

New or Revised issues since the last edition are noted accordingly.

## Functions, Software & Hardware Issues

First confirm the following:

- Device is plugged in to the power adapter or base station (where applicable) and switched on.
- Device battery is fully charged and maintained.
- Device boots fully to the Windows desktop.
- Device has a valid Station Name and GeKo Security Certificate installed.
- The latest version Base CD and Brand CDs are installed. **Please refer to “Current VAS-PC Software Versions” in ServiceNet to confirm latest versions.**
- The “core” version numbers of the Base and Brand software are the same. E.g.: Base v19.XX.XX and Brand v19.XX.XX. It is not possible to install Brand v18.XX.XX on a device running Base v19.XX.XX and vice versa.
- If applicable, Base Patch software/download has been installed.
- VAS-PC application starts and runs through its consistency check.
- All VAS-PC function buttons visible and active (Vehicle Self Diagnosis, OBD, Guided Fault Finding, Guided Functions, Audi Flashing and Administration).
- Correct Importer, Dealer and Device number appears on the upper right of the **Administration** menu screen.
- If you do not find an answer to your question here, please check the Basic Functions FAQ.

### REVISED

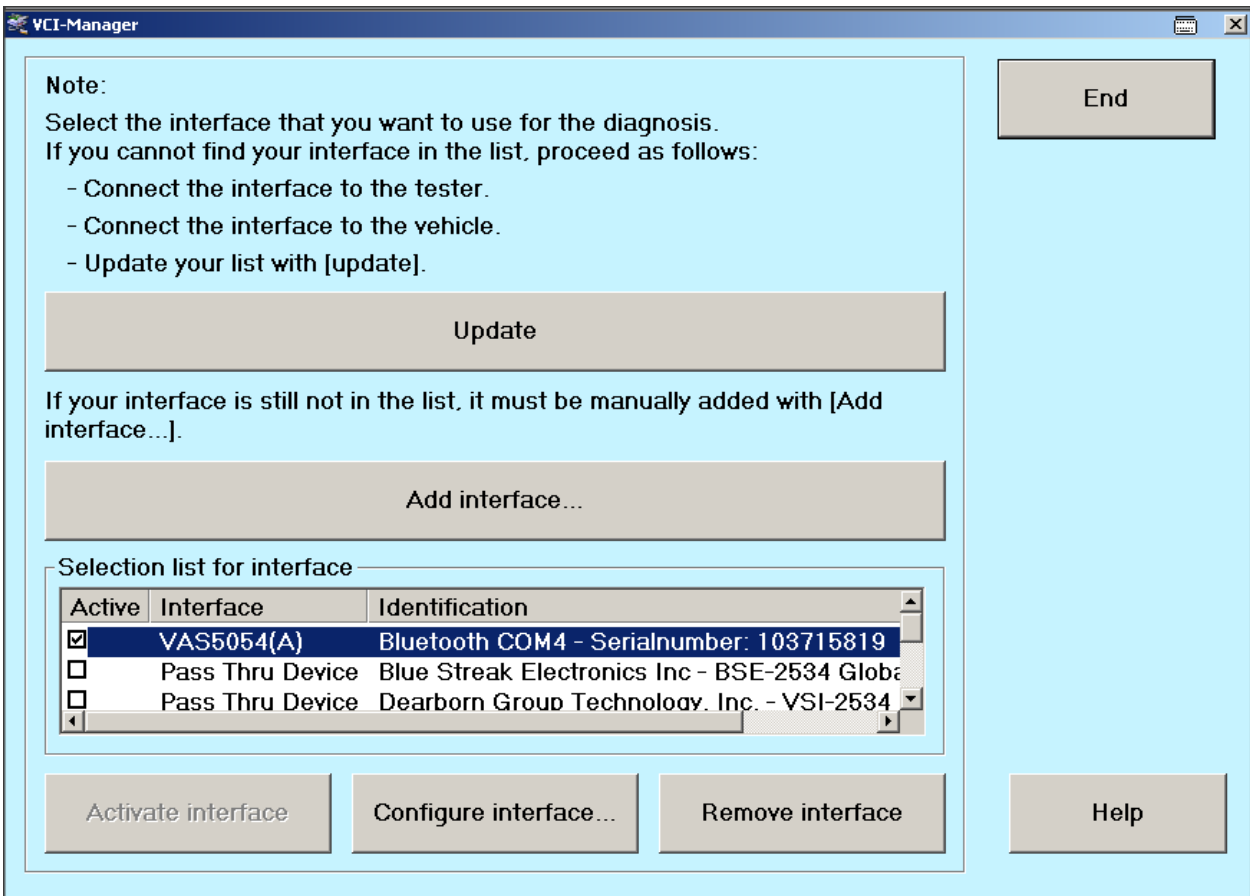
**Q:** Since loading Base 19.00.00 on my 6150/A (or CF-52R), the equipment number does not match the VW number on the 5054A. Do I need a new GeKo Certificate being the device number changed?

