Service Information

Offboard Diagnostic Information System Service (ODIS Service)	**Number: VOS-22-05**
Subject: ID.4 8124 Software Configuration Failure – Error ERP0406E Hotfix Instructions	**Date: Jan. 25, 2022**

<mark>*Supersedes VOS-22-04 to reflect new diagnostic content*</mark>

> *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 2.44.1** 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**.

2. 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.

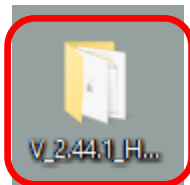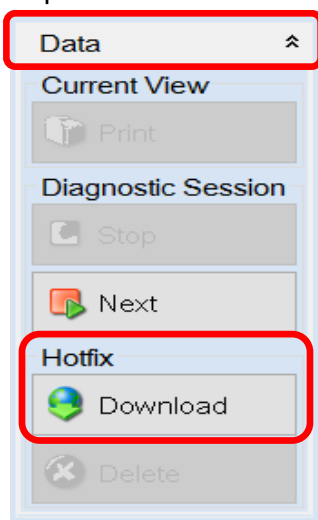6. Right click the file name and select **Copy:**
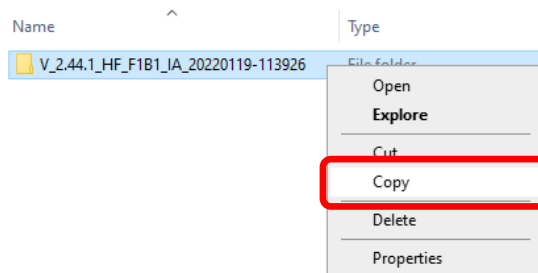
(cont.)

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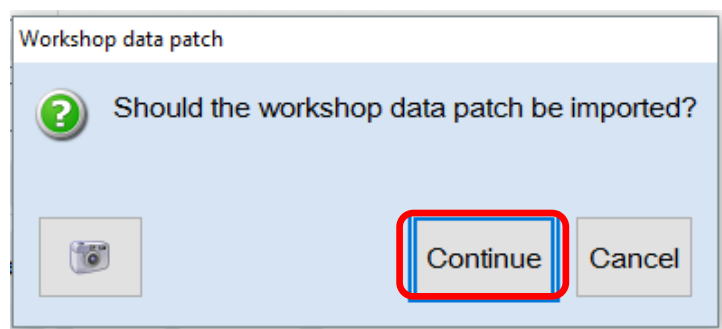

