

VAS Tester

Number: AVT-14-16

Subject: **VAS Diagnostic Device** Application Errors and Hardware Failures Due to Improper Shutdown Date: Sept. 16, 2014

Supersedes ATE-09-05 due to updated title and information.

Improper shutdown of **VAS diagnostic laptop and tablet devices** could result in system file corruption or damage to the device hard drive. This can occur if the on/off button is held for more than five seconds to force a shutdown of the device while application processes are still running. Damage can also be the result of a weak or discharged battery, or insufficient power supply.

Windows® 7 performs a number of vital processes during its shutdown procedure. If power to the device is interrupted during the shutdown procedure, application and operating data files may become lost or corrupted, or result in hard disk system errors.

If improper shutdowns as described above persist over time, a decreased level of system performance and efficiency, or a complete hard disk failure that prevents device startup may occur.

To reduce the likelihood of system errors or hard disk failure, **ALWAYS** completely close all applications on the VAS diagnostic device first, **and then power off the device via Windows:**

1. From the Windows desktop click the **Windows (Start) icon:**



2. Select **Shut down:**



3. **Wait** for the Windows shut down process to complete before disconnecting the laptop or tablet power supply (for transport etc.).