



Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-16-13

Subject: Reasons for License Request Denials

Date: Jun. 21, 2016

Supersedes VOS-14-25 due to updated information.

Listed below are reasons for **ODIS Service license request denials**. If a recent license request was denied, please review the information below and ensure that all criteria for a valid request are met.

1. License Request for Unauthorized Device

To ensure optimum operation, ODIS Service diagnostic software is authorized for use on the following VAS diagnostic laptop and tablet devices:

- ☐ VAS 6150A, VAS 6150B, VAS 6150C and VAS 6150D diagnostic laptops
- ☐ VAS 6160 & VAS 6160A diagnostic tablets

License requests for VAS diagnostic devices not listed above are denied.

The installation of ODIS Service is also allowed on commercially-available laptop devices that meet the conditions specified in **Service Information - ODIS Service** document: **Installation on Commercially Available Laptops** (also posted on ServiceNet).

License requests from commercial desktops, and touchscreen devices, e.g.: tablets, netbooks and notebooks are denied.

2. Missing or Incorrect Hardware Key

The VWGoA license review and approval process requires that the device's **hardware key** is generated and entered in **both** the **Hardware key AND computer designation /name** fields in the eShop license request form prior to submission:

Products			
Order no.	Product	Hardware key / computer designation	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001VW-USA-en	VW Brand	2.1	

34c6af22d4cf1 fed0a3b5da8a9f7463a:Panas

34c6af22d4cf1 fed0a3b5da8a9f7463a:Panas

License requests submitted from **dual-franchise dealers** must contain the hardware key in the hardware key and computer designation fields for **both brands**.

License requests with hardware key and computer designation entry fields with data other than the hardware key, or entry fields left blank are denied.