



Volkswagen

Service Information

Offboard Diagnostic Information System Service (ODIS Service)

Number: VOS-19-10

Subject: Arteon Hotfix Installation Instructions

Date: May 6, 2019

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 required for use with Arteon vehicles using the ODIS Service Diagnostic Content Version 2.39. A future ODIS Service Diagnostic Content version update will include this Hotfix.

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

2.0 – Prerequisite

ODIS Service **Diagnostic Content version 2.39 must be installed.**

To confirm the installed diagnostic content version in ODIS Service, go to: **Info > Versions.**

3.0 – Download Hotfix

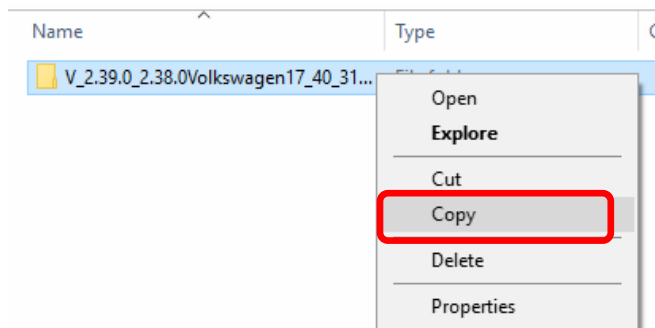
1. Open **Internet Explorer** on the diagnostic device and logon to **vwhub.com > ServiceNet.**
2. Navigate through **Vehicle Diagnostics > Offboard Diagnostic Information System Service > Hotfixes/software.**
3. Click the **Arteon_Hotfix.zip** file and **Save** it to your Windows desktop.
4. Close Internet Explorer.
5. Browse to the desktop and double-click the **Arteon_Hotfix.zip file** to open it.

(cont.)

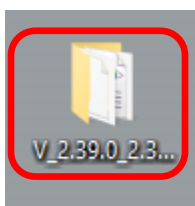


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6. Right click the file name and select **Copy**:

