VOLVO CAR SERVICE AND PARTS BUSINESS	

Service Product Journal

TITLE:

Vehicle read out error after pressing CONNECT

REF NO: 31593	ISSUING DEPARTMENT:		REFERENCE BULLETINS:	
CATEGORY:	SUBCATEGORY:		CAR MARKET: **United States and Canada**	
Service Personnel: **Read and initial**	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	ISSUE DATE: **2016-05-13**	STATUS DATE: **2016-05-16**
				Page 1 of 2	

"Right first time in Time"

Attachment

File Name	File Size
Delete_IE_Temp_Cache.exe	0.2696 MB

Text

Background:

There has been an increasing amount of reports where users state that its not possible to perform a vehicle readout when pressing "Connect"

There will be an error message asking the user if they wants to retry after an error message saying **"Error occurred during complete read out for VIN"**

This error message is generic and could be caused by other problems as well, but the below suggestions could help.

The problem could be caused by two things:

1. Incorrect firewall settings in local network or firewall / antivirus settings on the local computer.
2. Corrupt files which are stored in the Internet Explorer cache by VIDA

Temporary solution:

1. Make sure the network and local computer is correctly configured to allow all VIDA URLs, Ports, IP addresses. Check Service Manager Bulletin 00-337 on VRC2 for more information.
2. Clear the Internet Explorer cache.

Option 2.1 - Run the attached exe file *Delete_IE_Temp_Cache.exe* to empty the Temporarily internet files.

Option 2.2 - Manually clear the entire Internet Explorer cache:
Start > Internet Explorer > Internet Options > Browsing History > Settings > View files > Select and remove all files in the folder.

If the error remains contact the Volvo Support Center or submit a help request via volvotechinfo.

Final Solution:

Investigation is on-going

To view SPJ attachment continue to next page. This SPJ has one attachment.