

Reference	SSM70058
Models	XJ V8 / X308 XJ / X350 XK-SERIES / X100 XF / X250 XJ / X351 S-TYPE / X200 X-TYPE / X400 F-TYPE / X152 XK / X150
Title	Vehicle Communication Device fails to communicate to a vehicle after update.
Category	Diagnostic Software Hardware
Last modified	20-Nov-2013 00:00:00
Symptom	000101 Diagnostic Concerns
	<p><u>Issue:</u></p> <p>Since an update of SDD software the DA Device may fail to communicate to the vehicle, or in certain instances a VIN read may be possible – but not all the vehicle modules are included in the SDD Session Data collect.</p> <p><u>Action:</u></p> <p>To apply the fix to the SDD machine, complete these instructions:</p> <ul style="list-style-type: none"> <li>• Disconnect any Vehicle Communication Devices (VCI) from the SDD machine.</li> <li>• Uninstall the DA J2534 software from the SDD machine.</li> <li>• Uninstall the DA App Hub software from the SDD machine.</li> <li>• Download and install updated DA J2534 software.</li> <li>• Download and install updated DA App Hub software.</li> </ul> <p><b>Windows 7 - Uninstall Programs</b></p> <p><b>DA 2534 Software</b></p> <ol style="list-style-type: none"> <li>1. Click Start</li> <li>2. Select Control Panel</li> <li>3. Select Programs</li> <li>4. Click Programs and Features</li> <li>5. Click on DA 2534 Software</li> <li>6. Click the Uninstall button.</li> <li>7. Programs and Features message box will shown</li> <li>8. Select "Yes"</li> </ol> <p><b>DA App Hub Software</b></p> <ol style="list-style-type: none"> <li>1. Click Start</li> <li>2. Select Control Panel</li> <li>3. Select Programs</li> <li>4. Click Programs and Features</li> <li>5. Click on DA App Hub Software</li> <li>6. Click the <b>Uninstall</b> button.</li> <li>7. Programs and Features message box will shown</li> <li>8. Select "Yes"</li> <li>9. Restart the SDD machine.</li> </ol> <p><b>Windows XP - Uninstall Programs</b></p>

#### **DA 2534 Software**

1. Click Start
2. Select Control Panel
3. Click the Add/Remove Programs control panel icon
4. The Add/Remove control panel displays a list of software on your computer.
5. Click on DA 2534 Software
6. Click the Remove button.
7. Add and remove programs message box will shown
8. Select "Yes"

#### **DA App Hub Software**

1. Click Start
2. Select Control Panel
3. Click the Add/Remove Programs control panel icon
4. The Add/Remove control panel displays a list of software on your computer.
5. Click on DA App Hub
6. Click the Remove button.
7. Add and remove programs message box will shown
8. Select "Yes"

9. Restart the SDD machine.

#### **Download updated DA J2534 Device software**

1. Go to <http://www.diagnostic-associates.com/download.htm>,
2. Select **Download** link at the bottom of the DA J2534 Device Setup section.
3. Select **Save**.
4. Save **DA J2534 Device Setup V4.0.zip** to a USB Flash Drive.
5. Copy **DA J2534 Device Setup V4.0.zip** from the USB Flash drive and paste this onto your SDD Desktop.

#### **Download updated DA App Hub software**

1. Go to <http://www.diagnostic-associates.com/download.htm>.
2. Select **Download** link at the bottom of the DA App Hub Setup section.
3. Select **Save**.
4. Save **DAAppHub\_V2.3.4.zip** to a USB Flash Drive.
5. Copy **DAAppHub\_V2.3.4.zip** from the USB Flash drive and paste this onto your SDD Desktop.

#### **Install updated DA J2534 Device software**

1. Go to the SDD desktop
2. Double click **DA J2534 Device Setup V4.0.zip** to install the **DA J2534 Device software**.
3. Restart your SDD machine to complete the install.

#### **Install updated DA App Hub software**

4. Go to the SDD desktop.
5. Double click **DAAppHub\_V2.3.4.zip** to install the **DA App Hub software**
6. Restart your SDD machine to complete the install.

**Due to a concern with the latest version of SDD you will need to follow a specific process to get SDD to recognise the DA-Dongle/DA-VINA for the first time:**

1. Power off your SDD machine.
2. Connect the DA-Dongle/DA-VINA to the vehicle.

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3. Connect the DA-Dongle/DA-VINA to your SDD machine with the USB cable.
4. Power up your SDD machine
5. Launch SDD.
6. Confirm device is recognised by SDD in the System Information page.
7. Disconnect the VCI device from the vehicle.
8. Restart your SDD machine.
9. Use the DA App Hub to update your DA Device to Firmware Version V56.
10. Follow all prompts until the update process is complete.
11. Shut down your SDD machine.

**Note:**

For the first use on a vehicle after update complete the instructions below:

1. Connect the VCI device to the vehicle.
2. Connect the VCI device to SDD.
3. Start your SDD machine.
4. Launch SDD.