## What I sent first

Display driver Nvidia kernel mode stopped and has recovered

i've been fighting it for a couple of weeks or so and still no luck at all when it crashes the screen goes black for a few seconds on comes back on with a notification (included in the files)

it used to happen in the desktop but not in the games but now after i formatted and installed newer drivers (331.58 - WHQL) it's happening in games and in the desktop then i tried more drivers all with clean install (320.18, 327.32, 331.58 and 331.65)

when running windows with aero on it crashes so i disabled the desktop composition in the performance settings in system properties

it also crashes when running chrome with hardware acceleration on, when it is disabled it doesn't

it also crashes when running games (tried Bad company 2, teamfortress2 and codmw3 and some other games)

it also crashes when playing any video on vlc

it does not crash when running any of MSI Kombustor tests

when it crashes the gpu usage, memory clock, gpu clock, processor clock goes up to 100% the gpu fans go to 0% and then everything goes back to normal

imjur ablum on the errors and test http://imgur.com/a/rovYQ

my system
MB asus sabertooth z77
cpu intel i7 3370k
gpu asus gtx 770 direct cu ii oc
ram crosair vengance running @ 1333 Mhz
ssd adata 128gb

## what they replied with

Dear Valued Customer,

Thank you for contacting ASUS Service Care.

My name is Stephen and it's my pleasure to help you with your problem.

We apologize for the delayed response due to the weekend.

Could you please do this troubleshooting for a try.

This might be caused by software conflict. Please remove the GamerOSD and GPU Tweak (or SmartDoctor) first. Then update the latest driver for a try.

http://support.asus.com.cn/download.aspx?SLanguage=en&p=9&m=GTX770-DC2OC-2GD5&hashedid =ScKroddTqLOORMz1

If the problem still exist, please contact your retailer for RMA service to check and test it. (Return Material Authorization)

The reseller will offer user completely warranty service. And also there will have professional engineers help you to check and deal with it.

Thank you for understanding!

Thank you for your support Asus product. Wish you have a good day. Best regards
ASUS service center

## what i replied with

dear asus support thank you for your quick response

i apologize for the late reply but the GPU is still not working and i have tried it 3 other systems each with different motherboards and power supplies

i am living in iraq so there isn't any retailer present here nor a service center except one, and that one offers support for only Notebooks, Eee Family, Eee Pad i have yet to contact them as they are open on monday which is two days from now

## what the replied with

Dear valued customer,

ASUS would like to thank you for your continuous support and will strive for perfection on products and services for each and every customer. If you have feedback or suggestions concerning the product or service we have provided or wish to share your precious experience with us, you may provide to us thru this channel.

http://vip.asus.com/eservice/cus\_suggest.aspx

Considering your mentioned issue, you may contact below mentioned service center to check and test it.

Almasa Iraq [ Iraq Office ]

Al Sena'a Street, Opposite of University of Technology, Al Watani Building for computers , 3rd floor, Baghdad, Iraq

and after that the service center said they would help and try to an rma or something, and they couldn't because I live in iraq

what the service center sent me

Dear Valued Customer,

We are sorry to inform you that the product is out of region and you should contact purchase point, also for more information you may contact Asus again on following address techsupport@asus.com

and then i just kinda got frustrated and just left it. and i'm thinking of sending it to someone in Canada that will send it to an asus service center, would it work?