

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-22-01

Subject: ID.4 8124 Software Configuration Failure – Error ERP0406E Date: Jan. 1, 2022 Hotfix Instructions

Supersedes VOS-21-50 due to new diagnostic content version

Important:

We recommend installation of this hotfix on one diagnostic device ONLY. Hotfix must be removed immediately after performing the procedure.

1.0 – Introduction

This hotfix is to be used with the ID.4. You may experience the below errors:

- 8124 Application server 1 system 2 control module software configuration fails with error message ERP0406E.

!! The Hotfix must be removed after performing the diagnostic procedure. **!!**

2.0 – Prerequisite

ODIS Service **Diagnostic Content version 2.43.6** must be installed.

To confirm the installed diagnostic content version in ODIS Service, go to: Info > Versions.

3.0 – Download Hotfix

- 1. Open a Web Browser on the diagnostic device and logon to vwhub.com > ServiceNet.
- Navigate through Vehicle Diagnostics > Offboard Diagnostic Information System Service > Hotfixes/software.
- 3. Click the **ID.4 8124 Software Configuration Failure Hotfix.zip** file and **Save** it to your Windows desktop.
- 4. Close Internet Explorer.
- Browse to the desktop and double-click the ID.4 8124 Software Configuration Failure Hotfix.zip file to open it.

Open

Cut Copy Delete

Explore

Properties

6. Right click the file name and select **Copy**:

(cont.)

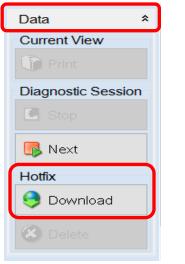
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7. Right click anywhere on the Windows desktop and select **Paste.** This file icon must appear on the desktop:

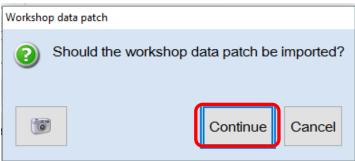


4.0 – Install Hotfix into ODIS Service

- 1. Open ODIS Service ("Run as Administrator")
- 2. Expand the Data submenu and click Download (under Hotfix):



3. Click Continue:



(cont.)

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4. A Directory Selection window will appear. Browse to and **highlight the Hotfix file**, then click **Select Folder:**

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c c s	 Quick access Desktop Downloads Documents Pictures ODIS This PC USB Drive (D:) Windows (C:) Network 	* * * *	Name ODIS V_2.43.6_HF_F1B1_20211217-10009 manuals	55	Date modified 10/26/2021 11:18 AM 12/10/2018 10:52	Type File folder File folder Shortcut	>
		Folde	п 		Select Folder	Cancel	

5. Click OK:



6. Perform the diagnostic procedure.

Important:

The Hotfix must be removed after performing the procedure. Failure to do so will cause other vehicle diagnostics sessions to malfunction.

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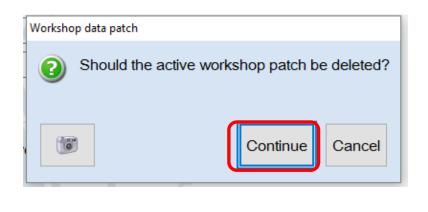
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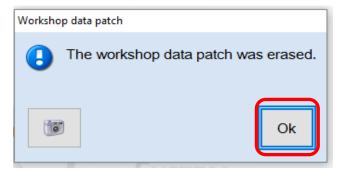
5.0 – Uninstall the Hotfix from ODIS Service

1. Select **Delete** (under Hotfix), then **Continue:**





2. Click **OK** and close ODIS Service:



Please contact Diagnostic Tester Software Support by phone at 888-896-1298 or email <u>softwaresupport@vw.com</u> with any questions or concerns.

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