



# Service Information

## Offboard Diagnostic Information System Service (ODIS Service)

**Subject:** Dealer Application Support

**Date:** Mar. 19, 2019

### 1.0 – Introduction

VWGoA has provided various teams to support our dealerships and Independent Repair Facilities. Due to the large number of applications and services used by technicians and employees, finding the correct support line can be difficult. It is our goal to get you to the correct support team the first time. Below is a brief outline of applications and teams that support them.

#### *Support team contact information*

|                                                               |                                                        |                                                                                                                          |
|---------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Diagnostic Testing Software<br>Support (DTSS)<br>888-896-1298 | IT Service Desk (ITSD)<br>866-892-3375<br>4help@vw.com | Technical Helplines<br><i>Note: Must have a TAC ticket prior to calling.</i><br>VW – 800-678-2389<br>Audi – 800-388-2834 |
|---------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|

### 2.0 – ODIS Service

Please refer to the ODIS Service [Frequently Asked Questions](#). Many questions and issues are addressed in this document.



**2.1 Situation:** When I click “Info” in ODIS, I am prompted for a login. My login isn’t working.

**Solution:** Contact the IT Service Desk. The analyst will need to troubleshoot the issue and determine if your Global User ID is on your profile.



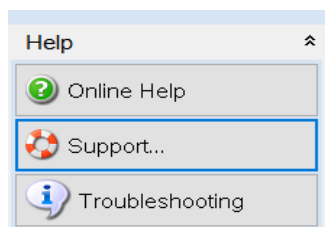
# Service Information

2.2 **Situation:** I am receiving ODS errors within the ODIS Service Application.

**Solution:** The [ODS Error Code List](#) is a comprehensive list of known errors and their resolutions. This is an excellent tool to start troubleshooting the issue. If you are unable to resolve the issue, contact Diagnostic Software Support.

2.3 **Situation:** I am running a Diagnostic Test Plan and receiving an error.

**Solution:** Submit a feedback using the Support button under the Help tab.



2.4 **Situation:** I am unable to view Infomedia or ElsaPro

**Solution:** Make sure your Group System – ElsaPro connection is configured.

- **Brand (1 character):** Enter 0
- **Country (3 characters):** USA or CAN
- **Dealer ID (5 characters):** Last 5 characters of the dealer code

|                          |       |
|--------------------------|-------|
| Brand (1 character)      | 0     |
| Country (3 characters)   | USA   |
| Dealer ID (5 characters) | 03999 |

**Solution:** Refer to your dealership administrator to ensure you have the correct roles: SIP\_Dealer and Elsapro\_User. If you have these roles and are still experiencing the issue, contact the IT Service Desk.

**Solution:** Work with your dealership IT to confirm that the Infomedia and Elsapro related links are not blocked on your network. The required URLs are located on the Admin tab under Connections → Group System: ElsaPro

|                                     |                                                                                                                                     |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| URL for Technical Service Bulletins | <a href="https://odisinfomedia.vwclub.com/Retail/TPI/Show">https://odisinfomedia.vwclub.com/Retail/TPI/Show</a>                     |
| URL for repair manuals              | <a href="https://odisinfomedia.vwclub.com/Retail/RM/Show">https://odisinfomedia.vwclub.com/Retail/RM/Show</a>                       |
| URL for vehicle history             | <a href="https://odisinfomedia.vwclub.com/Retail/RepairHistory/Show">https://odisinfomedia.vwclub.com/Retail/RepairHistory/Show</a> |
| URL for wiring diagrams             | <a href="https://odisinfomedia.vwclub.com/Retail/WD/Show">https://odisinfomedia.vwclub.com/Retail/WD/Show</a>                       |
| URL for actions                     | <a href="https://odisinfomedia.vwclub.com/Retail/VehicleRecall/Show">https://odisinfomedia.vwclub.com/Retail/VehicleRecall/Show</a> |
| URL for order data                  | <a href="https://odisinfomedia.vwclub.com/services">https://odisinfomedia.vwclub.com/services</a>                                   |



# Service Information

## 3.0 – Diagnostic Device Hardware & Windows

Physical damage or malfunctions should be directed to **Diagnostic Testing Software Support**. A consultant will determine next steps, including coordinating any necessary repairs.

Refer to the below Frequently Asked Questions documents:

- [Diagnostic Device Hardware & Windows](#)
- [VAS 6154 Diagnostic Interface](#)

## 4.0 – ECRMS

ODIS security certificates are requested and approved online by a dealer administrator within the ECRMS application on accessaudi.com.

4.1 **Situation:** I am not able to access the ECRMS application.

You are not authorized to access the eCRMS application.  
For assistance, please contact IT service Desk at 248-754-4357 (4HELP).

**Solution:** You may be missing the correct access. Your dealer administrator will need to confirm that the ECRMS\_DLR role is added to your profile. If you continue to have issues with accessing ECRMS, contact the IT Service Desk.

4.2 **Situation:** I am not able to download my certificate or the 5 day download period has ended.