**A:** It will still communicate under certain conditions. Please review **“VAS-PC Base V19.01.01 Installation Instructions”**, section 6.0.

### REVISED

**Q:** Why is the equipment number on my 6150 showing 99999 on the Administration screen? How can I fix it?

**A:** Close VAS PC. Ensure the 5054A is connected to a vehicle and the blue indicator light on the device is flashing. **Select VCI-Manager from the desktop. Locate the VAS 5054A in the “Selection list for interface” section of the screen. Ensure there is a check mark in the “Active” box associated with your VAS 5054A. If there is not, highlight the entry associated with you VAS 5054A then click “Activate Interface”. Confirm there is a check mark associated with you VAS 5054A and close VCI Manager. Launch VAS-PC and select Administration to confirm the equipment number updated.**



### REVISED

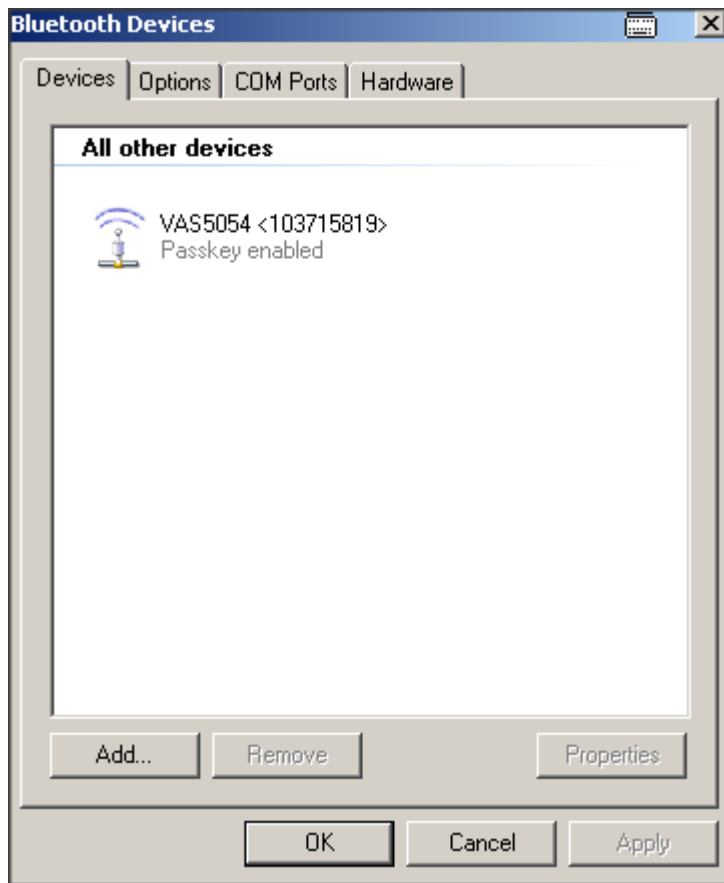
**Q:** I'm attempting to install the latest **VAS-PC** Base CD on my laptop. I'm getting a FDI Copy cabinet error during the installation procedure. What should I do?

**A:** Ensure the uninstallation of the previous Base version completed successfully (VAS PC or **DiagStarter** icon no longer on the desktop.) Perform a restart on the laptop and attempt the installation one more time. If the error persists, Complete the recovery procedure outlined in "**VAS Diagnostic Laptop – System Recovery Instructions**" **DO NOT INSERT THE PANASONIC RECOVERY CD.**

