



Service Information

Special Tools & Equipment

Number: ATE-17-12

Subject: Midtronics GRX-3000 VAS Software Update.

Date: Aug 16, 2017

To support testing and charging of EFB batteries found in many of our vehicles, Audi Group of America would like to inform you of a required software update for your Midtronics GRX-3000 VAS.

If your Midtronics GRX-3000 VAS was purchased prior to July 25, 2017 this software update is a mandatory update and is available for free download immediately through the Midtronics website, website link is included in the detailed instructions below.

If you have not purchased a Midtronics GRX-3000 VAS prior to July 25, 2017, you will be receiving one as part of automatic delivery AT-398 as referenced in service circular ATE-17-10. These units will be delivered with the updated software and will not require updating. Distribution began August 10, 2017 and should be completed by Sept 8, 2017.

Technical Support:

- If you have a problem performing the update or need additional technical assistance, contact Midtronics Customer Service at 800-776-1995 for U.S. or 866-592-8053 for Canada.

Requirements:

- An internet connection.
- A computer running Microsoft Windows 7 (recommended), Vista , XP , 98 , 2000 or SP2.

Connections:

- Use a USB 2.0 male-to-male cable to connect the GRX-3000 VAS to a Windows-based computer to complete the upgrade.





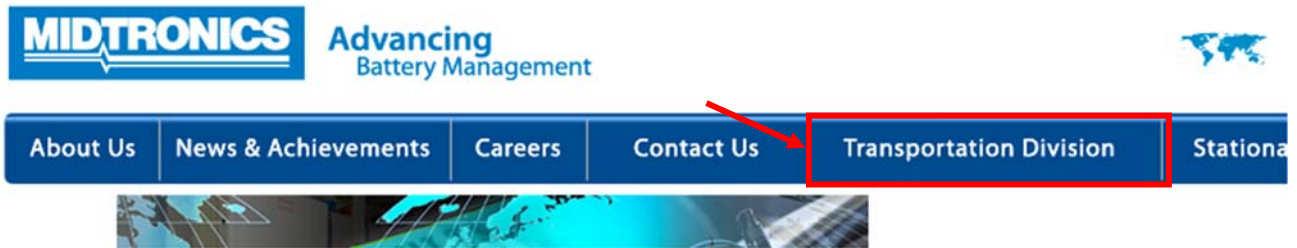
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NOTE: The USB to USB 2.0 male cable required to perform the software update, will be sent free of charge with a copy of this procedure beginning **August 16, 2017**.

Software update instructions.

Downloading the Update File:

1. Open your internet browser application
2. Type www.midtronics.com into the web browser address bar and press enter.
The Midtronics home page will appear.
3. Click on the Transportation Division tab.



4. Click on Client Login.





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- Click on the Login button, enter the Username & Password and press Login.
Username – vw3000 (case sensitive)
Password – update (case sensitive)



Customer Page Access

Midtronics maintains secure, password-protected pages for our customers. To access your page, enter your username and password (both are case-sensitive).

To obtain login information or if you have forgotten your username or password, please contact your company's Midtronics program administrator.

If you experience difficulties logging in, contact Midtronics Customer Service:

- Toll-Free from U.S.: (866) 592-8052
- Latin America: +1 (630) 323-2800, select Option 1 at prompt
- Europe: +31 306 868 150
- Japan: +81-3-5735-5252

Username

Password

Login

- Click Update Software.