**Solution:** Contact the IT Service Desk for certificate reactivation.

## 5.0 – ODIS eShop

ODIS software licenses are requested and downloaded once approved online within the eShop application on accessaudi.com. Please also refer to the.

5.1 **Situation:** I am unable to access eShop to request a license.

**Solution:** Your dealer administrator will need to confirm that ESHOP\_DEALER\_AU role is added to your profile. If you continue to have issues with accessing eShop, contact the IT Service Desk.

| Order no.      | Product                                        | Hardware key / computer name | Action                                                                             |
|----------------|------------------------------------------------|------------------------------|------------------------------------------------------------------------------------|
| 00001-USA-en   | Offboard Diagnostic Information System Service | 1.1                          |                                                                                    |
| 00001VW-USA-en | VW Brand                                       | 2.1                          | <div>Please enter the hardware key</div> <div>Please enter the computer name</div> |

*Note: You must input the entire hardware key on both lines above when ordering your license.*

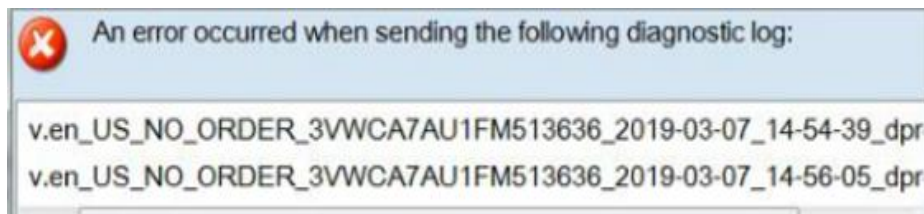


# Service Information

## 6.0 – GFF Paperless

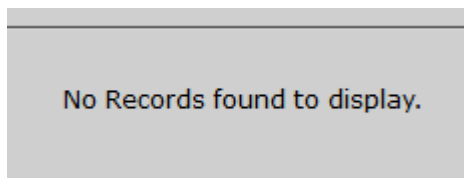
Guided Fault Finding diagnostic logs are transmitted to VWGoA for use during the warranty claim adjusting process. You may experience errors with the transmission.

### 6.1 **Situation:** GFF logs are not sending.

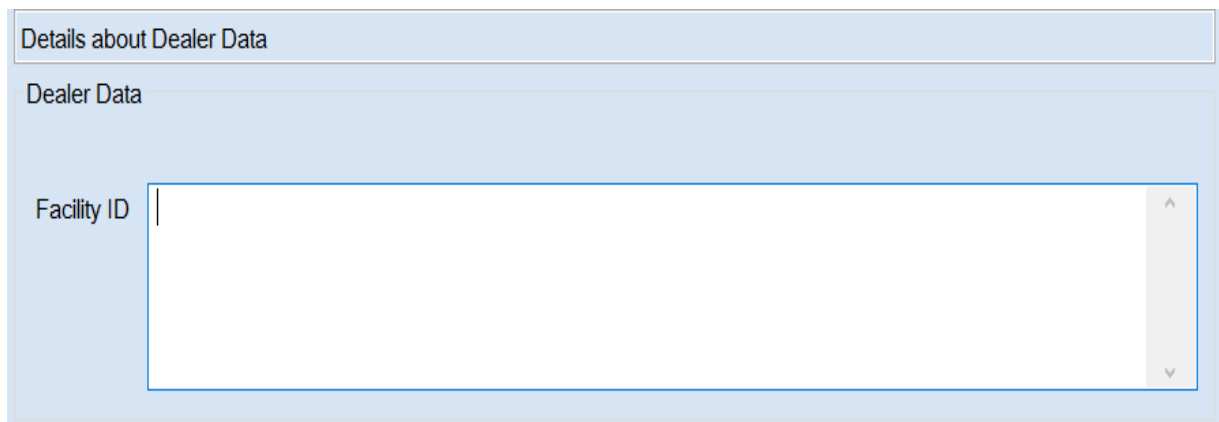


**Solution:** There may be stored GFF logs that are corrupted. Refer to the ODS Error Code List.

### 6.2 **Situation:** GFF logs are showing as transmitted in ODIS service, but not showing up in the GFF Paperless application on accessaudi.com.



**Solution:** There may be more than 100 characters in the dealer data field. Be sure that just your dealer number and name are in this data field. Navigate to the Admin tab on the right side of ODIS and choose Dealer Data from the menu on the left.



**Solution:** If there are fewer than 100 characters in the data field, contact the IT Service Desk. Provide the analyst with the VIN, date the log was sent, and your dealer code. Inform the analyst to direct the ticket to Service and Quality to recover your log.



# Service Information

---

## 7.0 – GeKo

Your GeKo ID is used anytime there is an online function needed within ODIS. This includes, but isn't limited to, functions like Software Version Management or key coding. GeKo IDs are obtained via the GeKo form located on [accessaudi.com](https://accessaudi.com).

7.1 **Situation:** I don't remember my GeKo ID.

**Solution:** Contact the IT Service Desk, they will need to consult with the Security Administration team to retrieve this information.

7.2 **Situation:** I don't remember my GeKo password.

**Solution:** Contact the IT Service Desk, the analyst will work with you to verify your password.