

Warranty - Technical Support - After Sales

Audi Warranty, Technical Support, After Sales Communication **Number: AWC-13-13**

Subject: Offboard Diagnostic Information System Service (ODIS Service) Version 2.0.0 Mailed to Dealers **Date: Jul 30, 2013**

To: U.S., Puerto Rico Dealers

This document conveys General Information.

IMPORTANT INFORMATION

In most instances ODIS Service *update* downloads/installations are handled at your dealership using a network internet connection. However, there are occasion when the update is too large to transmit via the internet. For those specific occurrences, it is necessary to have a DVD mailed directly to each dealership.

ONE OF THOSE SPECIFIC OCCURENCES IS HAPPENING NOW!

A new ODIS Service DVD, version 2.0.0, was mailed to your dealership the end of last week. It is optimized with application updates (eliminating the update concerns from the last weeks) and enables several new functions. Please install the DVD as soon your dealership receives it so that diagnosis data for MY2014 vehicles or repair information is available for technicians.

There are 2 steps to the DVD update process:

1. Follow installation instructions found on ServiceNet – *ODIS Service Installation Phase 1,2, and 3.*
2. Perform the function to *update* the tester immediately after installation.
At completion of this function, your tester will include any updates which occurred after Odis Service V2.0.0 DVD was created.

As you know from previous Warranty Communications, the timeline for full transition to ODIS Service is August 01. Currently 60% of the Audi Dealers are using ODIS Service for diagnosis. Audi is a Tier 1 Brand and Audi Dealers are Tier 1! As such we are confident there will be 100% transition to the ODIS Service Diagnostic program according to the timeline.

Thank you.

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