



VIDA SUBSCRIPTION
INSTRUCTION
FOR INDEPENDENT OPERATORS

CONTENTS

1	INTRODUCTION	3
2	VIDA	4
2.1	Parts information.....	4
2.2	Service information.....	4
2.3	Diagnostic fault tracing.....	4
2.4	Software download.....	4
2.5	Standard times.....	5
3	SUBSCRIPTION OPTIONS	6
3.1	Subscription packages.....	6
3.2	New releases.....	7
3.3	Subscriptions and licenses.....	7
3.4	Subscription time options.....	7
3.5	VIDA languages.....	7
3.6	Ordering information.....	8
3.7	Pricing.....	8
4	SYSTEM REQUIREMENTS	9
4.1	Vehicle communication tools.....	9
5	SUPPORT AND TRAINING	10
5.1	VIDA web-based training.....	10
5.2	VIDA Help.....	10
6	BUY A VIDA SUBSCRIPTION	11
6.1	Checklist before ordering.....	11
7	HISTORY LOG	12
7.1	323EN03.....	12
7.2	323EN04.....	12
8	INDEX	13

1 INTRODUCTION

This document contains all information an independent operator needs before ordering a VIDA subscription. It is important that you read and understand this information before buying a subscription.

2 VIDA

VIDA supports workshops in service and repair of Volvo vehicles, by providing parts information, service information, diagnostic fault tracing, software download and standard times. In VIDA you specify the vehicle to get adequate information.

2.1 Parts information

In VIDA it is possible to mark several items on a parts catalogue page and add them to a personal work list. You can have several active work lists. The visible information is condensed to information only relevant for the selected vehicle profile. Other features are:

- clear presentation of notes connected to individual part numbers
- personal comments to a specific part number
- hot-spots between the graphic and parts table
- possibility to zoom the graphics.

VIDA holds complete parts information about models and model years (special vehicles included) from year 1975 and onwards.

New vehicle models and model years are added to VIDA as they are introduced to the markets.

2.2 Service information

Repair information consists of repair procedures and is available for models and model years (special vehicles included) from year 1991 and onwards.

Service information for the 200, 300, 400, and 700 series vehicles is available via Volvo Cars Technical Information Shop (TIS).

New vehicle models and model years are added to VIDA as they are introduced to the markets.

2.3 Diagnostic fault tracing

Prior to entering the diagnostic workflow, there is a possibility to add customer complaints called CSC (Customer Symptom Codes). As the user enters the diagnostic workflow, the system performs an initial communication with the vehicle (a health check).

- VIDA diagnostic workflow is applicable for all models from model year 1999 and onward. Diagnostic workflow includes fault tracing based on DTC (Diagnostic Trouble Codes) and/or symptoms given by the customer (CSC). Supported vehicle communication tools can be found in the document *Workshop System Requirements and Guidelines*.
- There is no integrated support for vehicle communication with the 900-series, 800-series and 400-series. However, fault tracing connected to diagnostic trouble codes read-out with a standalone communication tool such as the Volvo System Tester and symptoms given by customer is available in VIDA.

2.4 Software download

VIDA software download is applicable for all models from model year 1999 and onward, and S40 (-04), V40 (-04) from model year 1996. For downloading software a vehicle communication equipment is required. Supported communication equipment and tools can be found in the document *Workshop System Requirements and Guidelines*.

**NOTE**

To be able to purchase software, independent operators need to have contact with an authorized Volvo dealer every time software shall be ordered in VIDA.

2.5 Standard times

Volvo Standard Times (VST) is based on Volvo Cars technical production system under workshop conditions. Volvo Standard Times covers most of the repair jobs which are currently likely to occur in the field. All standard times are subject to change at any time based on improved methods, techniques and equipment or other achievements within the car industry. The times will be continuously updated to guarantee high quality and to ensure that the Volvo Standard Times are up-to-date.

The times allotted for the various operations are the basic times which a well-trained and experienced mechanic requires to perform a job, providing that all the necessary tools and equipment are readily available within the workshop. The times are also based on the use of genuine Volvo replacement parts, using Volvo recommended repair procedures and Volvo special tools as prescribed in applicable Volvo service information such as service manuals, bulletins, VIDA and other technical publications.

3 SUBSCRIPTION OPTIONS

VIDA is an application which provides access to service and spare parts information. In order to use VIDA, an internet connection is needed at all times, as all information is available online and new releases are distributed by automatic updates via internet.

3.1 Subscription packages

The following packages are available for a VIDA subscription:

- **Parts information**
Gives full access to the parts catalogue.
- **Service information**
Gives full access to the service information.
- **Standard times**
The package Standard times gives the calculated time to perform a certain operation. Each VST (Volvo Standard Time) is equal to a period of six minutes (e.g. VST 4 = 24 minutes).
- **Diagnostic workflow/Wiring diagrams**
Gives full Diagnostic workflow functionality and includes Wiring diagrams.
In VIDA, the vehicle communication methods differ depending on what diagnostic protocol a vehicle model is using. Also, the diagnostic protocols provide different possibilities in terms of how the vehicle model can be diagnosed in VIDA. Because of this, the communication tools differ depending on what protocol the vehicle model being diagnosed is using. The vehicle models handled in VIDA are divided into the following two groups, based on diagnostic protocols:
 - VDS protocol-based vehicle models (used in vehicle models built on SPA and CMA platforms)
 - D2 and GGD protocol-based vehicle models (all vehicles except SPA and CMA)

Note! VDS protocol-based vehicles primarily support diagnostics by peer-to-peer communication via Ethernet cable. This requires an OBD-to-Ethernet adapter - the VOE adapter by Volvo is strongly recommended for this purpose. VDS protocol-based vehicles have support for DiCE and J2534 devices but communication may be slow using these devices.

