



## Technical Service BULLETIN

December 8, 2000

Title:

# DIAGNOSTIC TESTER COMMUNICATION ERROR WITH T.I.S.

Models:

All Models

SPECIAL SERVICE TOOLS  
SS004-00

**Introduction** Certain Diagnostic Testers (SST P/N 02002019) may experience a communication error with the Technical Information System (T.I.S.). To correct this condition, the tester manufacturer, Vetronix Corporation, will recall and update affected units. The following explains how to determine which Diagnostic Testers may exhibit this problem and outlines the procedure to return the tester for repair.

**Applicable Diagnostic Testers** Diagnostic Testers within the serial number range below are known to experience these communication errors.

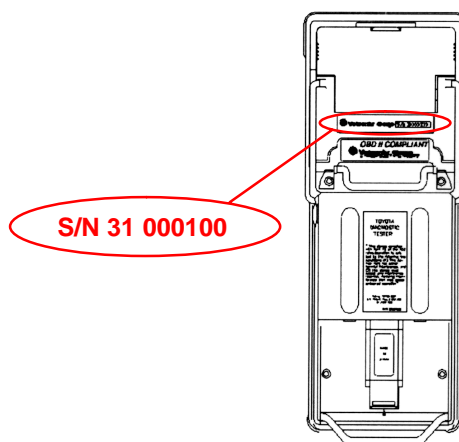
STARTING SERIAL NUMBER	ENDING SERIAL NUMBER
31 000000	31 000100

### Repair Procedure

1. Determine the Diagnostic Tester serial number located on the back of the tester (see Figure 1).
2. If the serial number is within the range listed above, call Vetronix Toyota Customer Service at 1-800-321-4889, ext. 3123, to obtain a pre-paid shipping package for the Diagnostic Tester.
3. The shipping package will arrive within 2 business days. Secure the tester in the provided package following the enclosed shipping instructions.

Diagnostic Testers are guaranteed to be returned within 3 business days from receipt at Vetronix (except over holidays).

**Figure 1**  
**Back View of Diagnostic Tester**



### NOTE:

This update will be performed free of charge.

Diagnostic Testers outside of the serial number range above are not affected and do not need this repair. If a Diagnostic Tester outside this range experiences a similar problem, please call Dealer Daily Support at 1-877-DL-DAILY or Vetronix Toyota Customer Service at 1-800-321-4889, ext. 3123.

### Warranty Information

OP CODE	DESCRIPTION	TIME	OPN	T1	T2
N/A	Not Applicable to Warranty	—	—	—	—



Toyota Supports ASE Certification