



Das Auto.

Service Information

wiTECH™

Number: VWI-14-02

Subject: wiTECH – Software Installation Instructions

Date: Oct. 27, 2014

Supersedes VSE-14-18 due to SI document category change from Workshop Equipment to wiTECH.

Topic:

- Required wiTECH Desktop Software update to support WCM programming

Year:

- MY2009 Routan

Condition:

- Replacement WCM parts for MY 2009 Routan have been updated with a new supplier (Marquardt). wiTECH Software **V13.04.15** is required to enable replacement WCM programming

WCM replacement is not possible for MY2009 Routan without the V13.04.15 update

1.0 - Introduction

This latest wiTECH Desktop Diagnostic Software is required to support a new Software Flash format and the new mini-pod diagnostic head.

While existing StarMOBILE handheld devices may still be used, a new mini-pod diagnostic head is available for purchase thru Snap-On.

In either case, follow the steps below to complete the installation and configuration.

2.0 - Preparation

- Check wiTECH software compatibility: Windows® XP, Windows 7 and Windows 8
- Power on the StarMOBILE handheld device.
- Connect the StarMOBILE Handheld device to your network or directly hardwire to your computer using an Ethernet Network cable as you would during normal operation.

- For new installations:** Download and install **Adobe AIR** from www.adobe.com

If wiTECH was previously installed, download the updated wiTECH version and proceed directly to Step 4.0.

- Download** and **Save** the wiTECH V13.04.15 installation file from the following link:

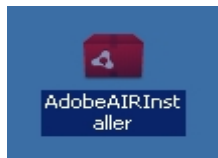
http://akamai-public.dealerconnect.chrysler.com.edgesuite.net/VW/wiTECH/application/wiTECH_VW_Install_vw13.04.15.exe



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3.0 – Install Adobe AIR

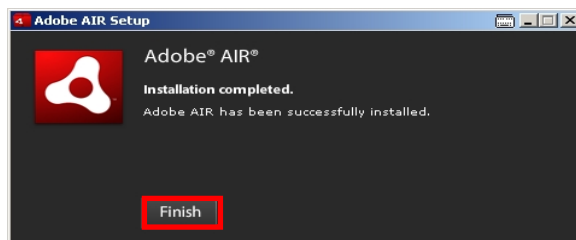
1. Double click the **Adobe AIR** file downloaded to the desktop during the preparation steps for new devices (Section 2.0):



2. Click **I Agree**:

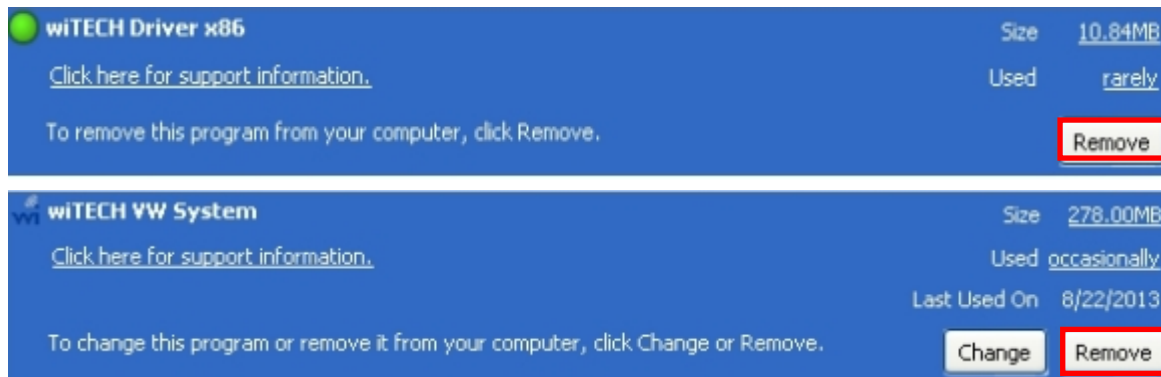


3. Click **Finish**:



4.0 – Install wiTECH

1. Remove all previous wiTECH **System** and **Driver** versions from existing devices where applicable. Go to: **Windows Control Panel > Add/Remove Programs** and remove as illustrated below:



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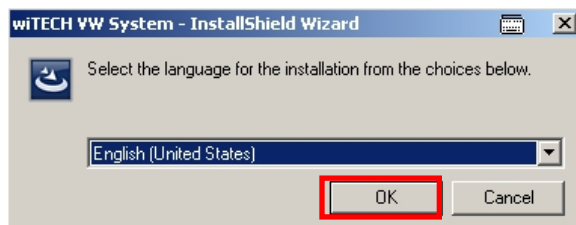