VW/Audi

Logout

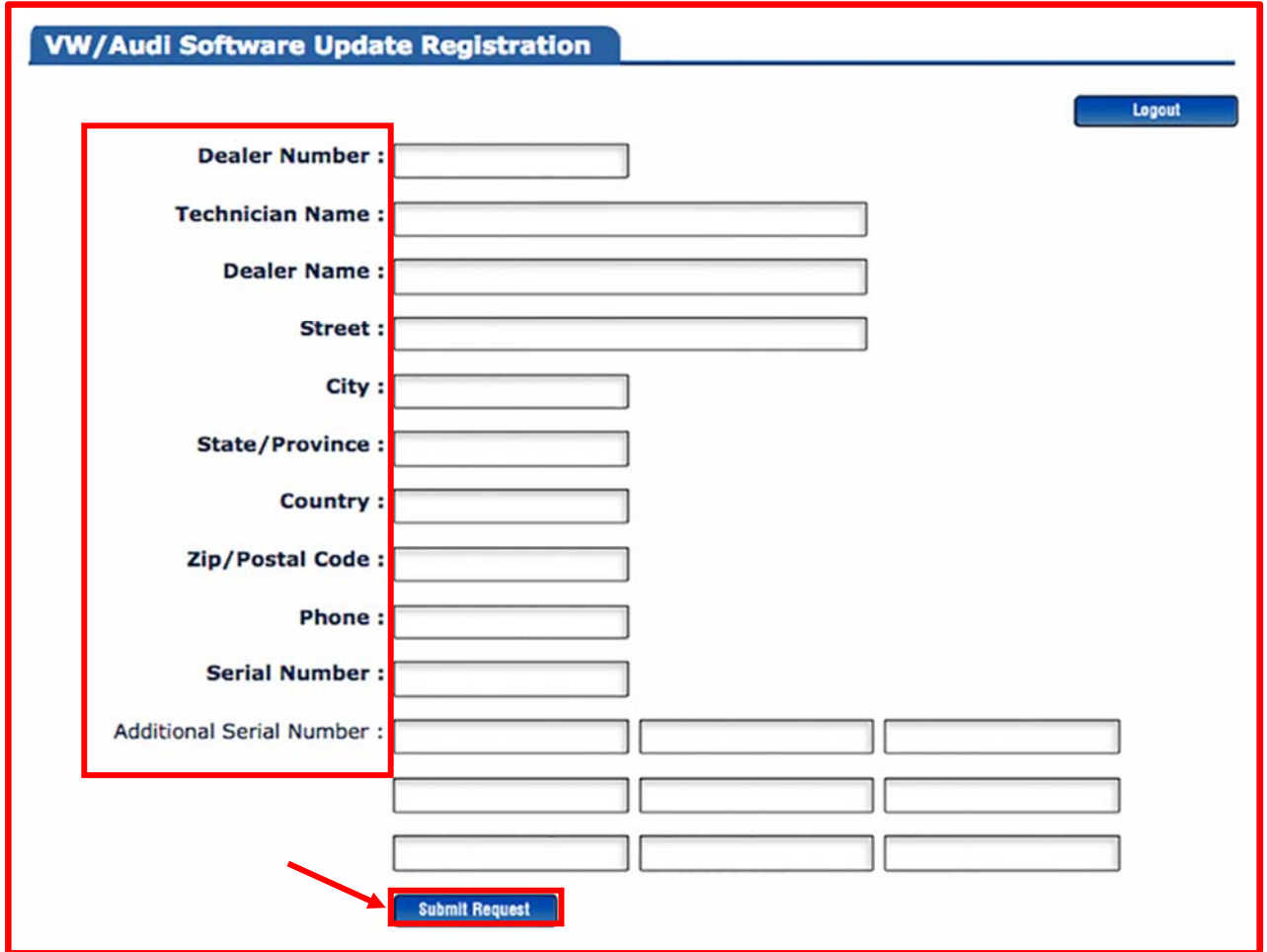


Click the button to access the Registration Form. Once the form is submitted, you will be directed to a link from which to download the Software Update.



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7. The Volkswagen Support Registration form appears on the screen.
Dealer Code and fields in **Bold** must be filled in before proceeding to the next step.
8. Click on Submit Request to continue (See screenshot below).
After clicking Submit, the GRX-3000 VAS Software Download page is displayed.



VW/Audi Software Update Registration

[Logout](#)

Dealer Number :

Technician Name :

Dealer Name :

Street :

City :

State/Province :

Country :

Zip/Postal Code :

Phone :

Serial Number :

Additional Serial Number :

[Submit Request](#)



Service Information

- Click Software Download at the bottom of the page.

Your request has been successfully saved. You can now download the updates.

VW/Audi

Logout



Click below to download the software update.
Contact Customer Service with questions:
Toll-Free in North America: 866-592-8052
OR: 1-630-323-2800 -- select Option 1 at prompt

Did you receive an Error Message when attempting to download the software update?
If so, please click here for more information.

Click here to access instructions for this download:
[GRX-3000 VAS Software Update Instructions](#)

Software Download

A Windows File Download screen is displayed.

Do you want to run or save **MUIW 5.0.0.32 Application Setup VW.exe** (28.5 MB) from **midtronics.com**?

 **NOTE:** Specific wording and how it's displayed will vary depending on the Windows version being used.



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10. Click on Run to begin the download and run the software update.



