

TIPS Technical Service Bulletin #2006-006

Release Date: November 7, 2006

Toll Free Number for Questions: (800) 762-6002 K-Tool International

Summary

TSB Topic:	T.I.P.S. release of updated Programming Interface Module (PIM) software (Version 2.0).
Description of Issue:	New PIM software, Version 2.0, was released on October 12, 2006. The new software includes new features and enhancements to the registration site (www.tipstool.com) and update/renewal site (www.toolupgrade.com).
Vehicles Affected:	None
Current Software Version at time of TSB release	1.3.1
TPMS Sensors Affected:	None
Summary:	New PIM software has been released and is available to all customers who have purchased a T.I.P.S. tool and own a Programming Interface Module (PIM). PIM software Version 2.0 replaces PIM software Version 1.0.

Body of TSB

Each Programming Interface Module (PIM) ships with a software license good for one TPM tool (properly registered) for one year from the date that a customer signs onto www.toolupgrade.com. This has not changed. What has changed is that now we have a formal system in place for tracking and renewing software subscriptions (licenses). We have addressed this with the release of PIM 2.0.

The highlights of PIM 2.0 are:

- **new system for tracking software subscriptions**
- **a new eCommerce system** for renewing software subscriptions (licenses)
- **a streamlined registration pages/process** that is more user friendly
- **one-step software installation** (bundled) that includes all the required software to make installation a one-step process

Note, PIM software is different then tool software. PIM software is the software required for downloading updates onto your tool. Tool software is the software required to run the tool.

Question: What will happen when I try to update my T.I.P.S. tool with the original software that I received with my PIM?

Answer: Customers trying to run PIM 1.0 (the original PIM software) will be instructed that they no longer have the latest software and asked if they want to download the latest software. The process is very user friendly and takes them right through the installation process.

Question: I am an existing T.I.P.S. customer. How can I be sure that my software subscription expires one year from date that I first signed onto www.toolupgrade.com?

Answer: Guidelines have been set-up for existing registered customers and new registrations. Each PIM came with a free one year subscription (for a single tool) provided it was activated within 6 months of registration. For our tracking purposes, we couldn't detect which PIM was being used with which tool so we provided all registered tools with a one year subscription plus a 6 month grace period.

New Registrations will allow for a voucher to be used with each PIM for a one year subscription. Vouchers are now being shipped with the PIM's. For PIM's already in the field/warehouse, voucher numbers can be obtained (by a registered user) by calling K-Tool International at (800) 762-6002. Please have your T.I.P.S. tool serial number (located on the back of your T.I.P.S. tool) available when you call.

Existing Registered Users - subscriptions start on the Date Registered and expire 18 months later. When the customer downloads their first update, their subscription expiration will be updated to the sooner of 1 year after the first update or 18 months after initial registration, whichever comes first.

Each time they update their tool, they will see their subscription expiration on the last page. If it is within 45 days of expiration, they will be told that their subscription expires in x days and they will be asked if they wish to renew.

Once expired, they will not be allowed to update. They will be notified that their subscription has expired and be given the option to renew. The e-mail address on the registration is the owner of the update account.

New Registrations - the first update will provide the user with a one day subscription, thus subscription start is today, expires tomorrow. This was done to allow all users to get current without any penalty.

The next time they try to update, they will be notified that either their subscription expires today or has expired. If their subscription has expired, they will not be given the option to upgrade their tool without renewing (or entering their voucher number).

All Renewals - users can pay for a subscription via credit card or use a voucher. If a voucher is used, the number is retained and assigned to a single tool and cannot be reused for another tool.