

Title	Step-by-Step Guide for Troubleshooting SDS 7111 Stuck at 99%						
Tool #	7111	Creator	David G.	Created/Update Date		T/N #	23-7111-010
Description: Clarify to the customer that sometimes the scanning bar may remain stuck at 94% or 99% for a couple of minutes. However, the tool is still working. The module name might change even if the percentage doesn't. Advise patience until scanning is complete.							

### 1. Initial Confirmation:

Confirm with the customer that the tool is getting stuck at 99% during vehicle testing. Note: This could be a hardware issue.

### 2. Identify the Scenario:

- a) Scenario 1: If the 7111 tablet uses NXP VCI:
  - Recommend considering a hardware change to ST VCI.
- b) Scenario 2: If the tablet has ST VCI:
  - Proceed to the next step.

### 3. Check Tool Software Status:

Ask if the tool's software is up-to-date.  
If not, find out the message displayed when attempting to update.

#### 4. Gather Vehicle Information:

(Especially if the information is based on a phone call)

Obtain the VIN# or Year, Make, Model, and Engine Size.

Add the vehicle data using the CSR system by selecting "Add New Vehicle".

#### 5. Collect OBD Communication Details:

##### a) Diagnostic:

- Determine the method selected.

##### b) ECU/System:

- Identify the chosen system or module.

##### c) Functions:

- Determine the specific functions attempted.

#### 6. Note Vehicle Status:

##### a) Ignition Method:

- Identify the ignition state.

##### b) Error Message:

- Record any ignition-related error messages.

## 7. Document Hardware Information:

Capture Tool Name, Tool ID, Tool GUID, and versions for FW, BL, and DB.

## 8. Consider Model Limitations:

If the SDS 7111 model is 02D0, be aware that the tablet may have limited update capabilities.  
Alternate Scenario: If the SDS 7111 model is 02D0, inform the customer that the tool might be restricted to older Software and Firmware for VCI, potentially causing scan completion issues.

## 9. Warranty & Repair Assessment:

If within one year of purchase: Confirm warranty and gather customer details.

If beyond one year: Advise on potential repair costs.

Collect customer's name, address, email, and provide shipping instructions if needed.

## Conclusion:

Express gratitude to the customer for their cooperation.

Inform them of a typical turnaround time of around 7 business days.

Encourage them to reach out with further questions or concerns.