



Service Product Journal

TITLE:

Unable to set SPA/CMA vehicle into programming mode - P2P

REF NO: 34757.1.0	ISSUING DEPARTMENT:			REFERENCE BULLETINS:	
CATEGORY: Information Products	SUBCATEGORY: Wiring Diagrams			CAR MARKET: United States and Canada	
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	ISSUE DATE: 2019-05-07	STATUS DATE: 2019-05-13
				Page 1 of 11	

“Right first time in Time”

Attachment

File Name	File Size
Programming_Mode.PNG	0.0094 MB
Win10_Unable to set the car into programming mode.docx	0.2965 MB
Win7_Unable to set the car into programming mode.docx	0.2957 MB

IMPORTANT NOTICE:

This condition can affect computers with the following network cards:

I219-V

I219-LM

This only applies to vehicles which are connected with P2P - Ethernet cable and VOE Adapter

Does not affect vehicles that are connected with Wi-Fi or DiCE.

Only apply this solution if you have a re-occurring problem on one or several cars.

Do not apply this solution if you have a one time occurrence problem to set vehicle into Prog.



Background:

We have observed a problem when it comes to setting SPA/CMA vehicles into programming mode.

See one example attached: Programming_Mode.PNG

Swedish Text in screenshot = (Failed to initiate programming session)

The problem can be observed at two points:

1. When VIDA is trying to set the vehicle into programming mode during software download, after some time, the download will fail stating that many or all ECU's are not set into programming mode.
2. When using the "Advanced Test" function and setting the vehicle into programming mode, many or all ECU's will say "Not responding".

Temporary Solution:

Follow the instructions in the attached documents.

One document is for Windows 7

One document is for Windows 10

The primary solution will involve updating the drivers on the network card and disabling certain power saving features, but everything is explained in the attached documents, **READ CAREFULLY !**

This solution has been tested on internal computers with successful results.

Final Solution:

To be decided

To view SPJ attachments continue to the next page. This SPJ has three attachments.



Service Product Journal 34757.1.0



Downloading software

['VCM', 'IHU', 'SRS', 'CEM', 'PDM', 'VDDM', 'PSCM', 'DIM', 'DDM', 'ASDM', 'TCM', 'ECM', 'HCMR', 'HCML', 'NRCM', 'CCM'] Misslyckades med att inleda programmeringsession.



Win 10 - Unable to set the car into programming mode when connected P2P

Unable to set the car into programming mode when connected P2P

It has come to our attention that several computers has issues to set vehicle into programming mode.

This has been traced down to at least two possible areas.

1. I219-LM/V network card
2. Outdated Drivers on the network card

So far we have only performed this test on I219-LM network card and the updated drivers on this card.

Solution:

Go into this website (Official website for Intel drivers):

<https://downloadcenter.intel.com/product/82185/Intel-Ethernet-Connection-I219-LM>

Pick the correct download depending on your operating system.

Win10:

Intel® Network Adapter Driver for Windows® 10
Installs the Intel® Network Adapter drivers release 23.5.2 for Windows® 10.

Drivers

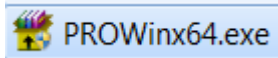
Windows 10*
Windows 10,
32-bit*
Windows 10,
64-bit*

