

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-22-04

Subject: ID.4 8124 Software Configuration Failure – Error ERP0406E Date: Jan. 25, 2022 Hotfix Instructions

Supersedes VOS-21-50 to reflect new diagnostic content

### 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 2.44.0** 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.
- 5. Browse to the desktop and double-click the **ID.4 8124 Software Configuration Failure Hotfix.zip** file to open it.

6. Right click the file name and select <b>Copy:</b>	V_2.44.0_HF_F1B1_IA_20220119-11	Open Explore
		Cut Copy
(cont.)		Delete Properties

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

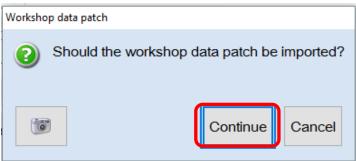


## 4.0 – Install Hotfix into ODIS Service

- 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:

	😋 Directory selection		×
l		This PC → Desktop v Ö Search Desktop	Ą
	Organize 🔻 New fo	lder	:== - ?
	<ul> <li>Quick access</li> <li>Desktop</li> <li>Downloads</li> <li>Documents</li> <li>Pictures</li> <li>ODIS</li> <li>This PC</li> <li>USB Drive (D:)</li> <li>Windows (C:)</li> <li>Network</li> </ul>	V_2.44.0_HF_F1B1_IA_20220119- manuals 12/10/2018 10:52 Sh	pe e folder ortcut
	Fol	der:	Cancel

#### 5. Click OK:



6. Perform the diagnostic procedure.



(cont.)

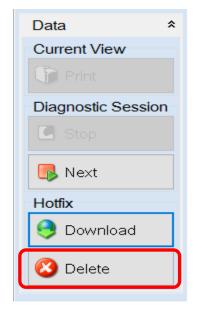
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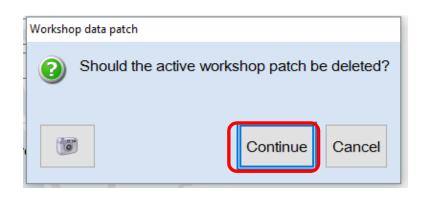
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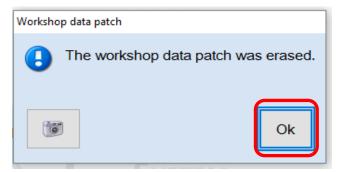
## 5.0 – Uninstall the Hotfix from ODIS Service

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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