Note! D2/GGD-protocol based vehicles only support diagnostics with DiCE and J2534 devices. You need to buy these tools separately from the VIDA subscription.
- **Software order and download**
Note! Requires a vehicle communication tool. You need to buy this tool separately from the VIDA subscription.
Note! Software download via DiCE and J2534 devices might be slow for VDS protocol-based vehicles. Ethernet is the preferred communication methods for these vehicles.
Note! Independent operators need to have contact with an authorized Volvo dealer to be able to purchase software.

It is possible to subscribe to the following package combinations in VIDA:

Package combination	Parts information	Service information	Diagnostic workflow/ Wiring diagrams	Software order and download	Standard times
1	x	x	x	x	x
2	x	x	x	x	
3	x				x
4	x				

3.2 New releases

VIDA has several information and application updates each year. The application will automatically be updated upon log in when a new version of VIDA has been released.

3.3 Subscriptions and licenses

A VIDA subscription contains one or more licenses. The number of licenses determines the number of users that can use and be included in the subscription. For each license one user can be logged in to VIDA.

Example:

If you have two VIDA licenses you can include two users in the subscription i.e. one per license. If necessary, both users can be logged in to different sessions on the same computer.



NOTE

A subscription and license is the property of Volvo Car Corporation and granted to the license on the conditions stated in the VIDA license agreement. Any disposal such as sublicense or vending is strictly prohibited.

3.4 Subscription time options

The packages are available for subscription in the following time durations:

- 1 hour
- 1 day
- 3 days
- 30 days
- 90 days
- 365 days

3.5 VIDA languages

The following languages are available in VIDA:

- American English
- British English
- Dutch

- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Polish
- Portuguese
- Russian
- Simplified Chinese
- Spanish
- Swedish
- Thai
- Traditional Chinese
- Turkish

3.6 Ordering information

The webshop TIS will confirm your purchase via email, directly after ordering. Your used ID, password and a link to the VIDA installation package will be sent to you by email within 5 hours and upon receipt you will be able to use VIDA.

3.7 Pricing

Find prices and payment conditions in TIS (<http://tis.volvocars.biz/tis>).

4 SYSTEM REQUIREMENTS

To run VIDA you need a computer and an internet connection. Detailed information about system requirements is available in the document *Workshop System Requirements and Guidelines*, available on Workshop Support Guide (<http://workshopsupportguide.volvocars.biz>).

4.1 Vehicle communication tools

For VDS-protocol based vehicles, vehicle communication is best performed by peer-to-peer communication via Ethernet cable. There is, however, support for DiCE and J2534 devices.

For D2/GGD-protocol based vehicles, vehicle communication is performed by DiCE or J2534 devices.

More information about vehicle communication tools can be found in the *Workshop System Requirements and Guidelines* document, available under the **System Requirements** tab at the Workshop Support Guide (<http://workshopsupportguide.volvocars.biz>).



NOTE

Please note that the vehicle communication tools are not included in the VIDA subscription.


5 SUPPORT AND TRAINING

As a VIDA subscriber you have access to the VIDA support site ([Workshop Support Guide](#)) with instructions and news. You will also get access to TIE, a support and reporting system for VIDA users.

5.1 VIDA web-based training

In TIS (<http://tis.volvocars.biz/tis/>) you can purchase access to Volvo Cars Performance Academy. This site contains e-training programs that provide you with the training you need to start working with VIDA.

5.2 VIDA Help

Click the  icon in the lower right corner of VIDA or press [F1] on your keyboard to open VIDA Help. VIDA Help is a context sensitive help file. This means that relevant instructions for the screen you are currently working with are opened when accessing the help file.

When you have opened VIDA Help it is also possible to use the table of contents, index or search function to find what you need help with.

6 BUY A VIDA SUBSCRIPTION

A VIDA subscription is ordered from TIS <http://tis.volvocars.biz/tis>. The webshop handles payment by credit card. VAT number is required.

6.1 Checklist before ordering

Before you order a VIDA subscription, please make yourself familiar with the content in this document and on Workshop Support Guide.

You should be able to answer the following questions before ordering:

- What kind of subscription set-up would you like to order?
- For how long will you subscribe to VIDA?
- How many licenses do you plan to order?
- Does your hardware fulfil the VIDA requirements?

7 HISTORY LOG

7.1 323EN03

- Updated the package combination table for VIDA subscriptions to reflect the currently available package combinations.
- Updated the parts and repair information tables with newly released models.

7.2 323EN04

The available subscription packages and time options has been updated.

The available listed cars in VIDA has been updated.

Polish added as a VIDA language.

8 INDEX

C

Checklist	11
Credit card	11

D

Diagnostic fault tracing	4, 9
Diagnostic read-out	9
Diagnostic workflow	6

L

Languages	7
Licenses	7

N

New releases	7
--------------------	---

P

Package combinations	7
Parts information	4, 6
Password	8
Payment	8, 11
Plug-ins	9
Pricing	8
Purchase software	5

S

Service information	4, 6
Software download	4, 5, 9
Software order	5, 6
Standard times	6
Subscription	7
Subscription options	6
Subscription packages	6
Subscription time options	7
Support	10
System Requirements	9

T

Technical Information Shop (TIS)	8
TIE	10
Training	10

U

User ID	8
Users	7

V

Vehicle communication tools	9
VIDA Help	10
VIDA Support	8
VST	6

W

Web-based training	10
Workshop Support Guide	8