

VAS Tester

Number: AVT-14-23

Subject: VAS 6356 Test Instruments Box – Warranty and Support Date: Oct. 17, 2014

Supersedes ATE-13-16 due to SI document category change from Workshop Equipment to VAS Tester.

1.0 – Introduction

The VAS 6356 Test Instrument Box is an important part of the new generation of VAS diagnostic tablet and laptop devices with Offboard Diagnostic Information System Service (ODIS Service).

We are pleased to provide you with details on VAS 6356 warranty and support.

2.0 – Warranty

Component	Warranty Period (from date of purchase)
VAS 6356 Test Instrument Box	24 months
VAS 6356/2 URDI Cable	
VAS 6356/3 DSO Cable	
VAS 6356/4 Current Probe (100A)	

Please refer to your VAS 6356 Owner's Guide for complete warranty details.

3.0 – Support

3.1 – General Information

Manual VAS 6356 measurement functions take place using the ODIS Service “**Measurement**” operating mode. Certain ODIS Service **Guided Fault Finding (GFF)** test plans include VAS 6356 measurement functions that are integrated with the test plans. Standalone measurement functions (similar to a hand-held multimeter) are not possible.

Prior to first use, the VAS 6356 must be configured to the diagnostic device on which the ODIS Service software is installed. For details refer to **Service Information – VAS Tester** document title: **VAS 6356 Test Instrument Box – Software Configuration – ODIS Service Only**

Technicians must have a working knowledge of the ODIS Service software prior to using the VAS 6356 to perform either manual or integrated (GFF) measurements.

3.1 – Support Process

If it is not possible to perform VAS 6356 measurement functions in ODIS Service, or if errors appear during use, contact the **Diagnostic Tester Software Support (DTSS)** team at **888 896 1298** for troubleshooting assistance.

The DTSS consultant will confirm the software installation, device configuration and firmware updates.

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Support process, continued

If the DTSS consultant determines a potential malfunction, they will initiate a **hardware test escalation process**. In these cases, the dealer must ship the **entire VAS 6356 system (test box and ALL cables/probes)** to an authorized AVL-DiTest service provider for further testing and evaluation. The DTSS consultant will direct the necessary arrangements.

When warranty eligibility is confirmed and the VAS 6356 system is shipped as instructed, the service provider will perform further testing. If it is determined that one or more components covered under warranty are malfunctioning, the affected component(s) will be replaced at no cost to the dealer.

Should the component no longer be covered by warranty, or if on receipt and inspection of the system it is determined that the malfunctioning component has sustained physical damage not covered under the terms and conditions of the warranty, the service provider will contact the dealer and advise on replacement cost.

Notes:

- *Dealers are responsible for shipping costs to the service provider for further testing as applicable.*
- *As of the publication date of this document, we anticipate a 72 hour turnaround in the event of malfunctioning component replacement. This period accounts for initial shipping, testing and return shipping as applicable.*
- *Return shipping is at no cost to the dealer.*