### REVISED

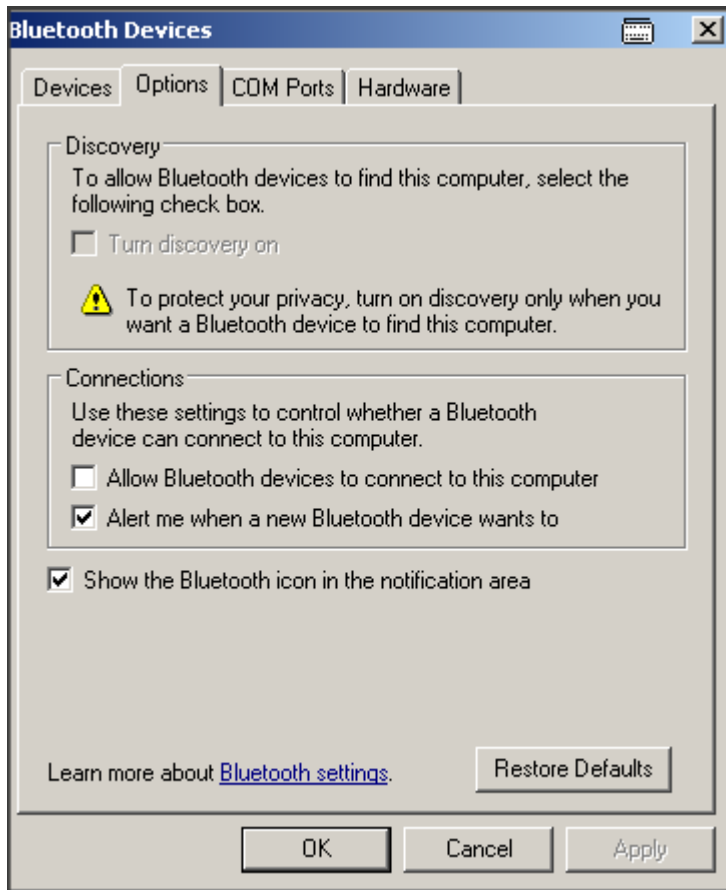
**Q:** I have followed the procedure to configure the 5054A to the 6150 but it will not communicate. Is the 5054A bad?

**A:**     **A: Open Bluetooth Devices from Control Panel**  
**Ensure the 5054A is visible under the "Devices" tab.**



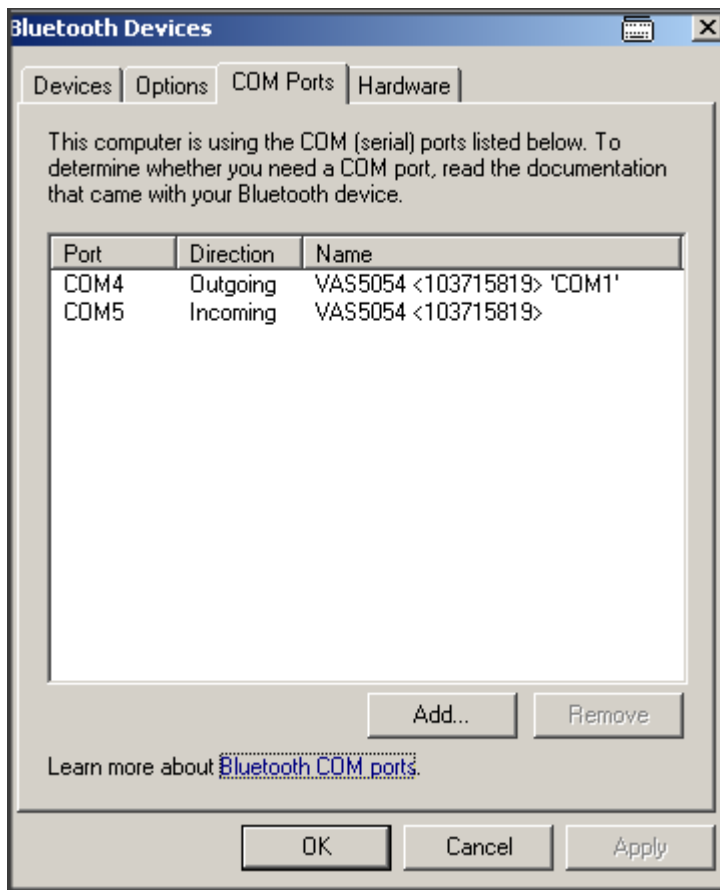
If the device is listed on the "Device" tab, left click to highlight and select the "Options" tab.

Ensure the only box checked under "Connections" is the "Alert me when a new Bluetooth device wants to". Click "Apply".