4.0 – Install Hotfix into ODIS Service

1. Open ODIS Service ("Run as Administrator")

2. Expand the **Data** submenu and click **Download** (under **Hotfix**):
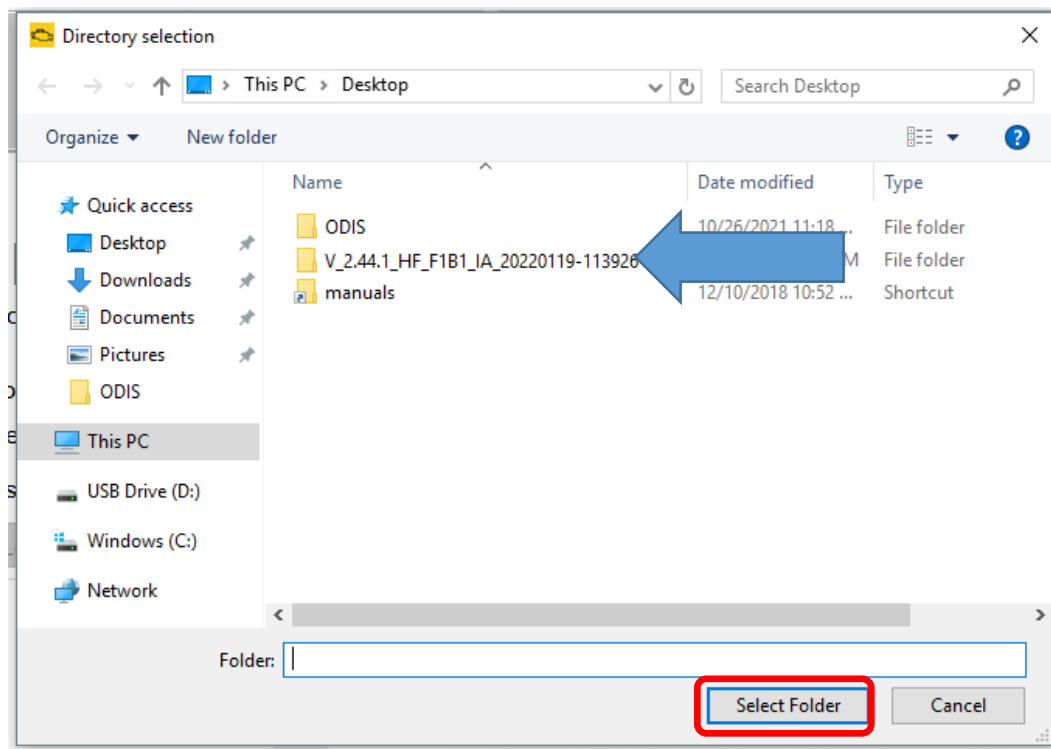

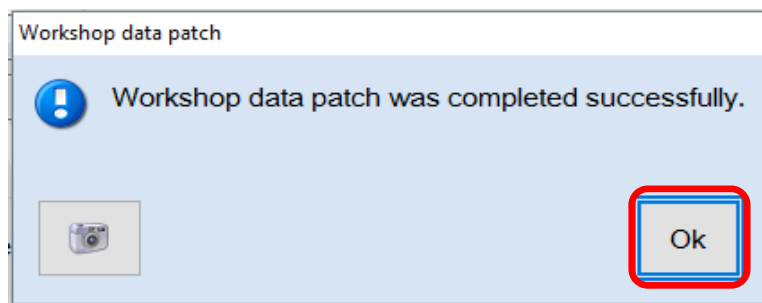3. Click **Continue:**

(cont.)

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

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.*
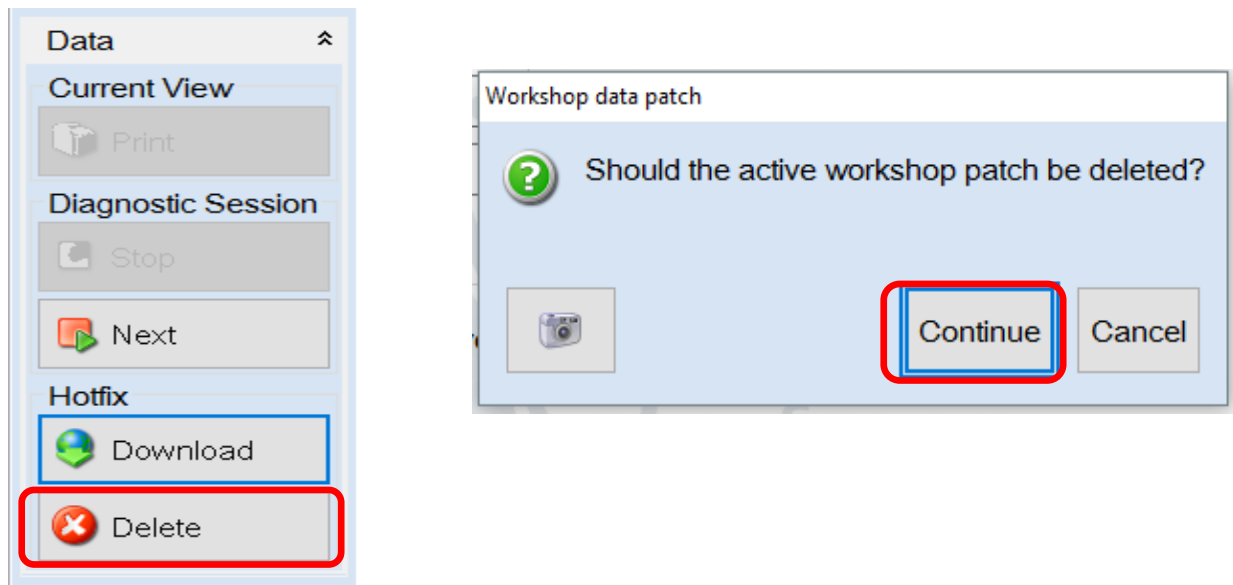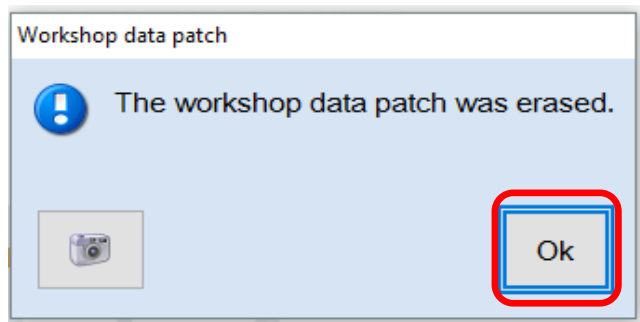
(cont.)

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 softwaresupport@vw.com with any questions or concerns.*