



Service Product Journal

TITLE:

**Unable to open Wiring diagram or VIDA crashes when opening
Wiring Diagram**

REF NO:
33143.1.0

ISSUING DEPARTMENT:

REFERENCE BULLETINS:

CATEGORY:
Information Products

SUBCATEGORY:
Wiring Diagrams

CAR MARKET:
United States and Canada

Service Personnel:
Read and initial

SERVICE
MANAGER

SERVICE
WRITER

WARRANTY
ADMINISTRATOR

ISSUE DATE:
2017-10-25

STATUS DATE:
2017-10-30

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“Right first time in Time”

Attachment

Background:

This information only applies for SPA / VDS wiring diagrams.

We have received reports from the market regarding issue to open wiring diagrams.

The problem is caused by an application called Adobe SVG viewer

Adobe SVG viewer is an outdated application and not supported on Windows 7 and Windows 10

Symptoms:

Windows 7: Unable to open Wiring diagrams

Windows 10: VIDA will crash when trying to open wiring diagram

Temporary Solution:

N/A

**Final Solution:**

The only solution that we are aware of is to uninstall **Adobe SVG viewer**.

Instructions below:

Windows7/Windows 10:

1. Close VIDA.
2. Go into the Control Panel
3. Go into Program and Features - Uninstall program
4. Locate "Adobe SVG viewer" and uninstall it
5. Ignore any error message that might occur due to compatibility issues.
6. Start VIDA and try again.

Create a TIE report if this information doesn't solve the problem.