



Warranty Communication

Audi Warranty – Technical Support – Service Operations

Number: AWC-18-12

Subject: SVM Flashing - Slow Installation and Excessive Time Units

Date: Sep 25, 2018

Dealers: U.S., Puerto Rico

This document conveys general Warranty information.

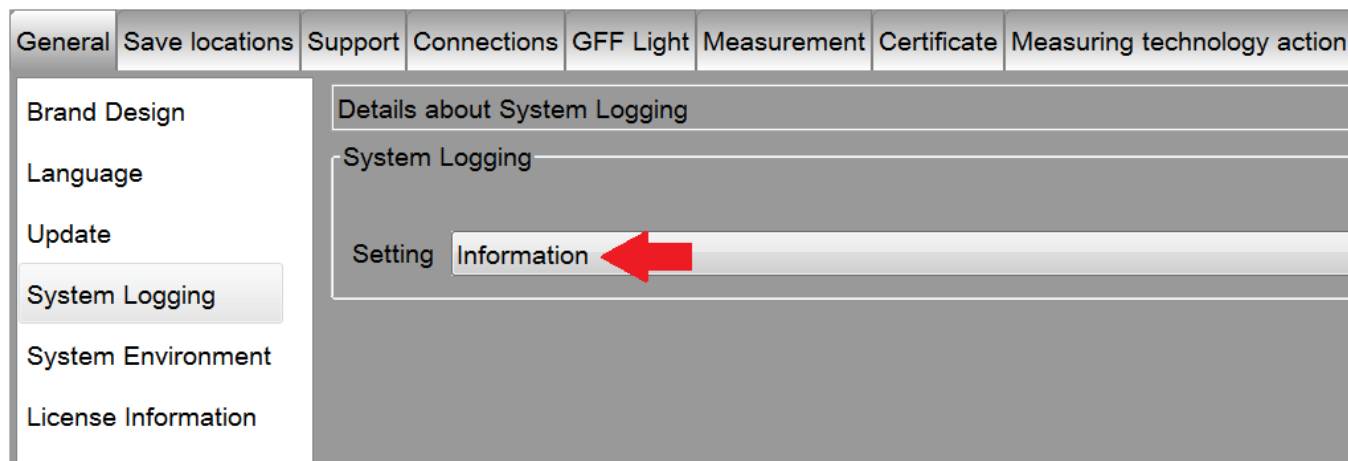
Recently, Audi Warranty has noticed instances in which SVM flashes (such as 51G2) are running slow and causing the tester to show higher than usual time units (TUs) on the diagnosis logs.

To correct this issue, ensure that the “System Logging” settings on all VAS testers are set to “Information”. If the setting is incorrectly set to “All”, it will cause the tester to run an SVM flash that is longer than expected, which will result in unusually high TUs and can potentially cause the tester to lock up.

To verify that the setting is correctly set to “Information”, select the **Admin** button on the right-hand side of the operating mode column:



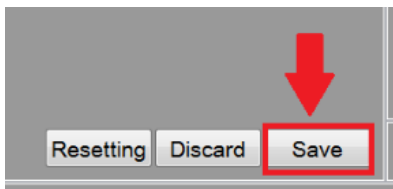
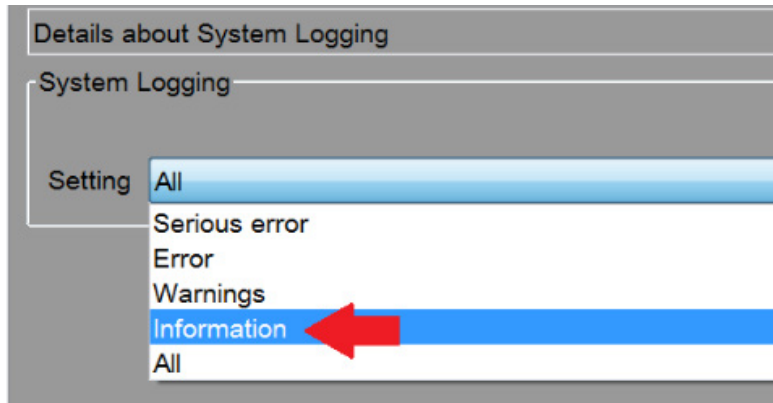
Under the **General** tab, select **System Logging** to view the system logging setting. It should be set at “Information”:





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If the setting is set to “All”, change it to “Information”, then select **Save**. Next, close the ODIS program, reboot the tester, and restart ODIS.



Note: If you are still having issues with unusually high TUs or a slow-running tester that locks up while running a SVM flash update, please submit an ODIS feedback and a detailed comment so it can be investigated thoroughly.