00-19-04 - Set-up SD Creator to Obtain Software Updates | Release date: 7/17/2019

Condition

Applicable Vehicles					
Model(s)	**Year**	**Eng. Code**	**Trans. Code**	**VIN Range From**	**VIN Range To**
All	2016 – 2020	All	All	All	All

Revision Table			
Instance Number	**Published Date**	**Version Number**	**Reason For Update**
2054866/1	7/17/19	00-19-04	Original publication.

The purpose of this bulletin is to explain how to set up and use the SD Creator program.

Technical Background

Volkswagen has made software updates for infotainment systems (MIB2) and digital cockpit instrument clusters (FPK) available for direct download via the SD Creator program.

Production Solution

Not applicable.

Service

⚠️**Note:**

1. The SD Creator is only permitted to be used to create a software update SD card according to a Technical Bulletin or Campaign, or upon specific direction from the Volkswagen Technician's Helpline or a QTM.

2. Making copies of an SD card prepared with the SD Creator is not permitted! If several copies are desired, use the SD Creator again to produce them. The SD Creator checks whether the SD card is suitable to be used. Software updates with a copied SD card can damage the device (for example, if the software update is interrupted). Devices damaged by an interrupted software update cannot be claimed under warranty.

1. General Prerequisites:

- ODIS Service with VAS tester

- A valid MirrorServer Certificate installed on a VAS tester with the ODIS Service

- Part number of the software update

- If using a VAS 6150A, a commercially available USB-to-SD card adapter will be needed.

ⓘ**Note:**

If using VAS 6150A with a USB-to-SD card reader, remove any other USB-connected memory sticks or flash drives before using the SD Creator to avoid data loss if the wrong drive letter is selected.

2. Selecting the appropriate SD Card:

Refer to the technical bulletin which suggests the software update to obtain the appropriate file size.

ⓘ**Note:**

Make sure to backup any important data which is already installed on the SD card before starting the download process! When the download process is started, the SD Creator program will format and wipe all data from the SD card!

Shown is an example of a suitable commercially available SD card that is compatible with the SD creator.

Please note the following:

- Do Not use a micro SD in a full size SD adaptor (us only a full-size SD card.

- SDHC standard.

- Speed class 10.

- Adequate memory capacity for SD card update being created.
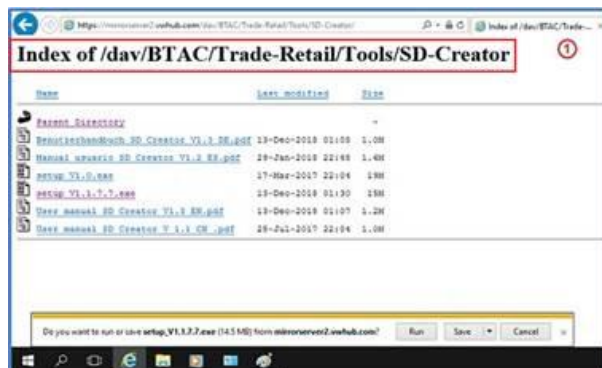
- Unlocked write-protect switch.

3. Installing the SD Creator program (IT Administrator help may be required):

1) Using a VAS tester with ODIS Service, open a web browser (i.e. Internet Explorer) and navigate to https://mirrorserver2.vwhub.com/dav/BTAC/Trade-Retail/Tools/SD-Creator/.

2) The installation instructions and user manual are located in the same directory and labeled as "User_manual_SD_Creator_V1.3_EN.pdf.

3) The instruction should be downloaded and saved on the ODIS tester for future reference.

