Troubleshooting Guide of Launch Creader Elite GM Scan Tool

Kingbolen Customer After-Sales Service email:
kingbolen-sales02@hotmail.com

Issue: Package Missing Item

Solution:

Our package includes 1*scanner, 1*obd connector, 1*charging cable, 1*user manual, 1*quick start guide, please check them in the box carefully, if there is an item indeed missing, we will provide further after-sales service. Thank you.

Issue: SN code is not registered

Solution:

Please check the time/time zone and network work well. If the issue is still there, please try to factory reset the device. Here is the path: Settings << Recovery.

Issue: The scanner will not turn on

Solution:

In response to this issue, please try the following tips to see if it works.

1) Please try to turn it on after charging for 2-3 hours and check if the indicator light is on;

2) Please try another charging cable available;

3) If it still cannot be turned on, it is recommended that you press and hold the power button for 10-15 seconds to try to turn it on.

If scanner still can not turn on, you can replace it directly on Amazon or contact Kingbolen customer service.

Issue: The storage space is not enough

Solution:

Please try to clear some cache files and free up some storage space. Here is the path: Settings << Clean up.

Or you can try to factory reset the tool. Here is the path: Settings << Recovery. Note: Resetting may cause data loss. Before doing so, please be careful to perform this operation.

Issue: The unit does turn on once plugged in with the supplied USB, but once unplugged the unit turns off.

Solution:

Our GM scanner doesn't separate battery option, it will not turn on unless connects with car or usb.

Issue: Do the 31 free functions quit working after a year and if so what does it cost to keep them working, how do i pay for it?

Solution:

The scanner just can't update but will still working normally.

It costs $19.95 a year, just purchase it at mall.

Issue: Can't find any resets in Reset Option

Solution:

The way to find our 31+ free resets is go to the Diagnose>manual choose model and year>System Selection>Choose 1 related System>Special Functions. Not all resets are available for all models and years, reach out at kingbolen-sales02@hotmail.com to check compatibility with your car model year and required functions

Reset Option is a place to store the resets or brands you purchased in the mall, we don't recommend buying anything, please contact us before you want to buy any item at mall.

Issue: Cann't connect wifi

Solution:

Try to connect with Mobile hotspot and more WIFI network. Recovery scanner if still can not connect any wifi or hotspot. Here is the path: Settings << Recovery.

If still not working you can replace it on amazon or contact Kingbolen customer service.

If you have any other questions not mentioned, please feel free to contact us via the email: kingbolen-sales02@hotmail.com, we will help you as soon as possible, we promise to refund and not to require return if can’t not solve problems.