star bulletin





Date: December 7, 2012	
Order No.:	SM-B-80.00/02a
Supersedes:	SM-B-80.00/02, August 8, 2012
Group:	80.00

Revision a: Revised with Additional Process Steps.

SUBJECT: MY-All, Model 451

Procedure to Request SAM Password After Customer Loses All Existing Keys

When learning a new key into the SAM of Model 451, all existing keys must be present. For situations where the customer needs to order new key after losing **all** existing keys, you can request a special password that allows the SAM to learn new keys without any old keys being available.

The customer must have the following documentation before you can proceed with the request:

- · Valid vehicle registration with the customer name shown as the owner
- Valid vehicle title with the customer's name shown as the owner or lessee if vehicle is owned by a financial institution
- 1. Create a PTSS case for the vehicle with the symptom: Overall Vehicle//Safety and Locking System//Locks/locking/remote closing mechanism/Nonfunctional.
- 2. In 'customer complaint' enter: Customer lost all original keys.
- 3. In 'workshop findings' enter: Need password for SAM to learn new keys.
- 4. Ensure RO field is filled out and matches the RO for the spare part key order.
- 5. Attach clear and legible copies of both proofs of ownership documentation stated above.
- You will receive in return a password for use in DAS version 11/2012 and later that will allow you to program key transponder codes in the existing SAM control unit.

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Vehicle	451.331	Contr	rol unit SAM
Control ur	nit adaptations		
Retrofits Technical infor Program key t Carry out cont SCN coding	mation on component: Re tansponder codes. rol unit assignment, (N10/	note control key 16 (SAM control unit) - Engine control module)	
Program contro Control module	rolunvit. e reset		
Special function Notes on spe Case 1 Ali ki Case 2 The I Case 3 The I	M Program key transpork islaf function (Teach-in o nys are defective or lost C new key should be taugit i maximum permisable numb	er codes I new keys) enrol unit SAM was not repliabed, as the main key. Keys are already taight in to the c er of bransponder keys has been reached.	control unit.
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- 8. Confirm if you have met the document requirements on the subsequent screen by pressing <F2>
- 9. When prompted enter the supplied password (case sensitive)

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/ehicle	451.331			Control unit	SAM	
Special fun	ctions					
Please enter t	he password			Ľ∂*[]		
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10. Once you enter the correct password, you can proceed as normal with key learning. TAN codes for keys can be acquired as usual from smart TekInfo under the link: Create smart TAN Key Code.

i Note: This procedure does not change the spare part key ordering process. Follow all existing TRP policies for ordering the key spare parts.