



Das Auto.

Warranty Information

Policies and Procedures Bulletin

Number: VWP-13-16

Subject: ODIS Replaces VAS PC Software as Source of Diagnostic Logs

Date: July 1, 2013

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

As communicated most recently in VAS Tester Service Information Bulletin VVT-13-07, ODIS (Off-board Diagnostic Information Software) is replacing VAS PC software as the source for diagnostic logs.

To support this transition from VAS PC software to ODIS and to ensure that VW customer vehicles are repaired using the latest technology, the following diagnostic log requirements apply for SAGA claims.

Diagnostic Log Requirements for SAGA Claims

As of claim reception date September 1, 2013, only diagnostic logs generated from ODIS will be accepted as support for SAGA claim reimbursement. Diagnostic logs generated from VAS PC software will no longer be accepted after this date.

Any open claims with a reception date prior to September 1, 2013, which utilized VAS PC diagnostic logs as support for SAGA claim reimbursement, must be submitted by September 30, 2013.

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 866-306-8447 or warranty.helpline@vw.com.



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Service Information

VAS Tester

Number: VVT-13-07

**Subject: VAS-PC Diagnostic Software – End of Life (EoL)
Announcement**

Date: May 7, 2013

1.0 – Introduction

During the rollout of **Offboard Diagnostic Information System Service (ODIS Service)** in June 2012, we indicated that **ODIS Service will eventually replace VAS-PC** as the official vehicle diagnostic software used by all dealers.

As of the publication date of this document, we announce that VAS-PC Diagnostic Software update and support processes will end on August 30, 2013. From this date onwards, ODIS Service must be used.

The following factors determined the VAS-PC EoL date:

- All dealers currently possess ODIS Service “installation version” DVDs, and all subsequent “update version” DVDs.

As of the VAS-PC EoL date, the ODIS Service installation and technician familiarization period will be one full year.

- Subsequent installation versions 1.1.1 and 1.1.2 contained numerous application improvements and updated vehicle diagnostic data.
- Update version 1.1.3 contained further enhancements and updated diagnostic data.
- Upcoming update version 1.2.0 contains a significant number of new application features, including **online update capabilities**, and **diagnostic data version parity with VAS-PC** (when updated). Details on new features installed with update version 1.2.0 will be published separately.

2.0 – VAS-PC EoL – Final Transition Period

Important dates and details that enable dealers to prepare for 100% installation, technician familiarization and on-going use of ODIS Service are outlined below:

Dates:	Description:	What the date means to you:
06/07/13	VAS-PC Feedback Closed	VAS-PC diagnostic data feedback submissions no longer accepted.
07/29/13 (tentative)	VAS-PC VW Brand DVD V19.23.00 Released	<ul style="list-style-type: none">• V19.23.00 is the final VAS-PC VW Brand DVD.• V19.23.00 diagnostic data will be released as an online update for ODIS Service before its release on DVD.• All new and updated diagnostic data from this date onwards are released as ODIS Service online updates only!
08/30/13	VAS-PC End of Life (EoL)	VAS-PC diagnostic software support ends. The VWGoA DTSS team (1-888-896-1298) no longer fields VAS-PC support calls.

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Service Information

3.0 – Information Management and Support

During the final transition period specified above, please be aware of the following:

- The **Service Information - VAS Tester** document category on **ServiceNet** remains as your source for announcements and information on VAS diagnostic device **hardware**.
- The **Service Information – ODIS Service** document category on **ServiceNet** remains as your source for announcements and information on **ODIS Service diagnostic software version, load and functional issues**.
- The VWGoA DTSS team is available to assist with final transition period issues: Call 1-888-896-1298 or email to: software.support@vw.com.