# Service Information

**VAS Tester** **Number: VVT-13-03**

**Subject: VAS-PC VW Brand DVD V.19.20.00** **Date: February 11, 2013**

**VAS-PC Volkswagen Brand DVD V19.20.00, (Technical Literature ordering number *K1K.5001.21.21*) is being shipped to all Volkswagen dealers. Please note the following important points:**

Hardware problems during the installation of new Brand DVDs are minimized if users regularly perform the Windows hard disc maintenance utility “chkdsk”. If your device has never had hard disc maintenance performed via the Windows “chkdsk” utility, please perform this maintenance **prior to** installation of this Brand update, and ensure that it be performed on a regular basis to ensure reliable software functions. Please refer to Service Information document VSE-10-02 for instructions.

- Brand DVD V19.20.00 must only be installed on VAS-PC testers that were previously updated with Base V19.01.01.
- After installation of the Brand DVD, all stored Diagnosis Jobs are erased; therefore complete work beforehand if required.
- **DO NOT** install the Brand DVD V19.20.00 on VAS 5051A or 5052 testers.

### GFF Feedback

Your feedback is greatly appreciated and needed for faster GFF improvements. Please read Service Information VSE-10-03 on how to report Guided Fault Finding Feedback.

### Installation instructions

Requirements:

- VAS-PC connected to A/C power
- **Base V19.01.01 previously installed on tester**
- If an Ethernet (network) cable is connected to the device, disconnect it

### Installation procedure:

- ☐ Switch ON tester
- ☐ Once tester is fully booted, launch the "VAS-PC" application from the Windows desktop
- ☐ Allow Consistency Test to run without interruption
- ☐ From the VAS-PC main screen, select tester function "Administration"
- ☐ Insert VW Brand DVD V19.20.00 into CD/DVD drive
- ☐ Select Administration function "Install update" and confirm by answering "Yes" when prompted

### End of Installation



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**Notes:**

- Depending on tester model, the installation could take up to an hour per Brand DVD.
- Due to increasing amounts of data contained on Brand update discs, and depending on the condition of the tester's CD/DVD drive and processor performance specs, the heat generated by the tester's read/write process could result in incomplete installation of the Brand data in some cases. This is usually accompanied by an error message. Should this happen, remove the disc, allow the disc and tester to cool off and retry the installation later.
- Further installation information can be found in the VAS-PC operator's manuals.
- **No return envelope is included in this shipment, retain all future copies of the Brand DVDs**

**For help with VAS-PC software installation or function, please contact:**

Software Support at 1 (888) 896-1298 (United States and Canada) from 9:00 AM to 5:00 PM EST Monday through Friday or via Email to: software.support@vw.com.

**For help with VAS-PC software subscriptions, please contact:**

Volkswagen Technical Literature Ordering Center at www.vw.techliterature.com 24 hours a day / 7 days a week.



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