



Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-25-13

Subject: TSB 27-24-01 – 12V Battery is Drained Hotfix Instructions Date: Jan. 31, 2025

Supersedes VOS-25-12 to include additional information.

Important:

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

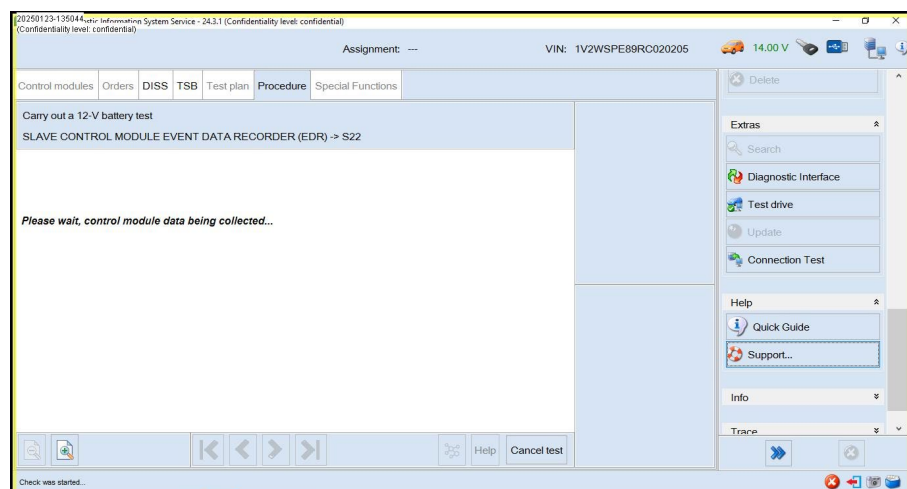
1.0 – Introduction

The hotfix is for **all VW models for 2024 and 2025.**

This is for: TSB 27-24-01 – 12V Battery is Drained, Battery Check Procedure and Required Documents before Replacement.

Test program 2072849 - A_X_1_0720_11_Batteriepruefung_TPI_00000 –

The replace battery test plan gets stuck in a loop.



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



Service Information


2.0 – Prerequisite

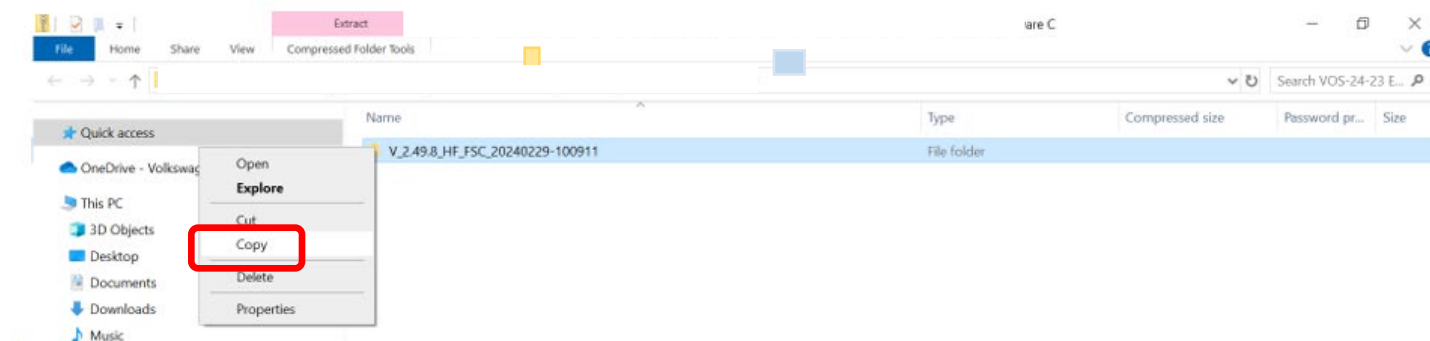
ODIS Service **latest Diagnostic Content version** must be installed.

