



Service Product Journal

TITLE:

**Message shown while trying to add software part number manually
in VIDA**

REF NO: 32225.1.0	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: 2016-12-21	STATUS DATE: 2016-12-21
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“Right first time in Time”

Attachment

File Name	File Size
Capture.PNG	0.0108 MB

Text

Background:

While adding a valid software part number that isnt shown in the VIDA (Vehicle Information and Diagnostics for Aftersales) software list, there will be a popup message saying:

“The part number is invalid”

This message can be ignored and it will be possible to press “Yes” and continue.

In some cases this message will be correct if you copy or write an invalid part number, but this will fail later on when trying to make the purchase.

An example of a software part number not currently shown in VIDA is the “Courtesy upgrade step 1” software product.

See attached screenshot for clarification on the message.



Final Solution:

Under investigation and to be decided.

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



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