NOTE: The speed of your Internet connection will determine how quickly the file will download.

11. To complete the GRX-3000 VAS Update, follow the prompts provided by the software download wizard as displayed on the screens below.

After launching the application you should see the screen below. At this time, connect the GRX to the PC using the USB 2.0 cable and power on the GRX. The application should automatically detect the GRX and start the update.

If the GRX is not detected, click on the GRX picture to the right of the window for step by step instructions.



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12. After clicking on the picture of the GRX, the following detailed instructions will be given:
Plug the GRX into an outlet and power it on. Select “NEXT” to continue.





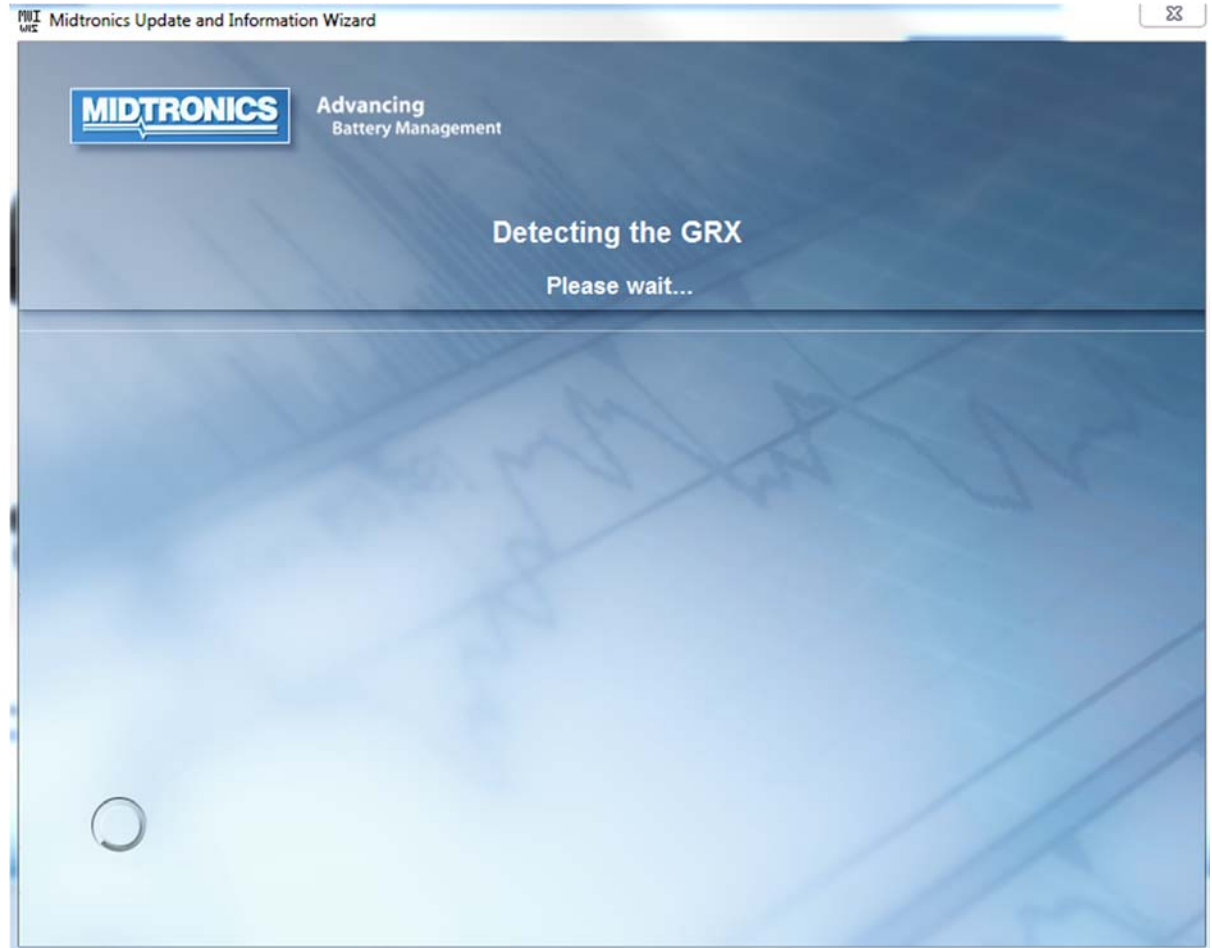
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Connect the USB cable from the PC to the GRX and select “NEXT”



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Once you see the screen below, the application will now attempt to connect to the GRX. If successful, the window will show the current software version and the version you will be updating to, and will ask you to confirm before starting the update.