23.5.2
Latest

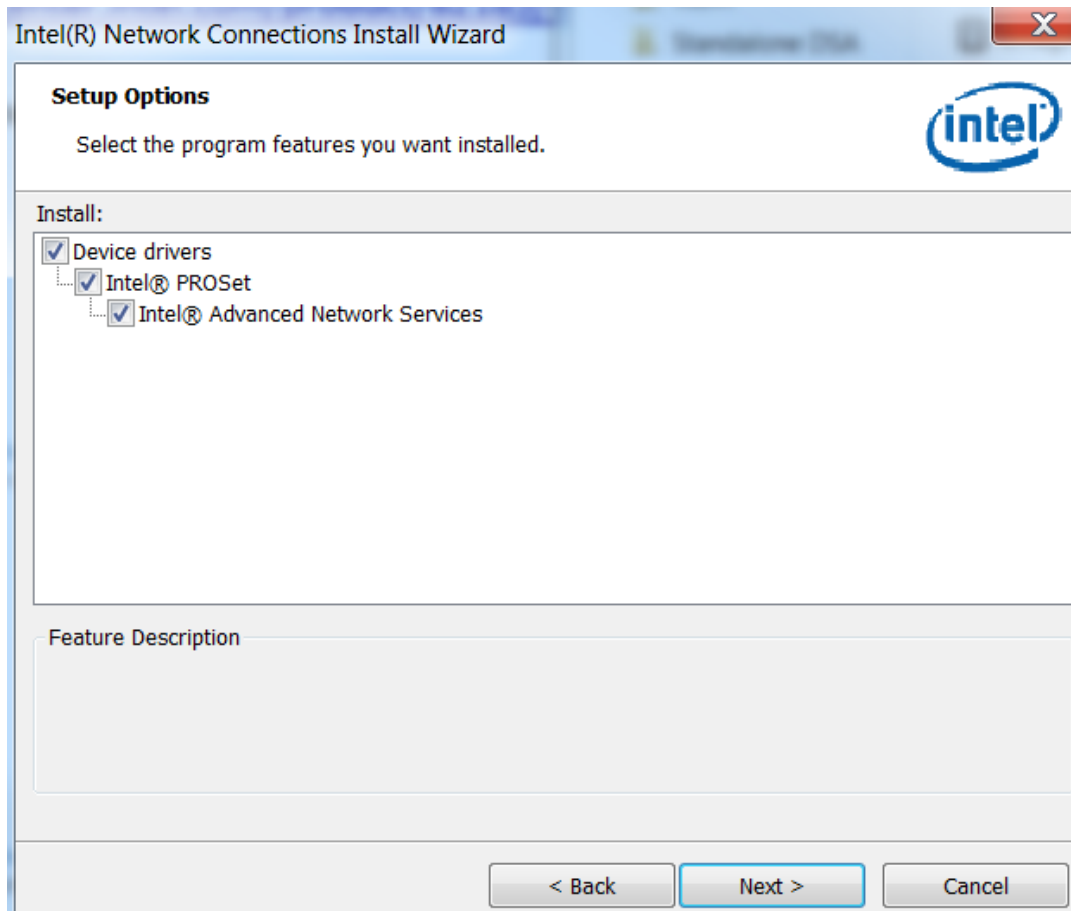
2/6/2019

Installation:

Download the file and execute it.



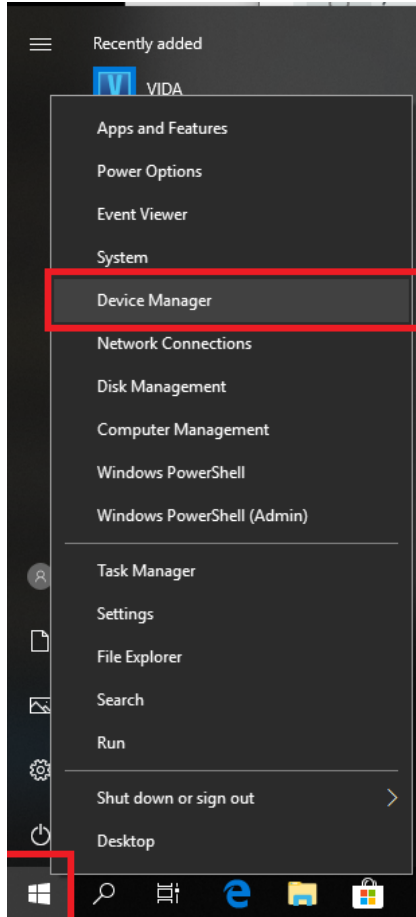
Make sure that the following options are ticked during the installation:



