



# Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-22-15

Subject: ID.4 8124 Software Configuration Failure – Error ERP0406E  
Hotfix Instructions

Date: Feb. 28, 2022

*Supersedes VOS-22-13 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. !!**

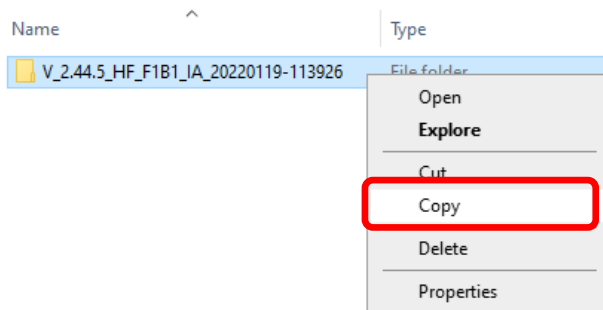
## 2.0 – Prerequisite

ODIS Service **Diagnostic Content version 2.44.5** 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**:

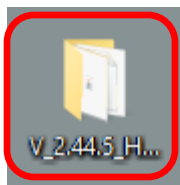


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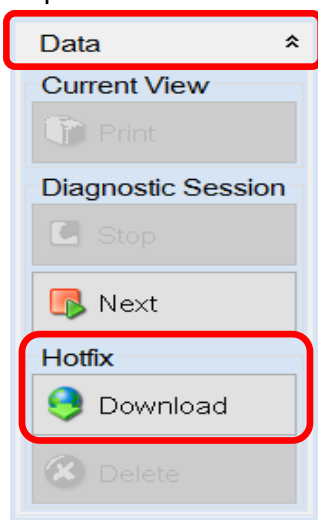
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7. Right click anywhere on the Windows desktop and select **Paste**. This file icon must appear on the desktop:

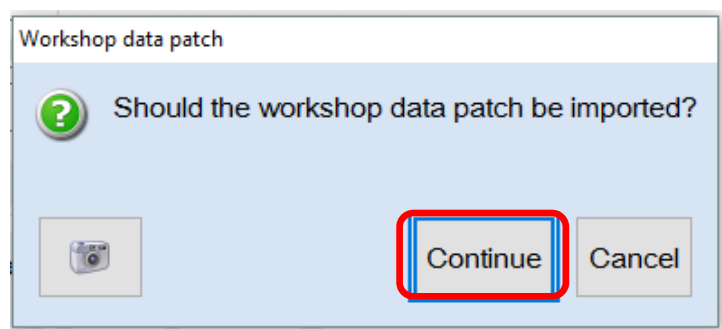


## 4.0 – Install Hotfix into ODIS Service

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



3. Click **Continue**:

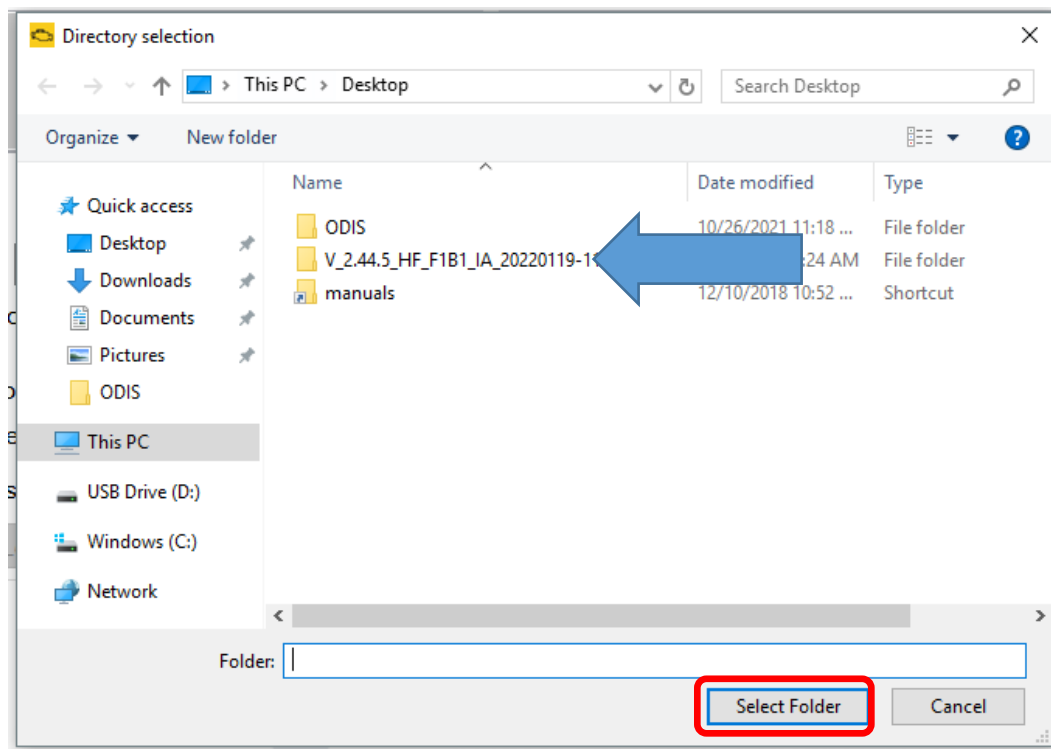


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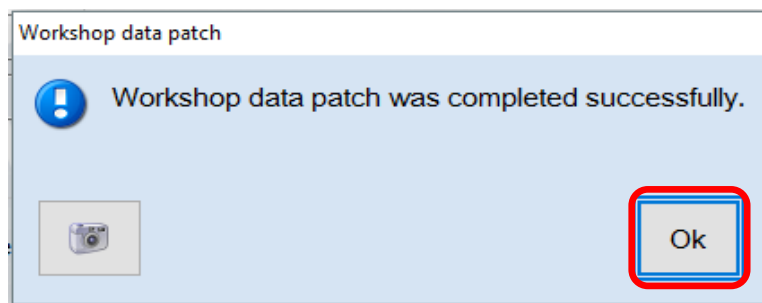


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4. A Directory Selection window will appear. Browse to and **highlight the Hotfix file**, then click **Select Folder**:



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.**

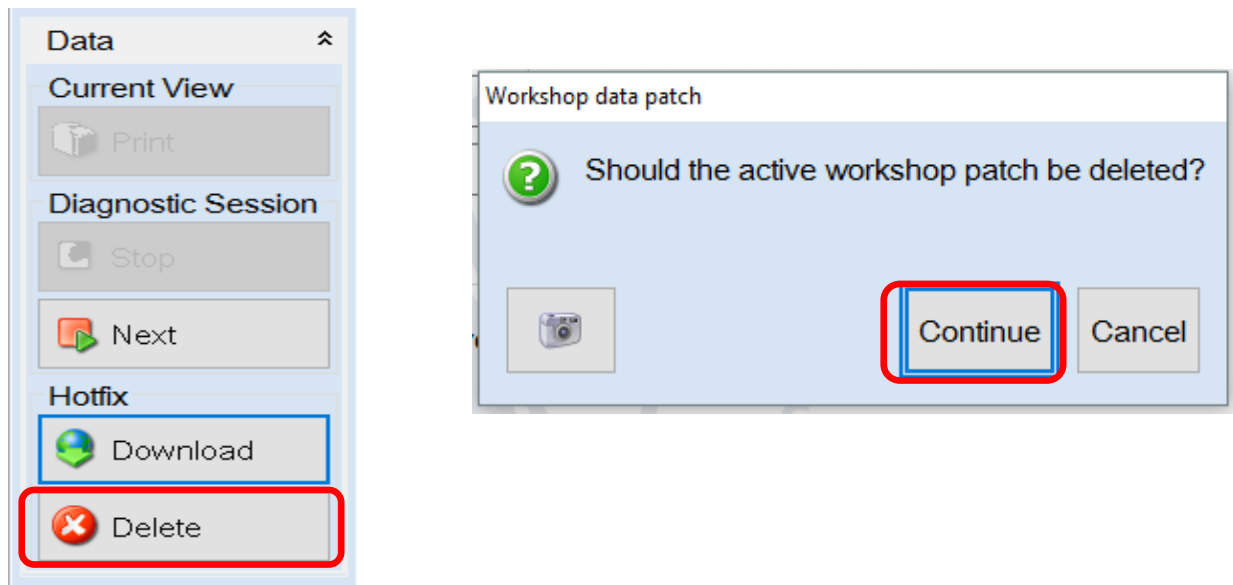
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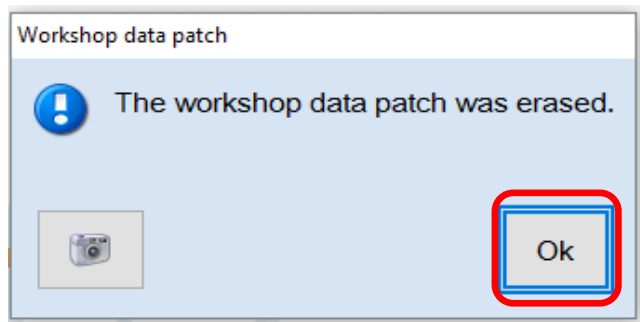
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## 5.0 – Uninstall the Hotfix from ODIS Service

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 [softwaresupport@vw.com](mailto:softwaresupport@vw.com) with any questions or concerns.**