



Warranty Communication

Audi Warranty – Technical Support – Service Operations

Number: AWC-16-36

Subject: VAS Tester Compliance Requirements

Date: Oct 18, 2016

Dealers: U.S., Puerto Rico

This document conveys general
Warranty information.

With the upcoming essential SVM updates that will soon be released to the US market, it is imperative that all VAS diagnostic testers used during the flash process meet the following requirements:

- ✓ The tester is able to submit GFF and Flashing diagnosis logs to GFF Paperless. See AOS-15-03, *Dedicated Email Server Configuration*.
- ✓ The tester is able to submit an ODIS feedback if any issues are seen during testing and flashing.

In order to run any SVM flashes, and to be in compliance with AoA guidelines, all VAS testers must be able to submit logs to GFF Paperless and be able to submit ODIS feedback in case any concerns occur during flashing procedures or diagnostic testing.

If your VAS tester does not meet both requirements, refer to the setup instructions on ServiceNet (*Audi/Vehicle Diagnostics/Offboard diagnostic Information System Service (ODIS Service)/Service Information*). See the following documents for reference:

- AOS-14-33, *Required Open Internet Addresses (URLs)*
- AOS-FAQ-16-02, *Audi ODIS Service FAQ*
- AOS-16-11, *ODIS Service Installation Phase 2 – Software Installation & Configuration Instructions*

If you experience any issues or concerns while submitting ODIS feedbacks after the above steps, please contact the ODIS Diagnostic Support Group at 888.896.1298.

If you experience any issues or concerns while submitting diagnosis logs to paperless, please contact the IT Service Desk at 866.892.3375.

Thank you.

Robert Lecznar
Director, Audi Warranty

Brian Stockton
Director, Audi Technical Support

Joe Rood
Director, Audi Service Operations