To confirm the installed diagnostic content version in ODIS Service, go to:

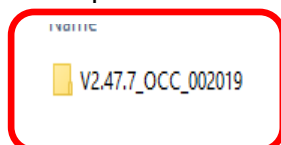
Info >  **Versions>Diagnostic data; didb_GFS-v.en_US: xxxxxxxx X.XX.XX**

3.0 – Download Hotfix

1. Open a **Web Browser** on the diagnostic device and logon to **vwhub.com**
2. Navigate to **Elsa2Go>Service References>Software/Hardware Updates**
3. Search for the **12V Battery is Drained Hotfix Zip File**
4. Click the **12V Battery is Drained Hotfix Zip File**  and **save** it to your Windows desktop.
5. Close your browser.
6. Browse to the desktop and double-click the **12V Battery is Drained Hotfix Zip File** to open it.
7. Right click the file (example only) name and select **Copy**:



8. Right click anywhere on the Windows desktop and select **Paste**. This file icon (example) must appear on the desktop:



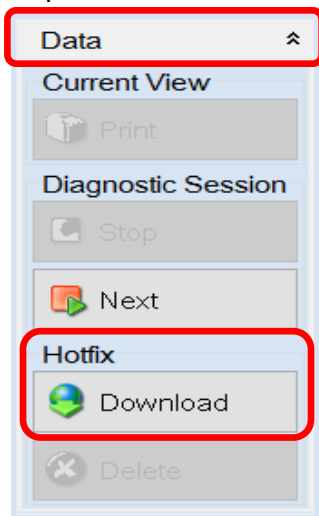
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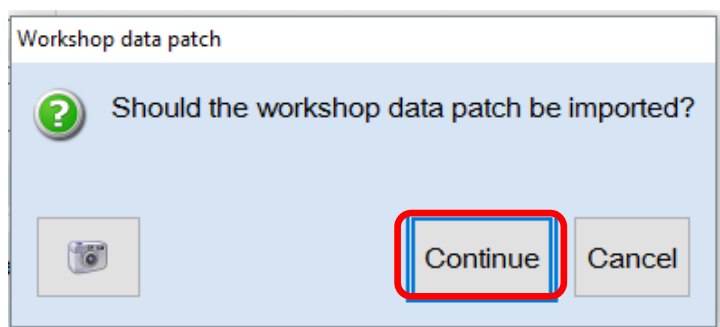
Service Information

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**:

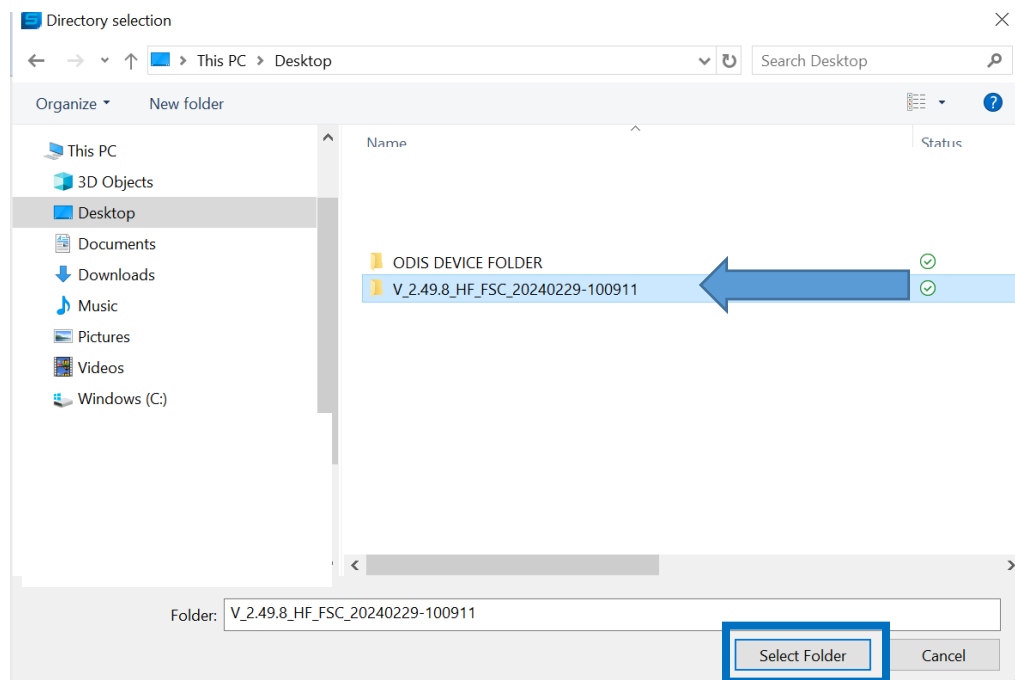


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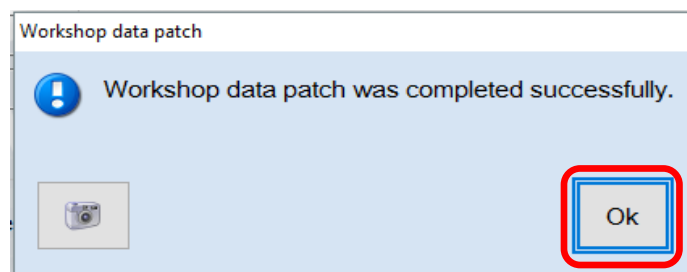


Service Information

- The Directory selection window will appear. Browse to and **highlight the Hotfix file** (*example only*), then click **Select Folder**:



- Click **OK**:



- 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.

