

FAQ / Common Handset Error Codes

- Q. How can I contact support?
A. You can contact support by the following methods.
Phone: +44 1225 702104
Website: www.westfalia-autocode.co.uk
Email: Via the www.westfalia-autocode.co.uk website
- Q. I am getting a message saying 'No SD Card'?
A. The SD card is missing or not inserted correctly.
- Q. I am getting a message saying 'Bad SD Card'?
A. The SD card has become corrupt. Please contact technical support.
- Q. I am getting a message saying 'File Not Found'?
A. The appropriate file is missing. Please check for updates.
- Q. I am getting a message saying 'Harness Not Detected'?
A. The Harness has not been detected by the handset. The default harness will be used. Please contact Technical Support if the Auto Code does not communicate with the vehicle.
- Q. I am getting a message saying 'Failed to read harness ID'?
A. The Harness has not been detected by the handset. The default harness will be used. Please contact Technical Support if the Auto Code does not communicate with the vehicle.
- Q. I am getting a message saying 'Failed to write harness ID'?
A. Please contact technical support.
- Q. I am getting a message saying 'Harness ID copy error'?
A. Please contact technical support.
- Q. I am getting a message saying 'Harness ID set to default'?
A. The Harness has not been detected by the handset. The default harness will be used. Please contact Technical Support if the Auto Code does not communicate with the vehicle.
- Q. How do I turn on the ignition on a keyless start vehicle?
A. This is dependent on manufacturer but generally you would press and hold the start button for a period of time or press and release the start button. Please refer to owner's manual for more details
- Q. I get a message 'Please Connect to A vehicle' when using Error Codes even though the Auto Code is plugged in?
A. The connection to the Diagnostic Socket has not been made sufficiently. Please ensure the connector is pushed in fully and note the Battery icon to indicate the status of the internal battery on the Auto Code then disappears to indicate the Auto Code is using the vehicle battery.
- Q. Why does the screen on my Auto Code switch off after 1 minute when in Battery mode or USB mode?
A. This is to conserve the Battery life of the internal battery and can be turned on again by pressing any of the keys.
- Q. Why does my unit power off after 10 minutes when powered from the battery?
A. This is to conserve the Battery life of the internal battery and can be turned on again by pressing the special function button.