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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

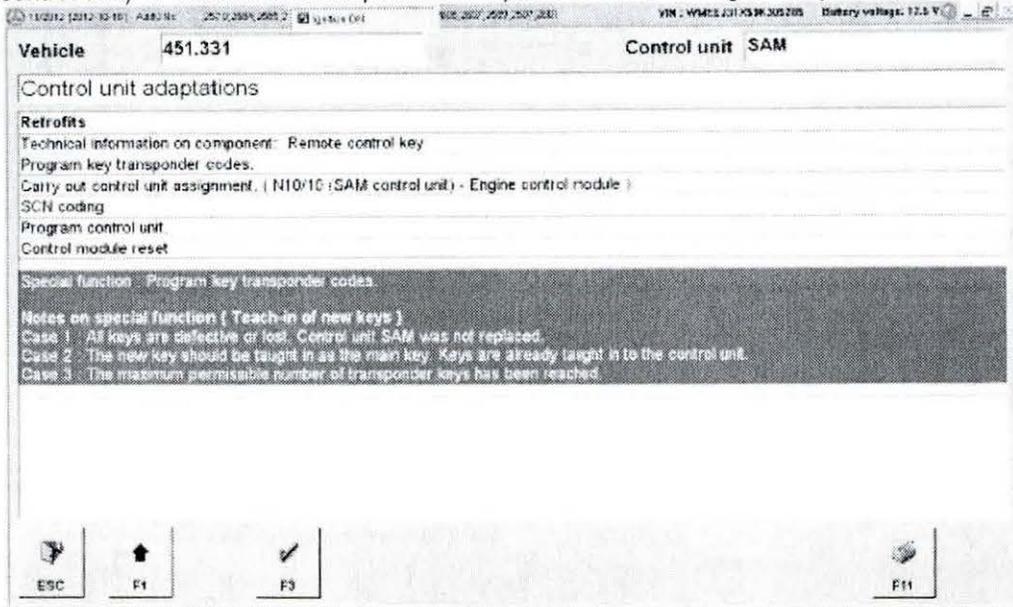
When learning a new key into the SAM of Model 451, all existing keys must be present. For situations where the customer needs to order new key after losing **all** existing keys, you can request a special password that allows the SAM to learn new keys without any old keys being available.

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

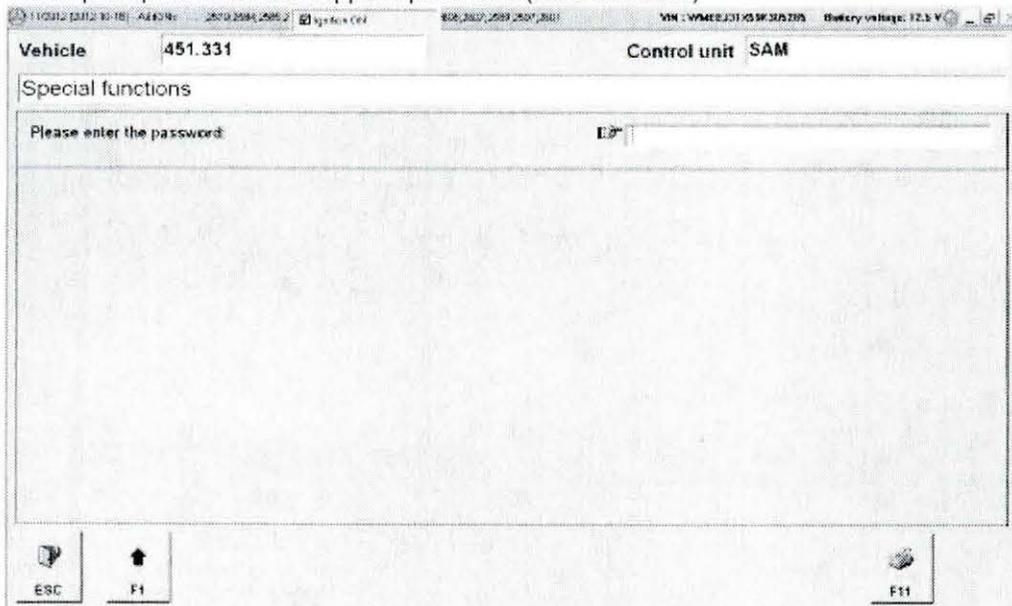
- Valid vehicle registration with the customer name shown as the owner
 - Valid vehicle title with the customer's name shown as the owner or lessee if vehicle is owned by a financial institution
1. Create a PTSS case for the vehicle with the symptom: **Overall Vehicle//Safety and Locking System//Locks/locking/remote 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.
 6. 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.

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

- Once you receive the password navigate to the following location in DAS: Systems → N10/10 (SAM control unit) → Control Unit Adaptations → Special Function: Program key transponder codes



- Confirm if you have met the document requirements on the subsequent screen by pressing <F2>
- When prompted enter the supplied password (case sensitive)



- 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.