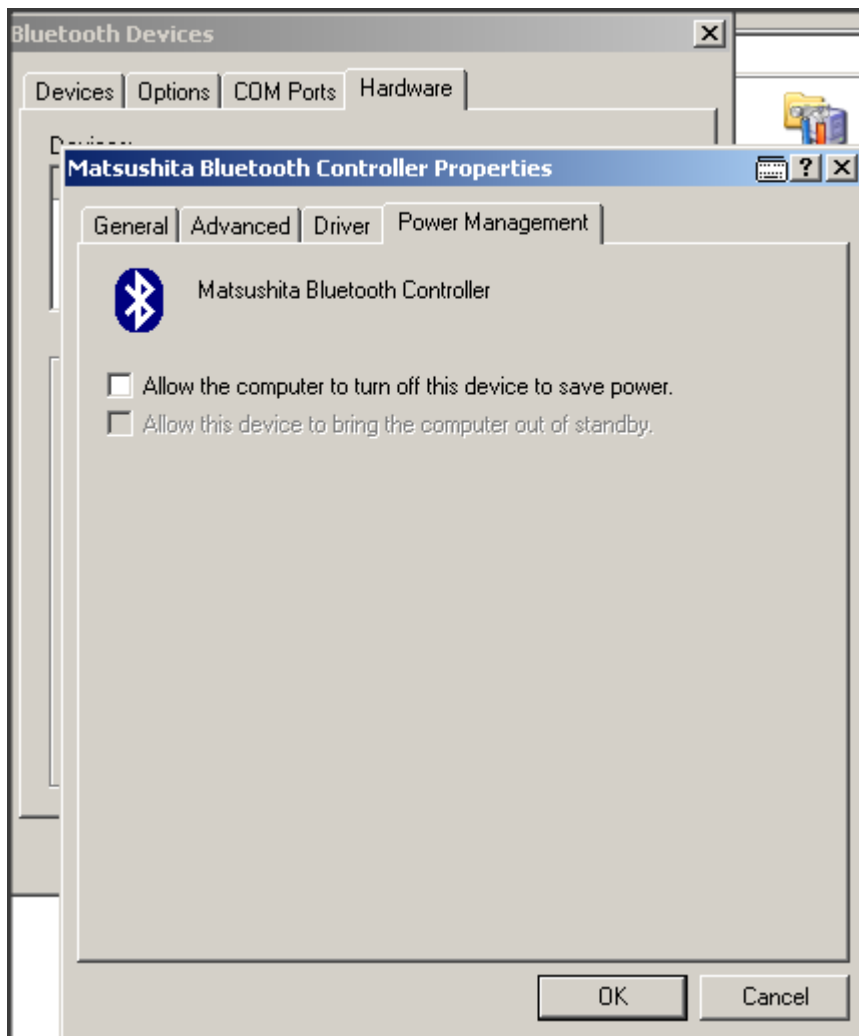
If the proper "Connections" box is checked, click on "COM Ports".

Make sure there is an incoming and an outgoing COM port number listed for this 5054A. Compare the "Outgoing" COM port number to the device listed in VCI-Manager. They must be the same.



**If the 5054A is associated with a 6150A or 6150B, open the “Hardware” tab for this device. Select the Matsushita Bluetooth Controller and click Properties.**

**Go to “Power Management” to confirm the “Allow the computer to turn off this device to save power” box is unchecked.**



**Q:** On my 6150 when I try to launch a VAS-PC function, the device returns any one of the following error messages:

- "The EDIC-API delivers a system error"
- "Fault – Fault number 800.65:
- "Diagnostic bus faulty – faulty number: 200.30

My device also locks up whenever I close the error message and attempt to proceed with the function. What's going on?

**A:** The errors indicate no communication between the laptop EDIC-API software and vehicle OBD system via the VAS 5054A Transmitter Head Bluetooth Signal.

Do not attempt to start or navigate through VAS-PC diagnostic function on a VAS 6150 without an enabled VAS 5054A connected to a vehicle Data Link Connector (DLC). Always heed the following message during the VAS-PC function start routine:

### Note



To establish communication with the vehicle a bluetooth connection to a suitable remote diagnosis head is required. Please ensure the connection has been established.

OK

Should the error messages persist, confirm the following:

- The “Wireless Switch” on **VAS 6150/X** is switched on and the green LED is lit.
- The VAS 5054A Transmitter Head is configured to the device Bluetooth functions, and is **active in VCI-Manager**.
- The VAS 5054A Transmitter Head is inserted in a vehicle Data Link Connector (DLC) and the blue LED is lit (vehicle ignition switched on).

**Q: When I’m trying to type a web address, the “y” and “z” keys are switched. Is there something wrong with my keyboard?**

**A:** Your keyboard is set to German. To set to English, please refer to “**VAS 6150B Diagnostic Laptop - Unpacking and Setup Instructions**” located in ServiceNet.