Dear Sir or Madam,

currently, problems with the GRP logon in ODIS Service version 24.0.1 may occur in certain constellations. During the logon to GRP, the error message ODS1020E shows up. This problem will not occur using the ODIS Service version 24.1.1. Unfortunately, this version is not yet available in erWin portal. We expect this version to be available next Friday, July 5th, 2024.

We would like to present you a possible workaround to prevent the occurrence of the error message ODS1020E. The standard working context in GRP portal must be set to the brand of the vehicle that you diagnose with ODIS Service. With each change of the brand of the car to be worked with ODIS Service, the standard working context must be set according to the brand in GRP.

1. In case the user encounters the error message ODS1020E, please quit ODIS Service and login to GRP portal in your browser: https://grp.volkswagenag.com

2. On the upper right-hand side, click on your name and then on "My Organizations".
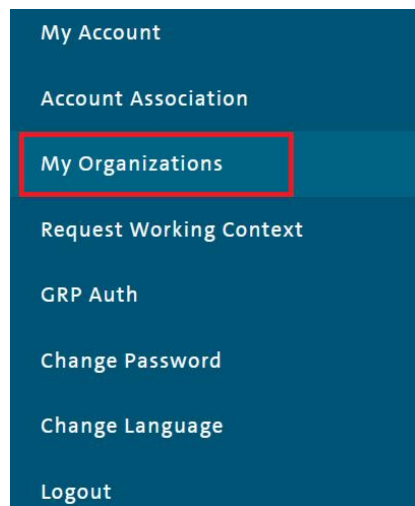
3. From the dropdown menu, choose the working context that fits to the brand of the vehicle to be diagnosed with ODIS Service.

My Organizations

DEL	Diagnose	⌃
DEL	- Multibrand - Diagnose	
DEL	- Diagnose	

4. Set the option "Set as Default Organization".

My Organizations

DEI	- Diagnose

☑ Set as Default Organization

5. Important: log out of GRP portal. Launch ODIS Service, the diagnostic session should now be possible.

6. In case the next vehicle is of a different group brand, the context must be set to the corresponding brand accordingly.

We apologize for the inconvenience and ask for your understanding.

For support requests please contact ODIS Service Support.

Kind regards,

ODIS Service Team