How to Report an Issue for DST-PC/DENSO-C.

If you would like to report an issue, it can only be handled correctly if we have enough DST-PC/DENSO-C information, PC information, vehicle information and issue information.

Hint: Some problems are solved by re-installing the (latest) DST-PC/DENSO-C software version.

Procedure to Report an Issue:
1. Check the FAQ document from the Diagnostic Web Portal to see if your issue is already known: **https://www.denso-idownload.com/**
   (User ID: Specialist   Password: specialist)
2. Check via the Vehicle Coverage document (from the Diagnostic Web Portal) if the vehicle is supported.
3. Check if communication to other vehicles has the same issue.
4. Collect DST-PC/DENSO-C Information (A), PC Information (B), Vehicle Information (C) and Issue Information (D).
5. Sent e-mail (in English) to your Central Distributor.

A) DST-PC/DENSO-C Information:

Version:	V600, V601, V610
	other: ………………………………
Interface:	Python1B or DST-i
Dinkey Dongle number:	…………………………………...
Dongle Update number:	…..

B) PC Information:

Operating System:	Windows XP 32-bit (Home or Professional)
	Windows Vista 32/64-bit (Home Basic, Home Premium, Ultimate or Business)
	Windows7 32/64-bit (Starter, Home Premium, Professional or Ultimate)
Operating Service Pack:	No SP, SP1, SP2, SP3
Operating Language:	English, French, German, Italian or Spanish version
	other: …………………………………..
Administrator Rights:	Windows XP Vista and 7
User Account Control:	"Off" for Window Vista
	"Never notify" for Windows 7
Internet Browser:	Microsoft Internet Explorer, Mozilla Firefox
	other: ………………………………

C) Vehicle Information:

Make:	…………………………………...
Model :	…………………………………...
Model Year:	…………………………………...
Engine Code:	…………………………………...
Vin Number:	…………………………………...
ECU Number:	…………………………………...

D) Issue Information:

Type a brief description of the issue and add some screen prints and movies.
(You can make the movies with Screen2exe software: www.screen-record.com but please zip in your e-mail.)