go back to "Manage Files" and delete unneeded files to prevent clutter.

**NOTE: Alternately, in your discussions with a STAR agent, you may be directed to send the Vehicle Scan Report via e-mail.**

**POLICY:**  
Information Only

TOOL INFO		VEHICLE INFO				
TIME STAMP	WED APR 5th 1:06pm 2006	VIN	2B3KA53H56H136277			
VERSION	APP 6.05_SP4.291 / O/S 1.51	ENGINE	5.7L			
TOOL S/N	051008951	BODY	LX			
MAC ADDRESS	00:50:15:06:27:83	MODEL YEAR	2006			

ECU INFO				
ECU	PART NUMBER	SOFTWARE VERSION	HARDWARE VERSION	DIAGNOSTIC VERSION
PCM	05094779AH	04.03.00	08.31	0171
TCM	04692392AC	06.07.05	01.03	0253
ABS	04779242AI	07.00.07	07.05	0553
ESM	04606753AA	02.01.00	30.46	0132
AMP	05064118AF	05.06.01	03.00	0133
CCN	56044947AE	00.04.08	37.5A	0253
EOM	56050243AG	01.53.FF	00.0A	0153
FCM (CGW)	04692028AG	12.07.00	00.00	8154
HFM	05183920AA	21.00.00	00.46	0134
HSM	04602327AH	50.20.03	32.03	0151
HVAC	55111030AC	03.00.02	FF.FF	0304
OCM	56043195AZ	03.03.05	00.B0	0154
ORC	05081041AF	05.E2.41	00.00	0152
RADIO	56038646AL	01.23.00	41.4C	0136
SCM	0WU82XXXAF	10.00.00	39.03	0153
SDAR	05064002AJ	12.00.03	07.00	0152
SUNR	56010699AD	03.06.05	00.00	8150
VES	1BY97TRMAB	03.07.05	00.41	0151
WCM	56040642AP	20.00.06	41.4B	0255

DTC INFO						
ECU	DTC CODE	DESCRIPTION	STATUS	ACCUMULATION TIMER	IGNITION KEY CYCLES	ODOMETER
EOM	U0019	CAN B BUS	STORED	N/A	N/A	19585.6
HVAC	B10AC	RIGHT BLEND DOOR CONTROL CIRCUIT OPEN	STORED	N/A	N/A	N/A

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Fig. 13 SAMPLE VEHICLE SCAN REPORT