

Offboard Diagnostic Information System Service (ODIS Service) Number: VOS-22-05

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

Supersedes VOS-22-04 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 2.44.1** 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.
- 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:

Name	Туре
V_2.44.1_HF_F1B1_IA_20220119-113926	Open Explore
	Cut Copy
	Delete Properties

(cont.)

#### Page 1 of 4

<sup>© 2022</sup> Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.

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

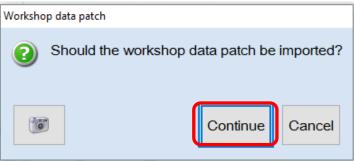


## 4.0 – Install Hotfix into ODIS Service

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

Data *
Current View
Diagnostic Session
💽 Stop
🕞 Next
Hotfix
🥯 Download
🛞 Delete

#### 3. Click Continue:



(cont.)

© 2022 Volkswagen Group of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



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

	🗢 Directory selection	n					×
	$\leftarrow \rightarrow \checkmark \uparrow$ $\blacksquare \Rightarrow$ This PC $\Rightarrow$ Desktop $\checkmark $ $\eth$ Search Desk						9
	Organize 🔻 New	w fold	er			=== -	?
C 2 3 5	<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>	* * * *	Name ODIS V_2.44.1_HF_F1B1_IA_20220119 manuals	9-113926	ate modified 1/26/2021 11:18 M 1/10/2018 10:52	Type File folder File folder Shortcut	
		Folde		[	Select Folder	Cancel	

#### 5. Click OK:



6. Perform the diagnostic procedure.



(cont.)

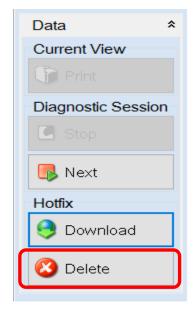
Page 3 of 4

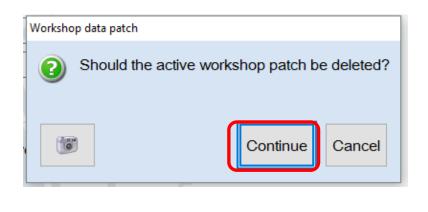
<sup>© 2022</sup> Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



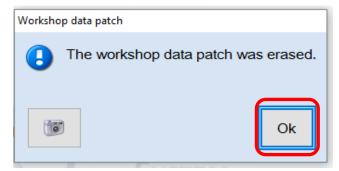
### 5.0 – Uninstall the Hotfix from ODIS Service

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.

© 2022 Volkswagen Group of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.