



# erWin Newsletter

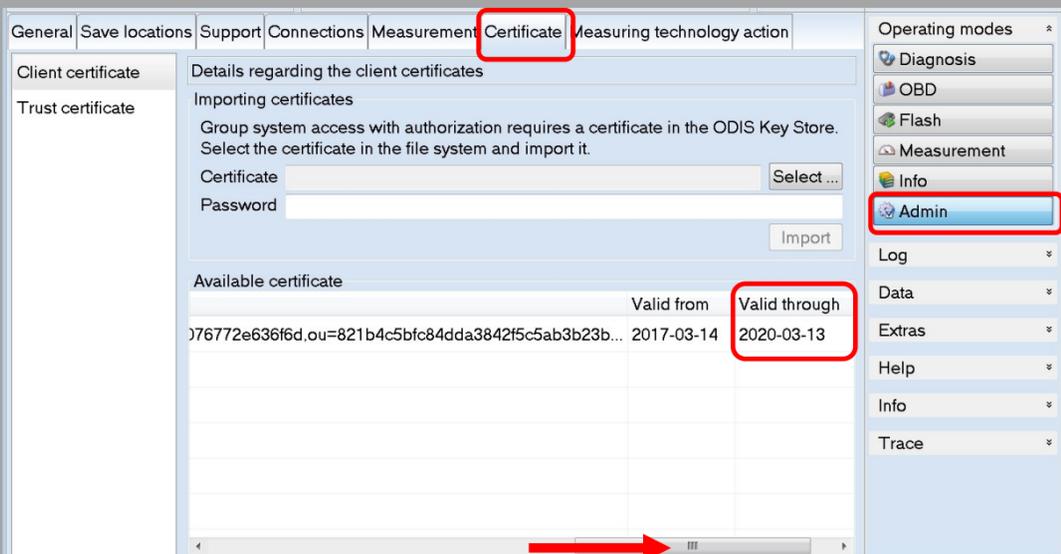
JULY - AUGUST 2018

## Offboard Diagnostic Information System Service (ODIS Service)

Our Support Team are fielding more calls from users who have let their ODIS Service Certificates expire. An expired certificate results in an interruption in your use of the software.

You can check when your ODIS Service Certificate will expire, and then plan accordingly when to renew it:

1. In ODIS Service, go to **Admin** and select the **Certificate** tab
2. In the **Available certificate** window, scroll to the right and note the **Valid through** date:



Please remember that certificates are valid for one year.

To renew a certificate about to expire: logon to erWin, select the **Vehicle Diagnostics** category and follow the instructions link in **Step 2**.

This would also be a good time to check the expiry date of your software license: Go to **Admin** and select the **General** tab. Select the **License** category and note the **valid through** date of the license.

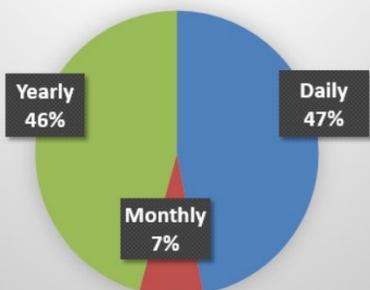
Licenses are valid for two years. Renew them by going to erWin > Vehicle Diagnostics > Step 3



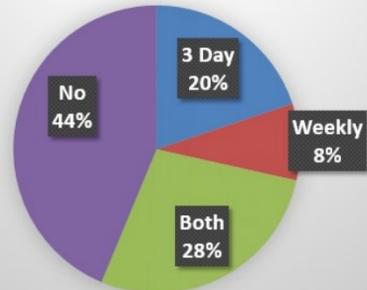
## erWin Survey Results

A recent erWin survey was sent to over 1,500 email addresses. FYI, we've listed some of the key results below. You'll be happy to know that we're working hard to address your concerns. Stay tuned for the changes!

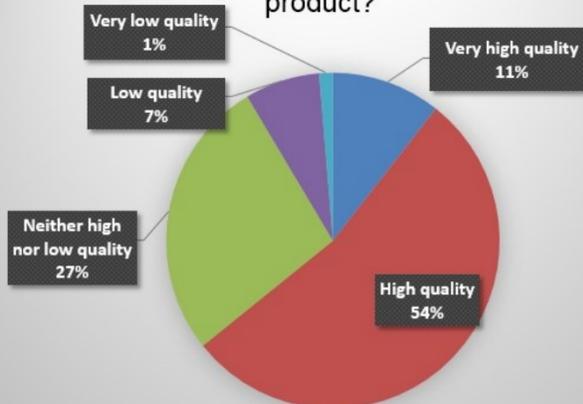
Which erWin subscription do you typically purchase?



Would you be interested in a 3 Day or Weekly Subscription?



How would you rate the quality of the product?



but...

On the downside, we received only 151 survey responses. We'd like to conduct follow-up surveys in the future, but need your assistance in updating our email distribution list.

When time permits, please logon to erWin and go to **My erWin > Registration** to verify that your contact info and email address is still valid.

If your email address has changed in the meantime, please let us know by sending us an email change request at [techinfo@vw.com](mailto:techinfo@vw.com), and we'll be happy to update it for you.

## The Lighter Side