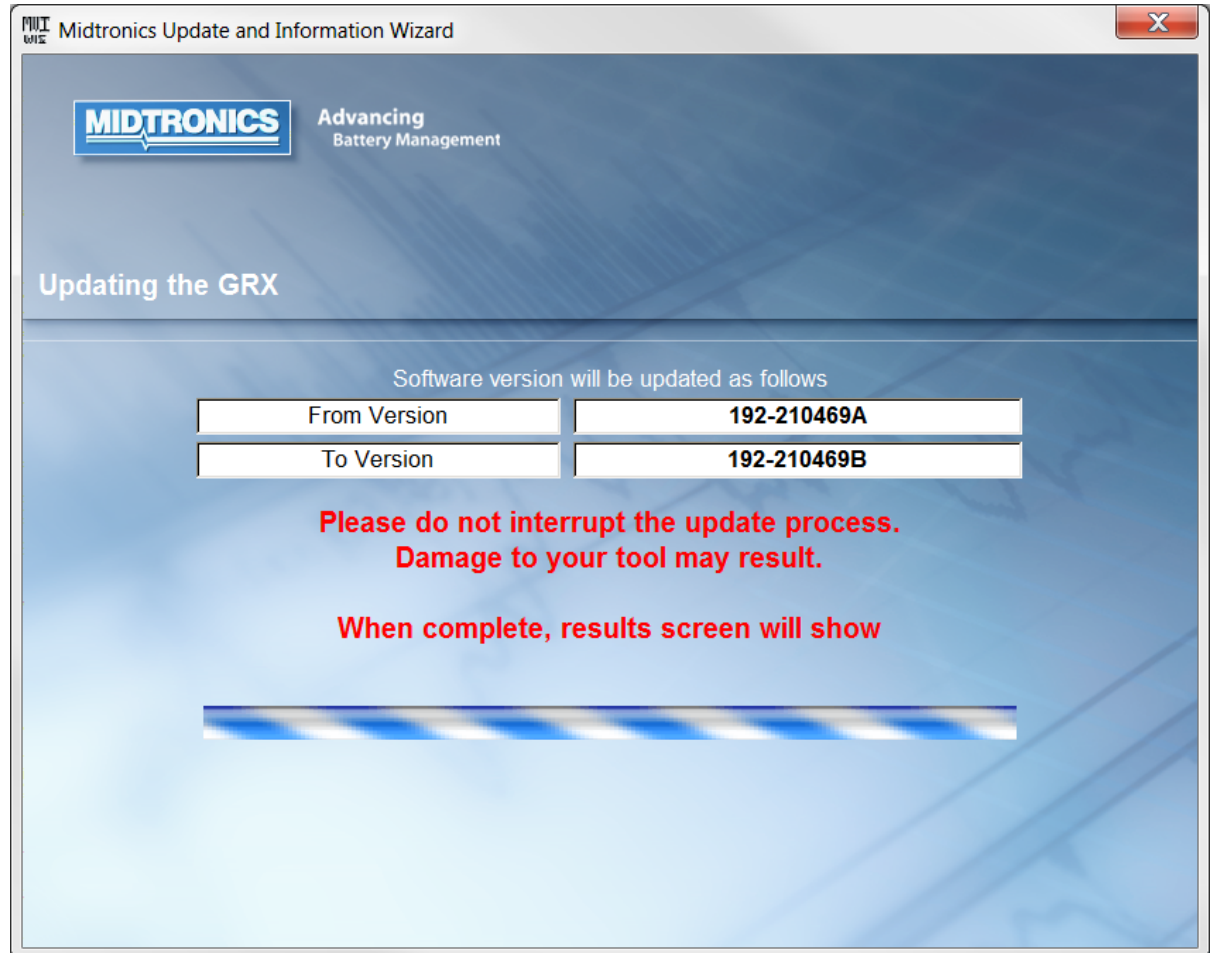


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IMPORTANT NOTE:

Do not interrupt the update process after this point, or damage to the GRX will result.

Successful detection of GRX





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Once the update is complete, you will see the screen shown below. Remove the USB cable and store for future use and cycle power to the GRX.