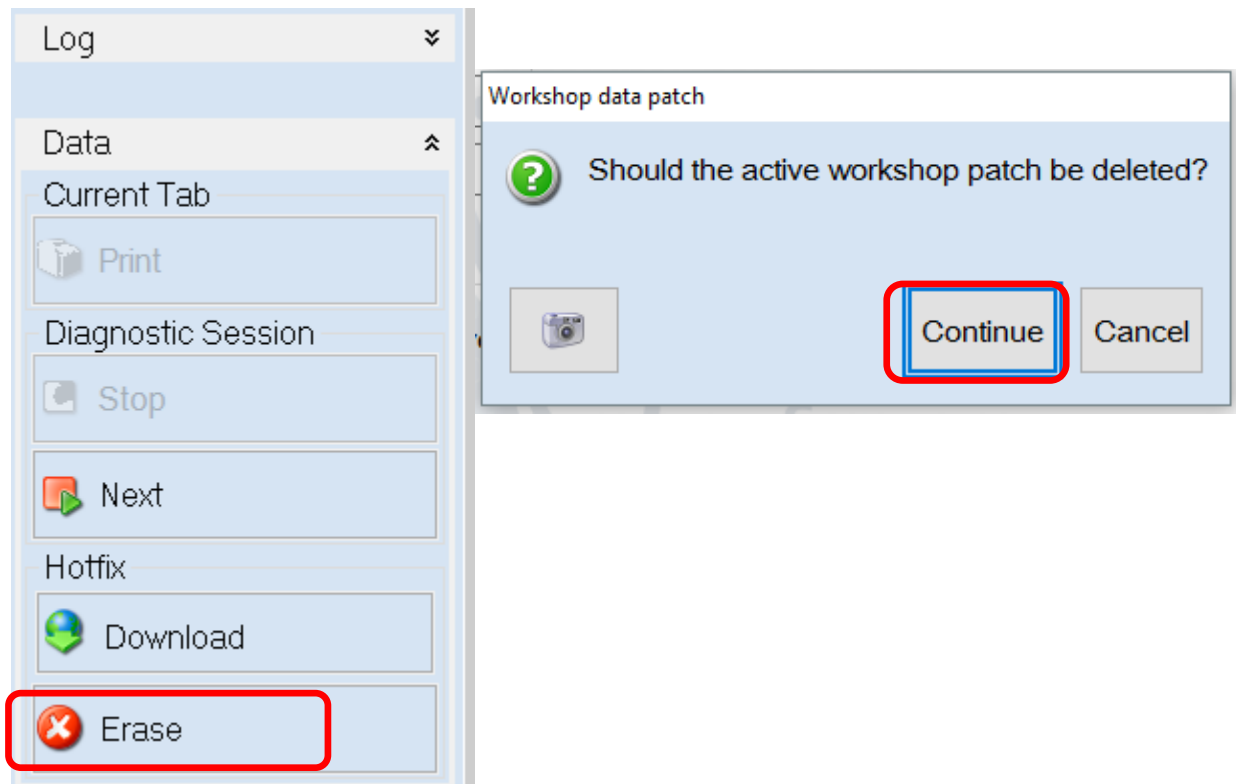
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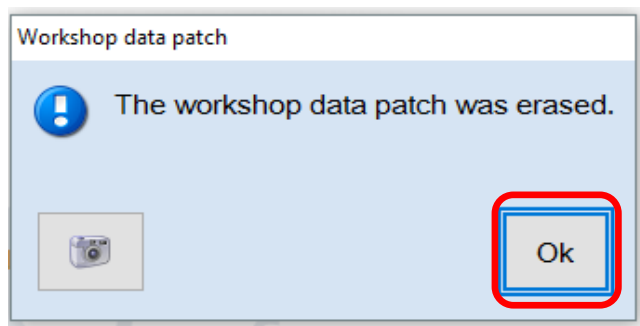
Service Information

5.0 – Uninstall the Hotfix from ODIS Service

1. Select **Erase** (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.