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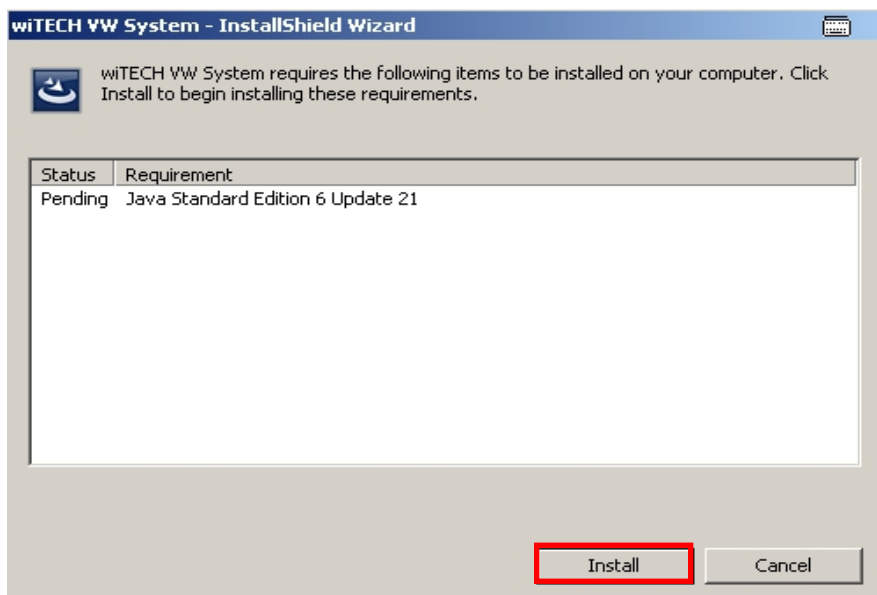
2. Double click the **wiTECH** installation file downloaded to the desktop during the preparation steps (Section 2.0):



3. Select **English** and click **OK**:



4. Click **Install**: Note that this step may not appear if Java 6 Update 21 or higher is installed.



No user intervention is needed during the installation routine.

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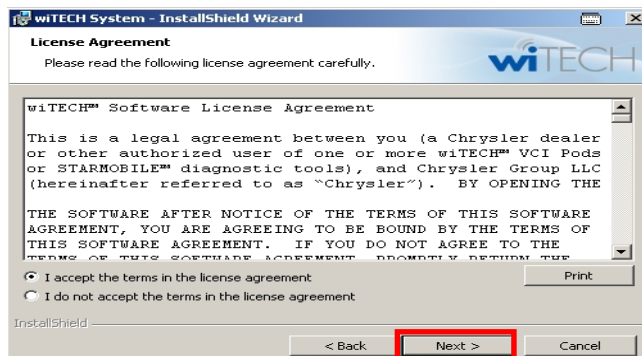


Service Information

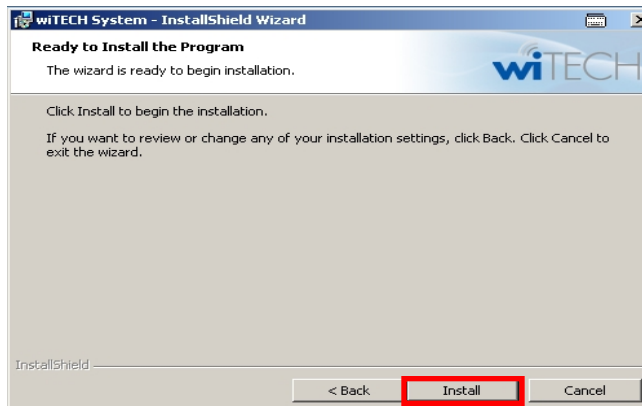
5. Click **Next**:



6. Accept the license terms and select **Next**:



7. Select **Install**:



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8. If a Windows Security Alert appears after initiating the installation, select **Unblock**:



9. Click **Finish**:

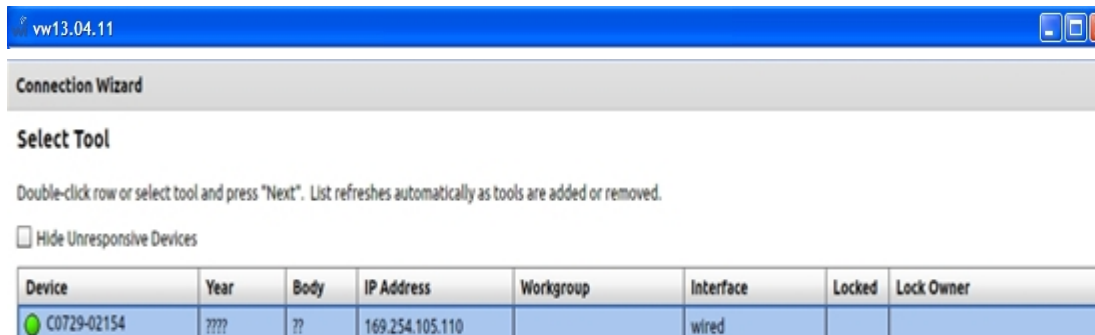


5.0 – Opening wiTECH for the first time

1. **Connect the StarMOBILE Handheld device to the dealership network**, or hardwire directly to the computer using an Ethernet Network cable as during normal operation.
2. **Double click** the wiTECH icon on the desktop to open the application:



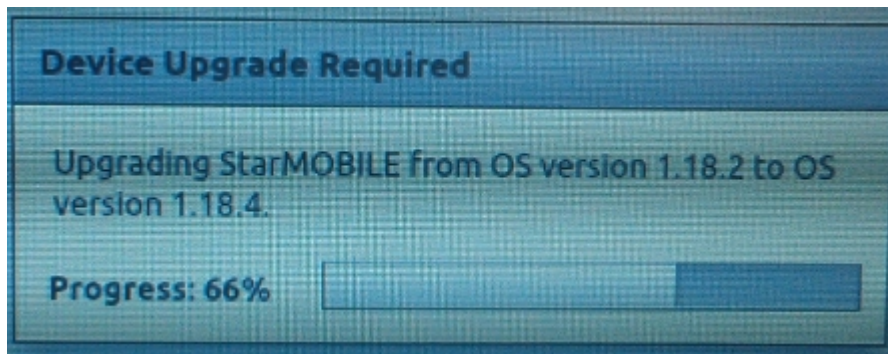
3. When the Connection Wizard opens, **double-click** on your device:



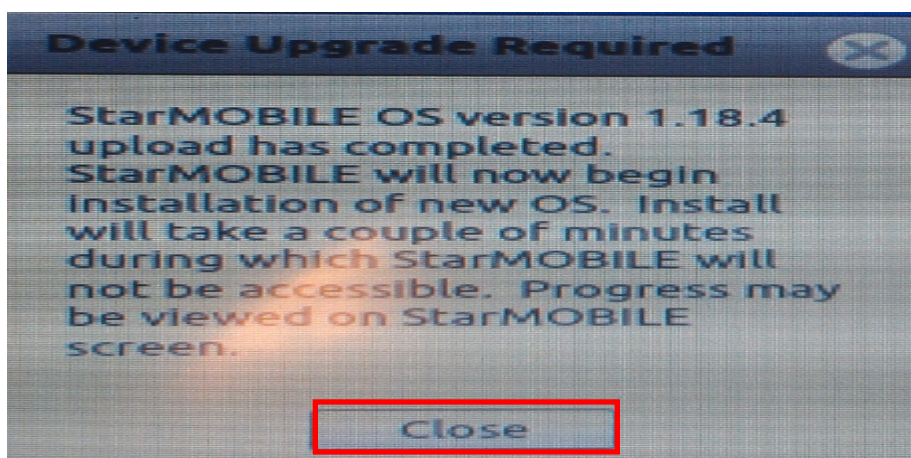


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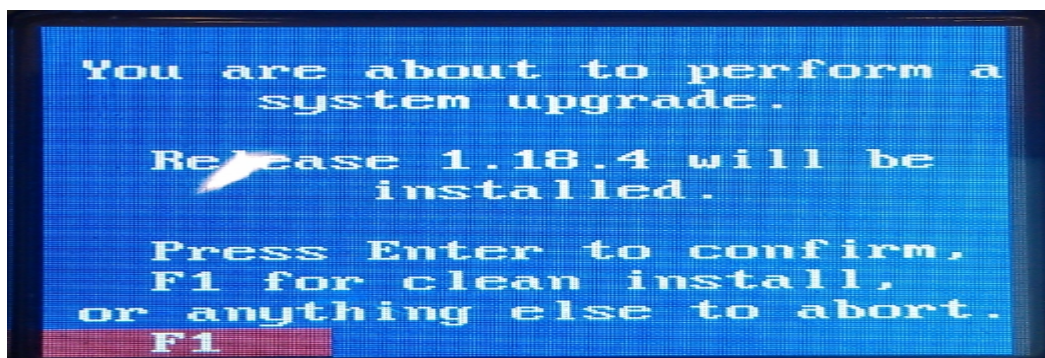
4. Within a few seconds of connecting to the StarMOBILE Handheld device, the automatic download of firmware 1.18.4 will begin if **your device is not already at this release version. Confirm this by looking at the Release version on the StarMOBILE Handheld device.**



5. Once the download is complete, a confirmation box appears. Click **Close** to begin the update on the StarMOBILE handheld device:



6. On the **StarMOBILE device**, press the **Enter** key to begin:



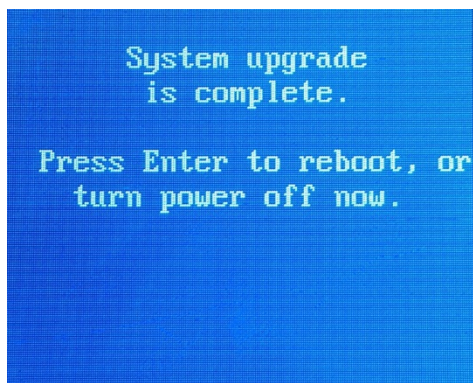
An update routine is displayed on the StarMOBILE Handheld device. No user input is required during this time.

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- When complete, press the **Enter** key to reboot the **StarMOBILE** device:



- When the StarMOBILE device reboots, the latest firmware release is displayed at the top of the screen (currently **1.18.4**):