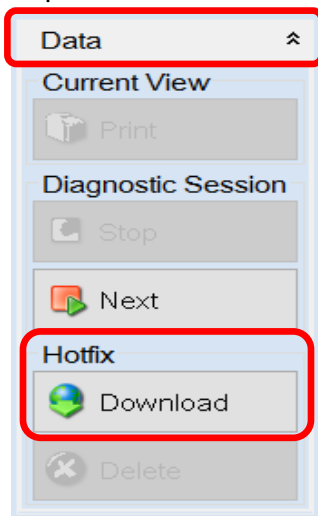


7. Right click anywhere on the Windows desktop and select **Paste**. This file icon must appear on the desktop:



4.0 – Install Hotfix into ODIS Service

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

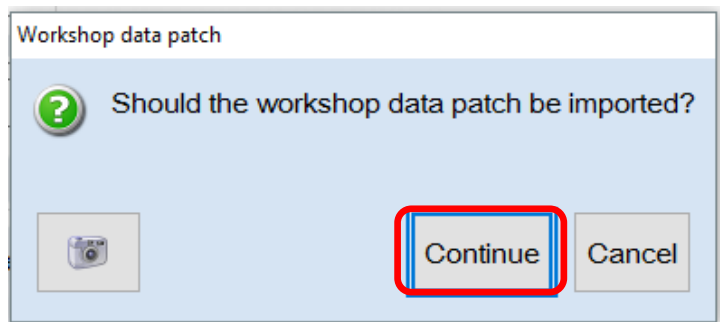


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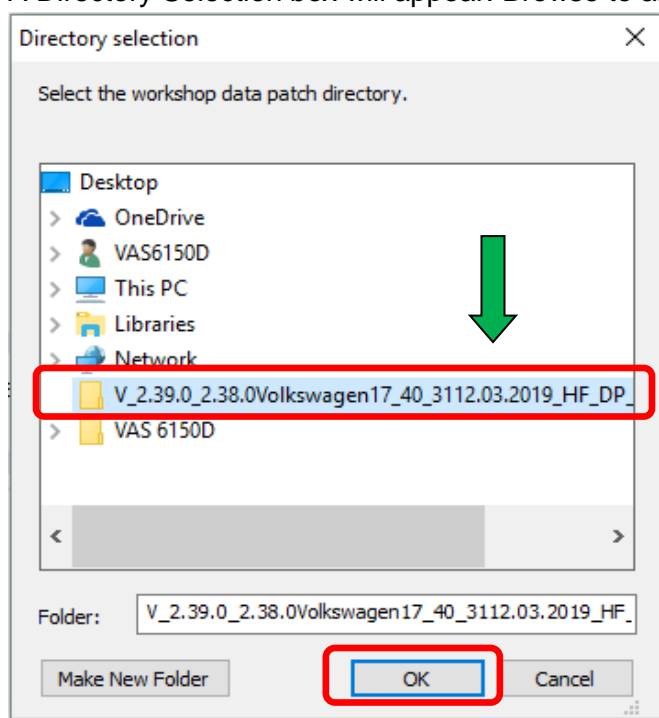


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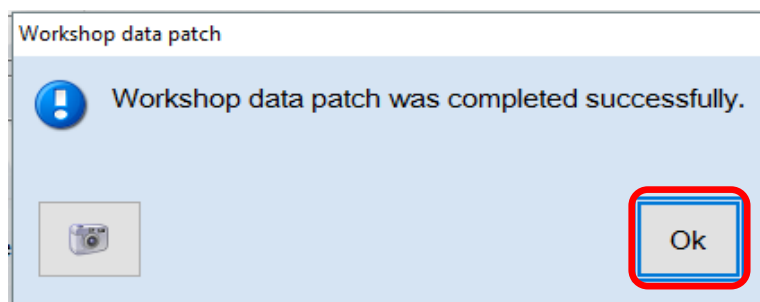
3. Click **Continue**:



4. A Directory Selection box will appear. Browse to and **highlight the Hotfix file**, then click **OK**:



5. Click **OK**:



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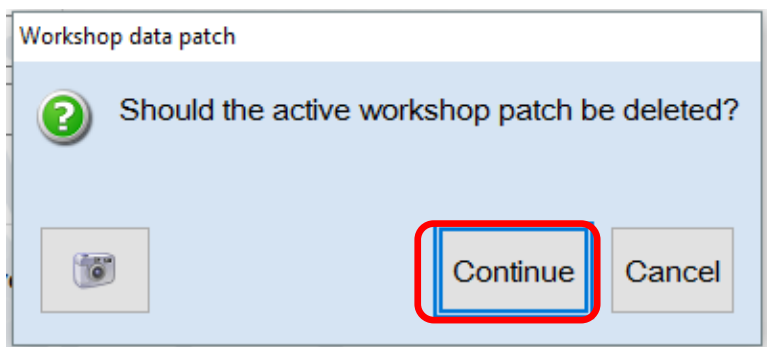
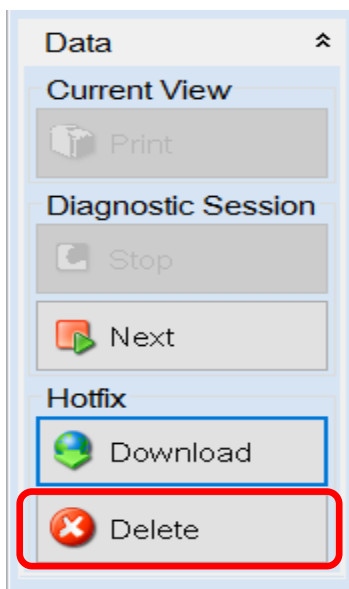
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6. Perform the diagnostic procedure.

Important:

The Hotfix must be removed after performing the procedure. Failure to do so will cause other vehicle diagnostics sessions to malfunction.

1. Select **Delete** (under Hotfix), then **Continue**:



2. Click **OK** and close ODIS Service:

