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May 13, 2009

Robert Bosch LLC  
www.boschdiagnostics.com

RE: Some CDR V3.2 CDROMs were produced with the wrong files

Dear CDR Customer,

CDR V3.2 Software Kits which were sent in a WHITE 6" x 9" bubble pack envelope may have contained CDROMs that were replicated with incorrect files and did not include the CDR installation program. This was an error made during CD production by a third party CD production company and some of the software kits mailed to users were affected. The number of affected kits is not known. The files which were included on the affected CDROMs (CDROMs not containing the CDR installation program files) are not the property of Robert Bosch LLC and were not approved by Bosch for distribution.

To remedy this problem, new replacement CDR V3.2 Software Kits which have the correct CDR installation files on them will be sent to all customers who were originally sent kits with WHITE envelopes. The new replacement kits will be packaged in a BROWN 6" x 9" bubble pack envelope with a notice that states "*IMPORTANT: see customer letter inside*". The new CDROMs included in the replacement kits will have a GREEN dot printed just above the "Crash Data Retrieval System" logo on its label (see figure 1).



Figure 1: Replacement CDROM Label (green dot)

Please dispose of all CDR V3.2 Software Kits packaged in WHITE envelopes and V3.2 CDROMs that do not contain a GREEN dot above the “Crash Data Retrieval System” logo on its label. Please use only the CDR V3.2 Software Kit that was sent to you in a BROWN envelope.

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It is important to note that this is a CD production problem only and not a CDR V3.2 software problem. If you received a CDR V3.2 Software kit in a WHITE envelope and were able to install CDR V3.2 software successfully, you will NOT need to reinstall the software using the new replacement CDROM. Simply keep the CDROM with the GREEN dot on its label for your records and dispose of the other.

We apologize for this inconvenience and thank you for your business. If you have further questions or trouble regarding this issue please contact Technical Support at +1 (800) 321-4889 ext. 4, option 1.

Yours sincerely,

Bosch Diagnostics, CDR Product Team