4) If prompted by the Wndows operating system for a security certificate, select the MirrorServer certificate for the machine.
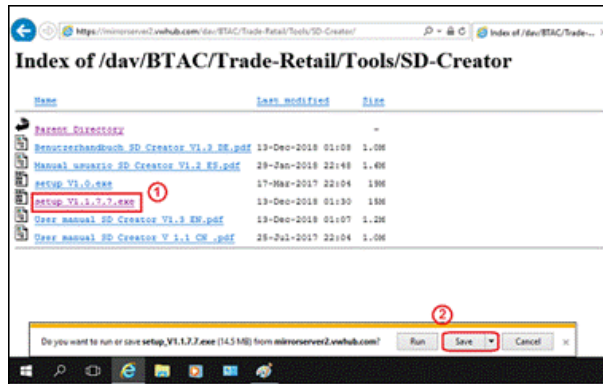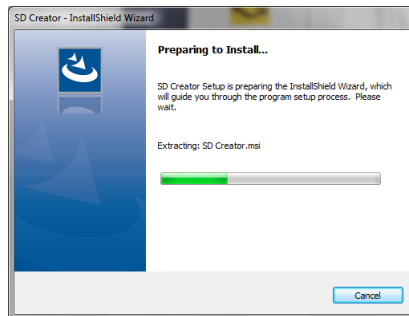
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5) Within this folder is the "SD Creator" installation file labeled **"setup_V1.1.7.7.exe"** (1). Click on the file, and then click **"Save"** (2) to save the install file to the desktop or other location on the ODIS tester. If this file cannot be downloaded, please contact the dealership IT administrator.
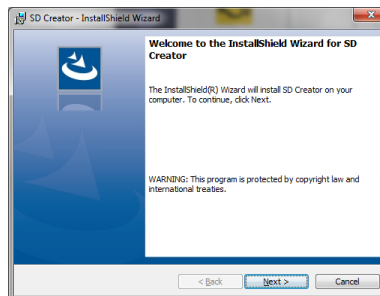

6) After the installation file has successfully downloaded, install the program onto the VAS tester with ODIS Service by double clicking the file labeled **"setup_V1.1.7.7.exe"** to run the installation program. If I.T. policies restrict the installation of programs on the VAS tester with ODIS Service ask the I.T. administrator to perform the install.
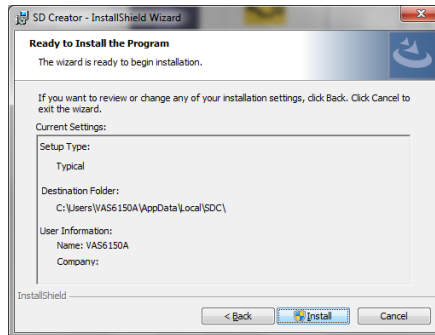
7) After double-clicking the installation file **"setup_V1.1.7.7.exe"** the program installation begins.

8) At this screen, click "Next" to proceed with the installation.

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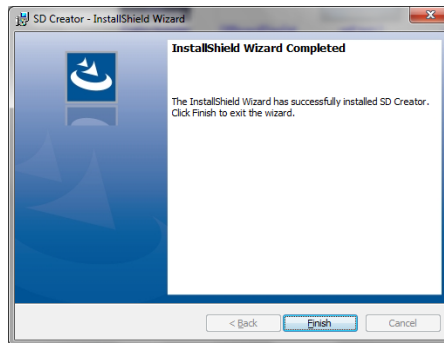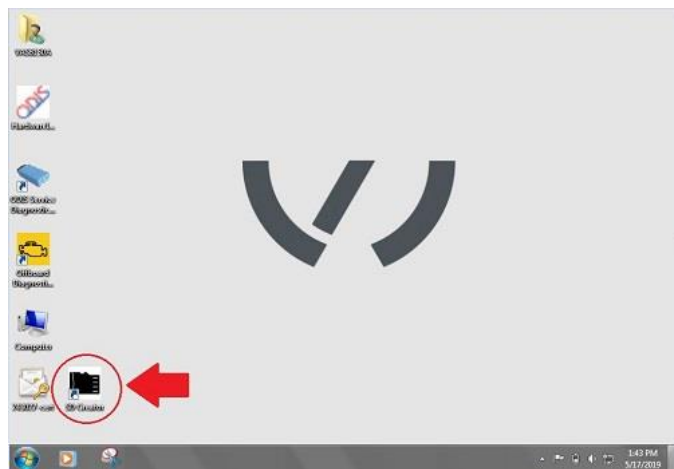
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9) At this screen, click "Install" to proceed with the installation.

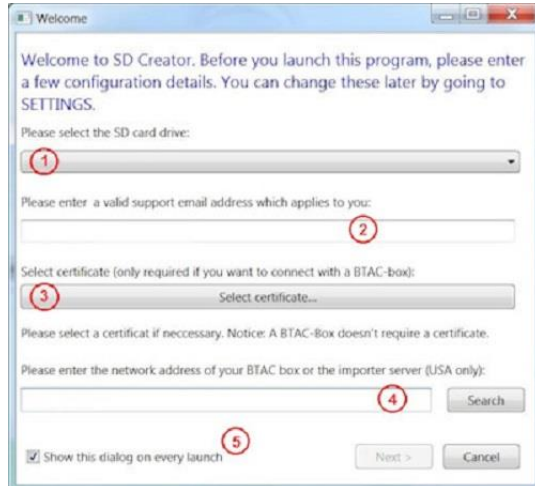10) When complete, click "Finish" the installation window will close.

