



Service Product Journal

TITLE:

VIDA Session Memory Release

REF NO: 31760.2.0	ISSUING DEPARTMENT: Service Operations			REFERENCE BULLETINS:	
CATEGORY:	SUBCATEGORY:			CAR MARKET: United States and Canada	
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	ISSUE DATE: 2016-07-14	STATUS DATE: 2016-07-15
				Page 1 of 3	

“Right first time in Time”

Attachment

File Name	File Size
HowToCloseVIDA.jpg	0.0056 MB

Text

Background:

Memory used for VIDA is not fully optimized and below examples of symptoms might therefore occur.

- VIDA will run slow after some time.
- VIDA might freeze.
- Certain operations might stop working and an error message is maybe shown saying that there is an issue with the memory.

Feedback from the markets indicate that above symptoms occur more frequently after a couple of software downloads have been performed.

Temporary solution:

In order to release stored session memory, restart VIDA as needed throughout the day in order to minimize the risk to experience above symptoms.



***Note - Always close VIDA in a proper way in order to prevent additional issues caused by an incorrect closure of VIDA.**

Only close VIDA with the Close button found in the top right corner of the screen.
See attached picture.

Final Solution:

Investigation is ongoing with high priority.

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



Service Product Journal 31760.2.0

