

Warranty - Technical Service - After Sales

Audi Warranty, Technical Service, After Sales Communication

Number: AWC-14-01

Subject: Audi's Offboard Diagnostic Information System Service (ODIS) Diagnostic Version (Brand) = GFS-a.en_US:1.1954.3180 is Available

Date: Jan 16, 2014

To: U.S., Puerto Rico Dealers

This document conveys General Information.

Thank you for your support in keeping the ODIS Service Diagnostic versions up to date on dealership VAS testers. Let's keep the momentum going!

ODIS Service Diagnostic version (Brand) = GFS-a.en_US: 1.1954.3180 update is now available and should be downloaded to all VAS testers.

It is imperative that all the testers at every Audi dealership have the newest version as soon as it is available. When the tester is turned on it will prompt the user to check for updates. Using the most recent version is critical for vehicle diagnosis as well as receiving timely and accurate reimbursement for a SAGA claim.

We appreciate and thank you for the support.

Robert Lecznar
Gen. Mgr. Audi Warranty

Brian Stockton
Gen. Mgr. Audi Technical Support

Joe Rood
Gen. Mgr. Audi After Sales

Tester Technical Assistance

VAS 5051B, 5052A, 6150(A/B)

- ▶ Software installation or function: 1.888.896.1298
9:00AM to 5:00PM ET Monday through Friday
- ▶ Software subscriptions: Audi Technical Literature Ordering Center
Audi.techliterature.com

All Testers

- ▶ Network connectivity: IT Service Desk Center 1.866.892.3375 Select prompt "1" for Dealers,
- ▶ then prompt "1" for Service/VAS Tester Support
Support is available 24 hours a day, 7 days a week