11) After the program has installed successfully, the icon titled "SD Creator" will appear on the desktop.

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4. Initial steps for setup of the SD Creator program:

1) Once the program is installed it will place an icon labeled "SD Creator" on the desktop. Start the application by double clicking the icon.

2) Insert an SD card into the tester or card reader/writer and select the drive letter corresponding to the SD card **(Item 1)**.

3) Enter the support email address, **"ODISsupport@vw.com" (Item 2).**

4) Select the MirrorServer certificate by selecting "Select certificate…" **(Item 3)**.

5) Enter the MirrorServer address **(Item 4)** by using **"https://mirrorserver2.vwhub.com"** (without quotes). Once set, the user can later verify this setting in the server section listed under the "settings" tab.

6) After entering the MirrorServer address a drop down menu will appear – select brand "Volkswagen."

Uncheck the box for "Show this dialog on every launch" **(Item 5)** and select "Next".

Support requests by e-mail:

- When the "Support" button is pressed, an email will automatically be generated along with any error logs (also automatically attached). In the email, type a brief description of the error experienced and then send the email. The email will be sent to the Volkwagen ODIS support team.
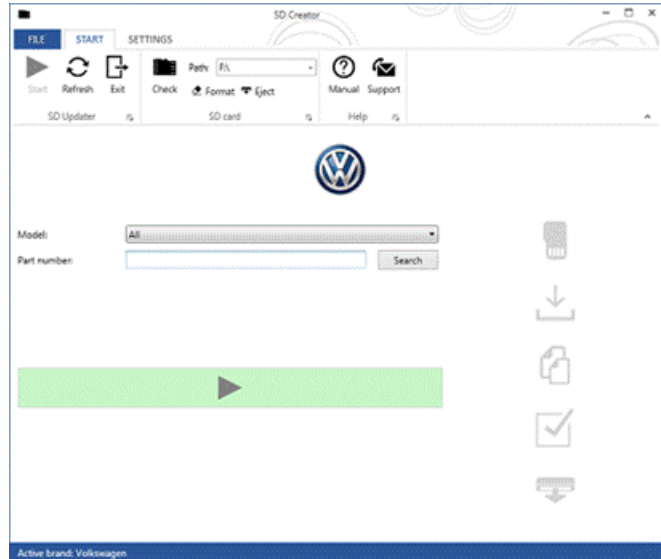
5. Using the SD Creator to download the software update files:

1) The unique SD card part number from a software update Technical Bulletin must be entered.

2) Enter this part number into the "Part number" field (with no spaces or dashes).

3) Click "Search" button.

4) The program will automatically find the software files on the MirrorServer, if entered correctly.

5) Click on "Play/Start" button.

(!) Note:

If the "Play/Start" button is not active, check the "path" field for the matching drive letter where the SD card is inserted.
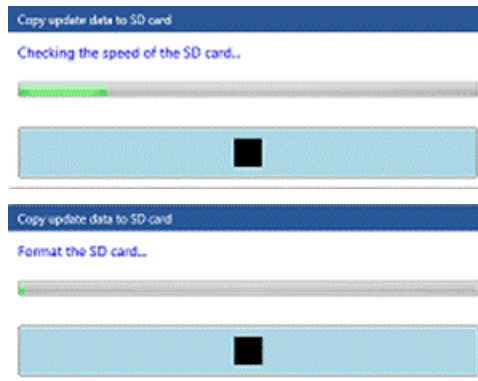

(i) Tip:

The SD card should always be prepared using the SD Creator in advance, prior to starting the software update in a vehicle.

6. SD Creator download process:

1) The program will first check the speed of the SD card and then will format the SD Card.

2) Next the program will start the download of software files from the MirrorServer and save them on the local hard drive. If the internet connection is interrupted during the download, then any of the files can become corrupted. If this happens the entire process will need to be started over, beginning with the part number entry – **Step 5**.

3) The SD Creator will attempt to eject the SD card. Sometimes this fails. If this happens, manually eject the card from the ODIS machine, using the Windows function to "Safely Remove" media.

4) From this point the SD card is ready to use to perform a software update.

Warranty

Information only.

Required Parts and Tools

No Special Parts required.

Tool Description	Tool No:
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X with ODIS Service with current online updates

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.