

Service Information

VAS Tester

Number: AVT-13-11

**Subject: Audi VAS-PC Diagnostic Feedback Support
Discontinued**

Date: June 6, 2013

1.0 – Introduction

As previously announced, VAS-PC Diagnostic Software support will end on August 30, 2013. ODIS Service will replace VAS-PC as the official vehicle diagnostic software to be used for servicing Audi vehicles.

As of June 7, 2013, Audi VAS-PC diagnostic feedback submissions will no longer be accepted. The Audi GFF feedback form will be removed from ServiceNet, and VAS Diagnostic feedback will not be processed when submitted through ElsaWeb.

Please submit ODIS Service feedback from within ODIS, using the system support button. The ODIS System Support button provides a convenient method for submitting diagnostic tester feedback. Users can quickly add issue descriptions and screen prints to each feedback. Diagnostic protocol logs are automatically attached. The entire feedback is packaged and sent to a designated mailbox for processing within minutes. For further information, please refer to the **Offboard Diagnostic Information System Support Button Overview**, which is available on ServiceNet.

Note: In order to submit feedback using the System Support Button from within ODIS, the ODIS Service Email Outbox must be configured. For information on configuring the ODIS Service Email Outbox, refer to **ODIS Service Email Outbox Configurations**, which is also available on ServiceNet.

Users can also refer to **VAS-PC Diagnostic Software – End of Life (EoL) Announcement** for further information regarding VAS-PC Diagnostic Software End of Life (EoL).

Questions or comments can be directed to Diag-Feedback@Volkswagen.com. Please remember to include contact information so that we can respond to your inquiry.