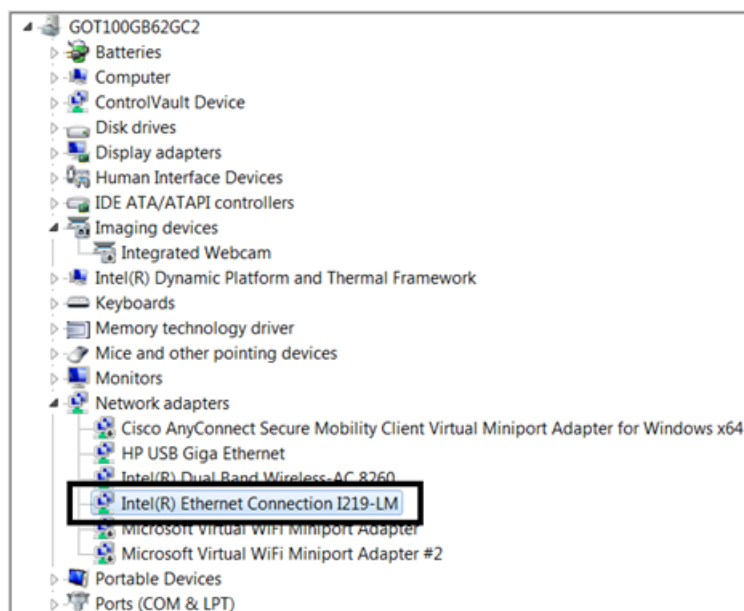
Network Card settings:

Open Device manager through here:

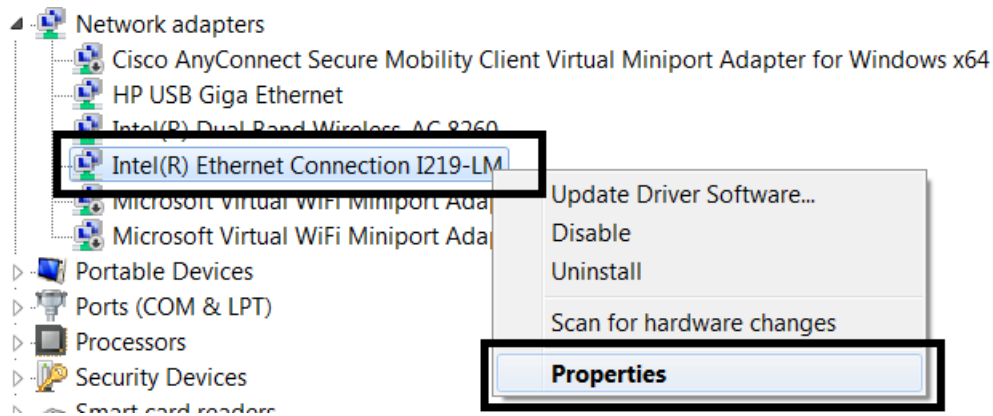
Right click the Windows start button and select "Device Manager"



Right click your network card in the Device Manager list:

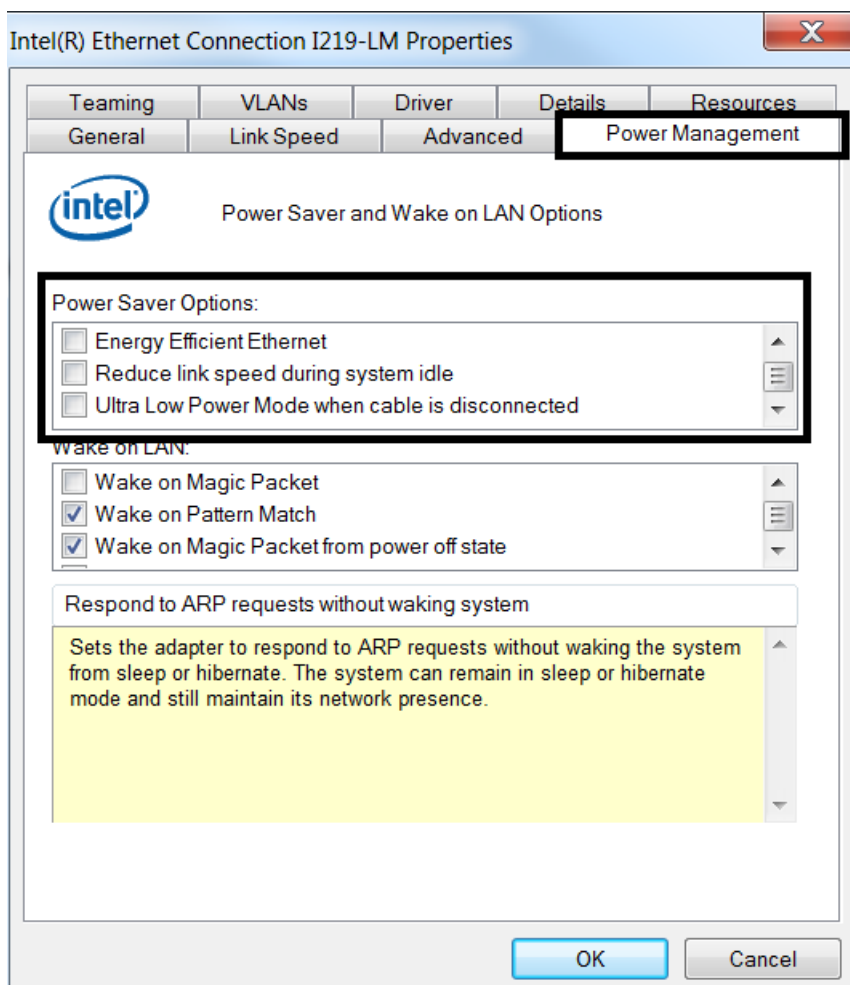


Select properties:



Select Power Management Tab and untick the following options:

1. Energy Efficient Ethernet
2. Reduce Link speed during system idle
3. Ultra Low Power Mode when cable is disconnected



Press OK and restart the computer

Unable to set the car into programming mode when connected P2P

It has come to our attention that several computers has issues to set vehicle into programming mode.

This has been traced down to at least two possible areas.

1. I219-LM/V network card
2. Outdated Drivers on the network card

So far we have only performed this test on I219-LM network card and the updated drivers on this card.

Solution:

Go into this website (Official website for Intel drivers):

<https://downloadcenter.intel.com/product/82185/Intel-Ethernet-Connection-I219-LM>

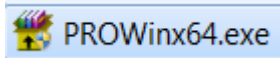
Pick the correct download depending on your operating system.

Win7:

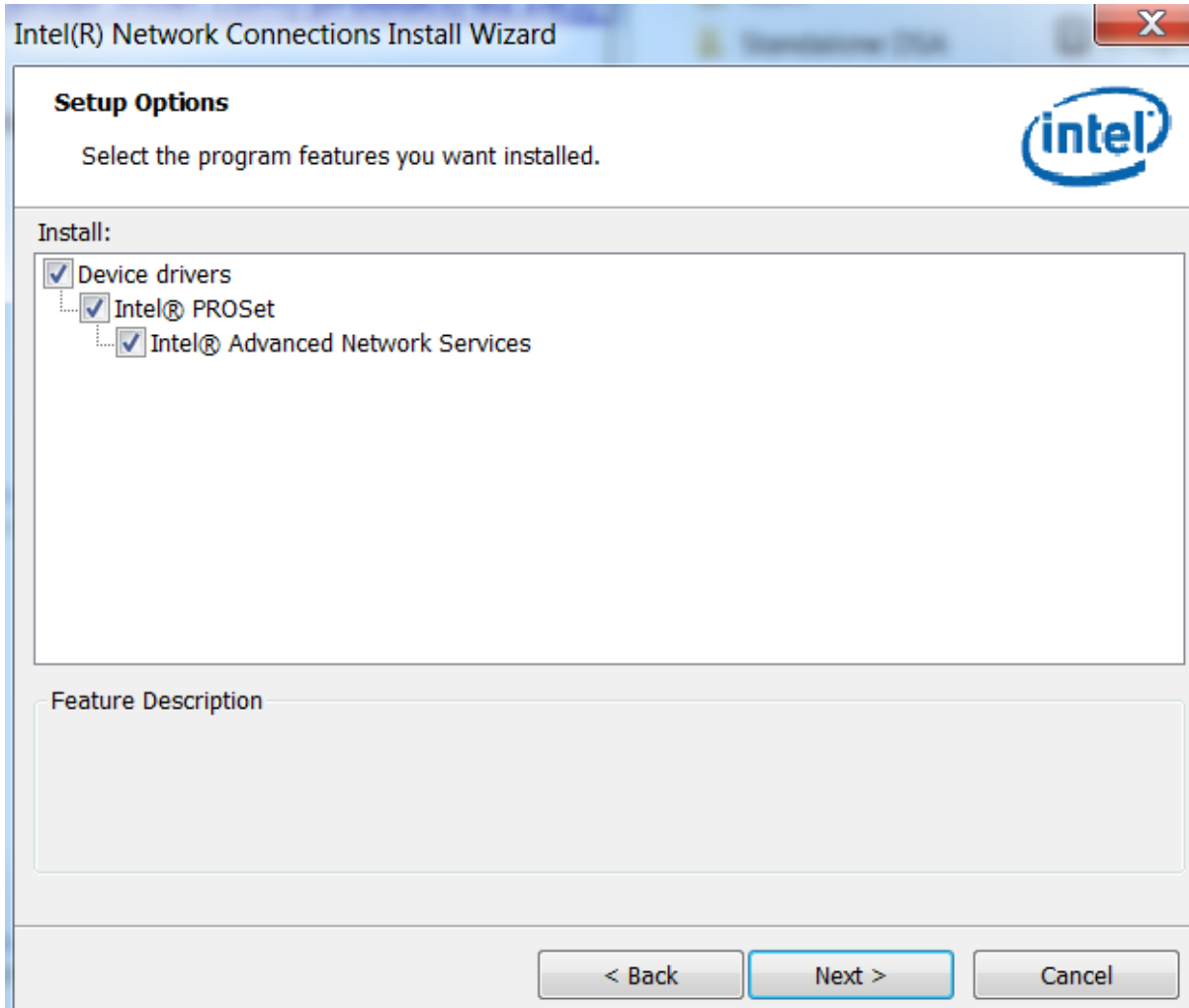
Intel® Network Adapter Driver for Windows 7* Installs Intel® Network Adapter drivers release 23.5.1 for Windows 7*.	Drivers	Windows 7* Windows 7, 32-bit* Windows 7, 64-bit*	23.5.2 Latest	2/6/2019
--	---------	--	------------------	----------

Installation:

Download the file and execute it.

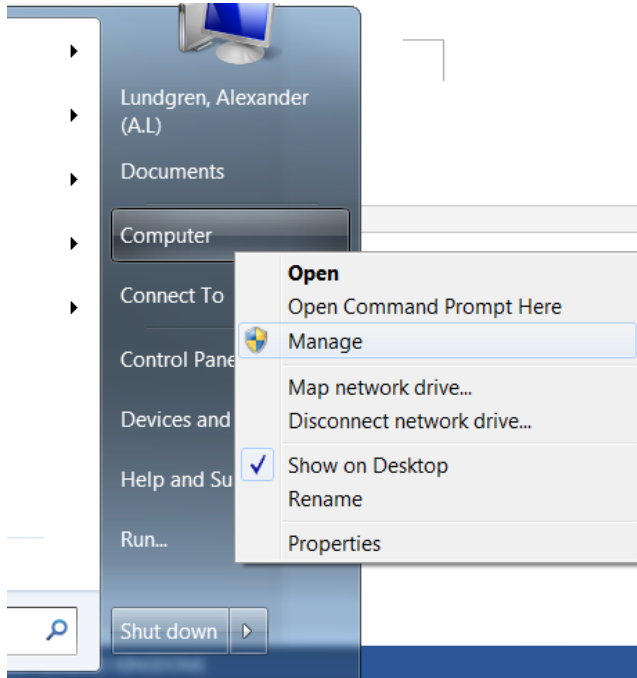


Make sure that the following options are ticked during the installation:

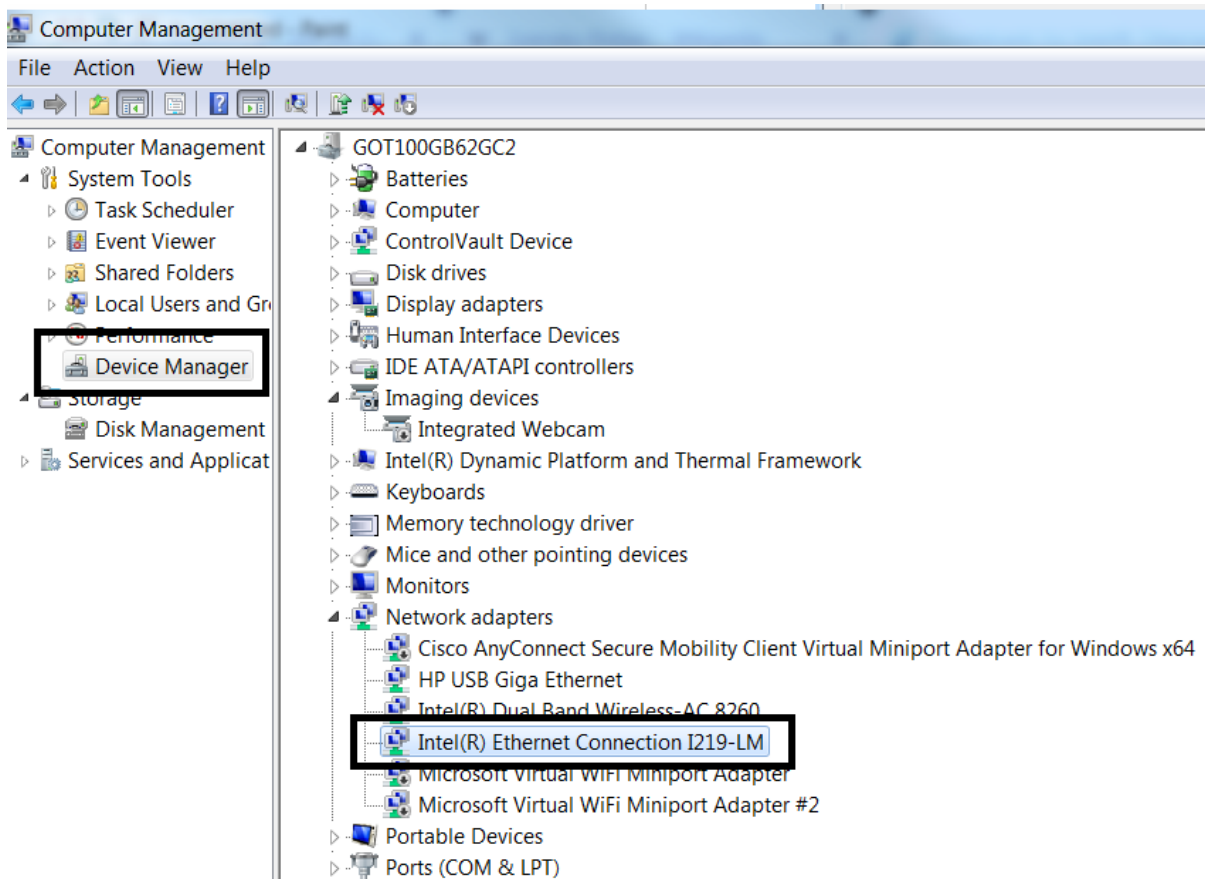


Network Card settings:

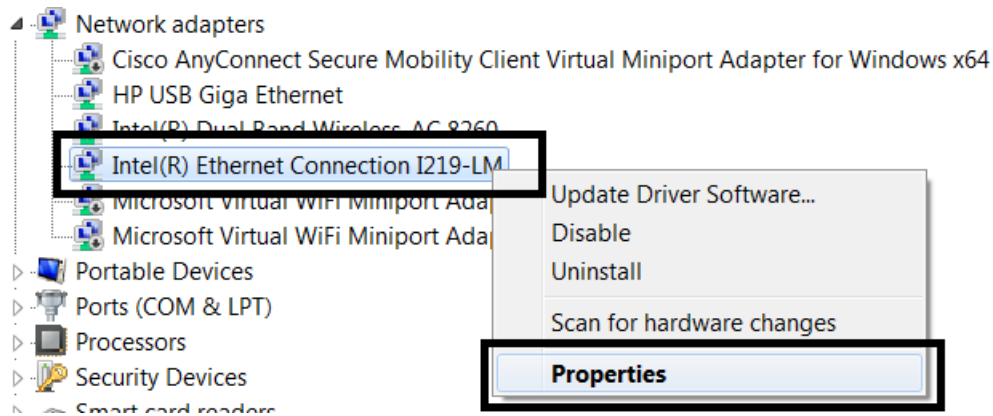
Open Device manager through here:



Right click your network card in the Device Manager list:

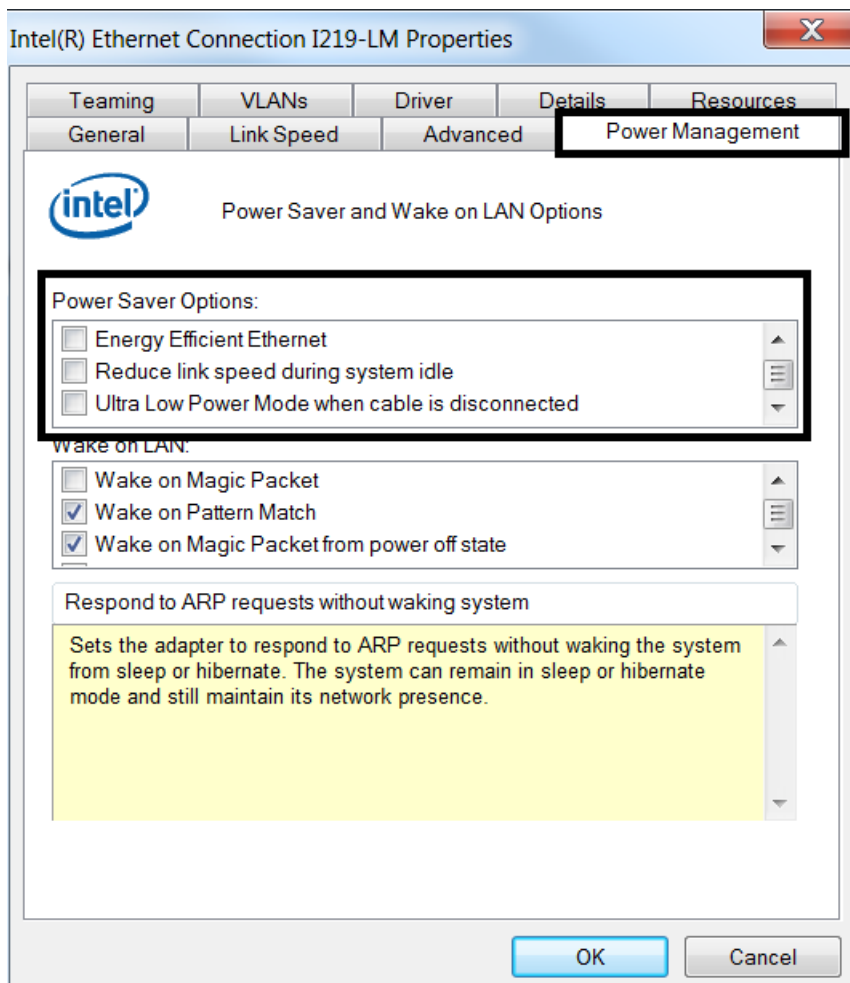


Select properties:



Select Power Management Tab and untick the following options:

1. Energy Efficient Ethernet
2. Reduce Link speed during system idle
3. Ultra Low Power Mode when cable is disconnected



Press OK and restart the computer