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Service Information

VAS Tester

Number: VVT-14-17

Subject: **VAS Diagnostic Device** Software & Hardware Support

Date: Sept. 18, 2014

Supersedes VSE-09-46 due to updated title and information.

1.0 – Introduction

VAS Diagnostic Laptop, Tablet, 5054A Transmitter Head and 6356 Test Instruments Box software and hardware support is administered by the VWGoA Diagnostic Tester Software Support (DTSS) team via our toll-free number: **1-888-896-1298**.

2.0 – Software Support – Overview

New VAS Diagnostic Device support:

- Unpacking and setup.
- **Windows® 7** and **Offboard Diagnostic Information System Service (ODIS Service)** software installation and configuration.
- VAS 5054A Transmitter Head setup
- VAS 6356 Test Instrument Box setup.

Existing VAS Diagnostic Device support:

- Windows 7 system performance issues and error messages.
- ODIS Service performance issues and error messages.
- VAS 5054A and VAS 6356 performance issues/errors.

3.0 – Hardware Support - Overview

New and existing VAS Diagnostic Device support:

- Device does not boot, boots to empty screen or Windows error messages
- User interface malfunctions and damage, e.g.: cables, display screen, keyboard, DVD drive, device housing, and base station where applicable.
- Device battery issues.
- VAS Transmitter Head malfunctions and damage.

In the event of major malfunctions or damage to laptops, tablets and test instruments box, DTSS consultants will gather device and dealer contact information and arrange for device repairs. Arrangements for a loaner device can be made if desired. VAS Transmitter Heads cannot be repaired, only replaced.

4.0 – Service Information & FAQ Document Support

Many of the software and hardware supports topics described above are addressed in **Service Information** and **FAQ** documents posted on ServiceNet. Avoid unnecessary calls to DTSS by reviewing these documents first.