



STAR ONLINE PUBLICATION



Case Number: S1608000226 REV. B

Release Date: 04/16/2021

Symptom/Vehicle Issue: Battery Tester Warranty Code Procedures, Medtronic Update Process

Discussion: Battery concerns, GR8 battery testing procedures. Follow D-mail D-15-08 located on Dealer Communication Dashboard, COMDASH.

- **Midtronics ED-18 Battery Tester/Charger.**
- **Midtronics GR8-1220 Battery Tester/Charger.**

For Technical Support assistance, for example: Warranty Code not generating, Vehicle / Year not displaying in dropdown list, machine out for repair, failed / defective tester, etc., call Midtronics at **1.800.776.1995**.

For Claim Processing assistance, utilize the "Live Chat" Tab in the Warranty Information Center (WIC) or call the Warranty Hotline at **1.888.255.2616**.

- Hours of Operation are: M-F 8:00AM – 6:00PM (ET)

GR8 updates require a laptop/computer, mini USB cable (accessory with the midtronics tester), GR8-1220 midtronics battery tester. Document the serial number off the rear of the GR8 tester head unit for use later when updating.

Log into www.midtronics.com and select Software Updates. Use the below log in username and password and enter the required dealer information when prompted to see any updates that may be available.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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Select software updates :

The screenshot shows the Midtronics website interface. At the top, there is a search bar and navigation links for LANGUAGE, SOFTWARE UPDATES, and CONTACT US. Below this is a main navigation menu with links for Products, Solutions, Support, Careers, About Midtronics, Blog, and BMIS Login. The main content area features a large banner with the text "We Are Midtronics" and a sub-header "We live our values: Curiosity. Leadership. Integrity. Partnership. We question the way things 'have always been done' and create our own innovative solutions to meet tomorrow's technologies head on. It's in our DNA." A green button labeled "Discover More About Midtronics" is positioned at the bottom of the banner.

Log In : USERNAME: Chrysler , PASSWORD: update; upper lower case sensitive

Midtronics maintains secure, password-protected pages for our customers. To access your page, enter your username and password (both are case-sensitive).

To obtain login information or if you have forgotten your username or password, please contact your company's Midtronics program administrator.

If you experience difficulties logging in, contact Midtronics Customer Service:

- Toll-Free from U.S.: (866) 592-8052
- Latin America: +1 (630) 323-2800, select Option 1 at prompt
- Europe: +31 306 868 150
- Japan: +81-3-5735-5252

Username

Password

Keep me signed in

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