



Volkswagen

# Service Information

Diagnostic Device Hardware & Windows®

Number: VHW-18-10

Subject: VAS 6150E / 6160E (Getac) – Windows 10 Password

Date: July 31, 2018

## 1.0 – Introduction

New VAS 6150E diagnostic laptop and VAS 6160E diagnostic tablet devices **do not** require a Windows password or Personal Identification Number (PIN) to boot to Windows 10. **This enables technician team members to logon quickly to ODIS Service for vehicle diagnostics.**

While a Windows password or PIN may be configured after initial setup of new devices, a recent analysis of DSS call logs reveals technician confusion when they are not shared. This inhibits technicians to quickly access ODIS Service.

**As a result, we do not recommend configuration of Windows passwords or PINs.**

If a dealership I.T. policy requires passwords or PINs on all facility computers, **it is imperative that all technician team members be informed accordingly to avoid restricted access.**

## 2.0 – Resolving Unknown Windows 10 Passwords or PINs

If a VAS 6150E or 6160E boots to a Windows password or PIN prompt, and the required input is not known to the user, proceed as follows:

1. Contact the dealership Systems / I.T. Administrator, Shop Foreman, Service Manager or a fellow team member, and inquire if a Windows password or PIN for the specific device is known to them.
2. **If a password or PIN is not known, a Windows recovery and reinstallation of ODIS Service software must be performed.**

For details refer to **ODIS Service - Service Information** document titles:

- ***VAS 6150E Diagnostic Laptop – Windows System Recovery Instructions***
- ***VAS 6160E Diagnostic Tablet – Windows System Recovery Instructions***