

TO: Service Locations

FROM: Customer Support Center

SUBJECT: **New Method for Uploading Diagnostic Log Files to the CSC**

SUBJECT DETAIL

New Log File Upload Method

This communication is a revision to 14 CSA-16Rev.

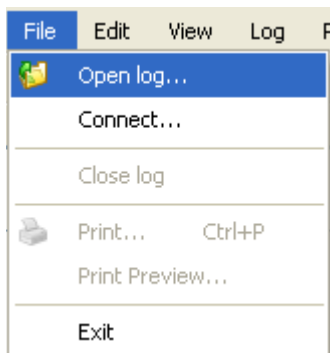
Please do not send requested DiagnosticLink® log files to the CSC through a General Information submission, through DDCSN, or via email to csc@daimler.com. DiagnosticLink log files are to be submitted from within DiagnosticLink.

Uploading the files from within DiagnosticLink can be completed by the technician in a few easy steps. It will simplify the file submission while reducing processing time, eliminating:

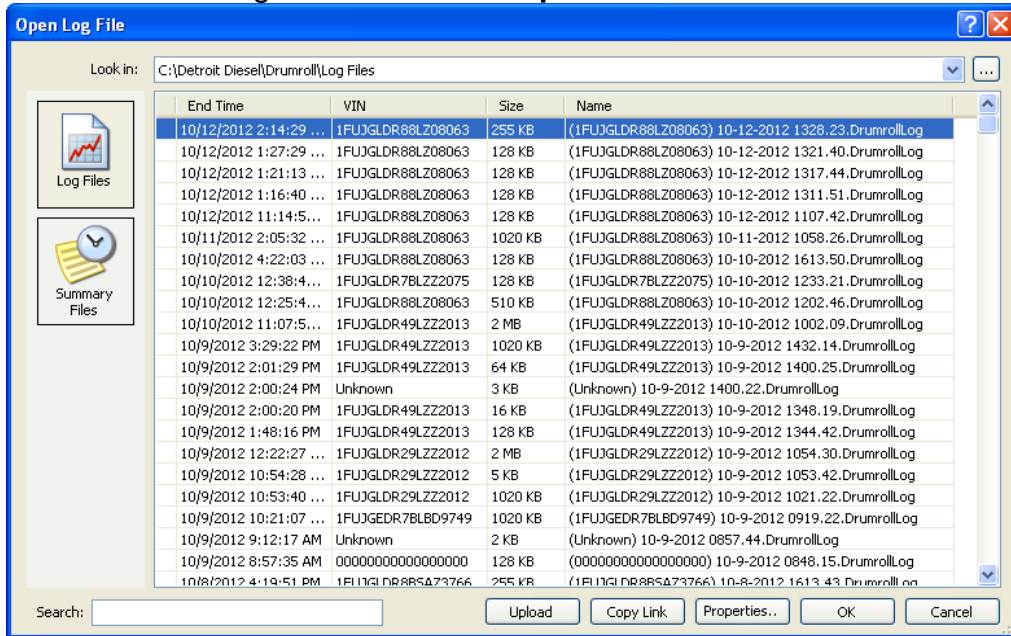
- The need for a CSC reference number
- The possibility of creating duplicate service tickets
- Issues with email file size limitations.

Review the following steps on how to complete the log file upload procedure through DIAGNOSTICLINK®.

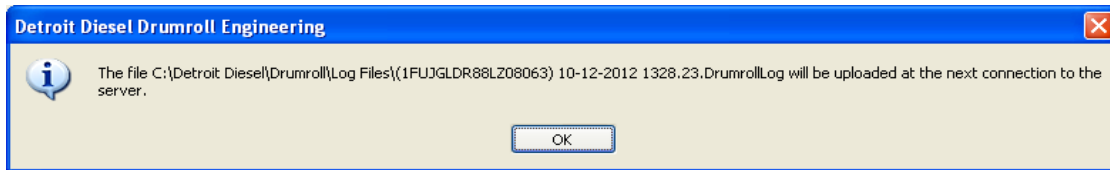
1. To send the files, go to **File → Open Log**.




2. Select a log file and click the **Upload** button at the bottom of the window.



3. Once selected, a prompt will display that the file is ready for upload.

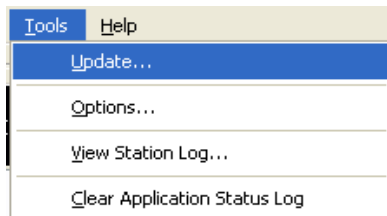


You will also see an icon next to the file showing it is marked for upload. 

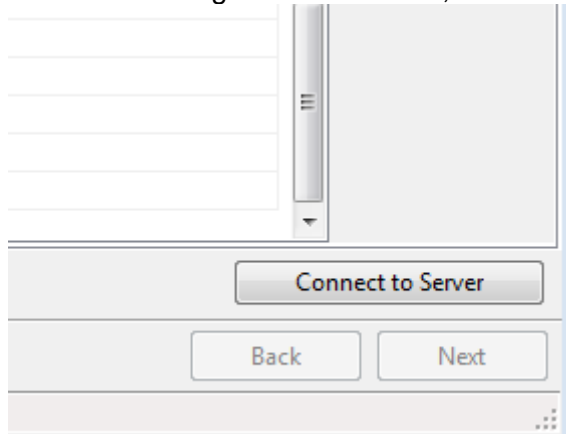
You can have multiple files marked for upload, however, each file must be marked individually, highlighting and clicking the Upload button for each file.

4. Once all the desired files are marked for upload, connect to the server:

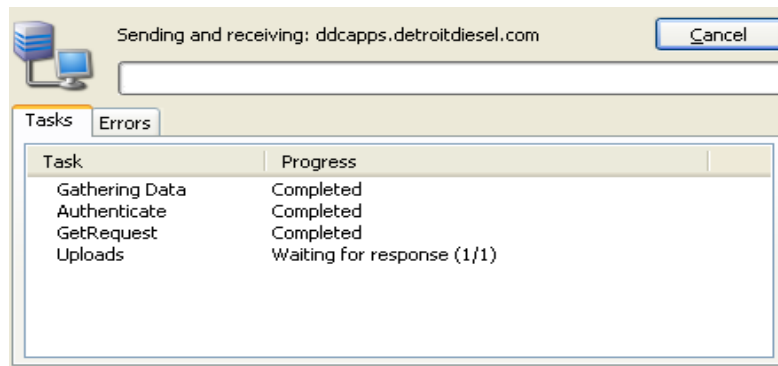
- Either from the tool bar, click on Tools → Update...



- Or from the Program Device view, click on Connect to Server.



- The tool will go through the upload process to send the file to the server.



5. Please notify the CSC when the file has been uploaded, so that it can be reviewed. You can upload the file prior to making your initial contact with the CSC. We can retrieve the file with you on the phone. Or if creating a new web ticket, add in the web ticket note log that the log file have been uploaded.

CONTACT INFORMATION

Please contact the Detroit Customer Support Center at 800-445-1980 or email csc@daimler.com if you have any questions.