

Q: Why can't tablets establish a connection with the VCI dongle?

Possible reasons	Solutions
Poor contact of the VCI dongle.	• Plug out the VCI dongle, and then plug it in again. • Perform the VCI Bluetooth pairing again.
The firmware is damaged.	Enter the settings and tap "Fix Connector Firmware/System" to fix the firmware.

Q: Why is the communication error with the vehicle ECU displayed?

A: Please confirm:

Whether the VCI is correctly connected and whether the vehicle ignition switch is ON.

If all are normal, send vehicle production year, model and VIN number by Feedback feature.

Q: Why can't I access the vehicle ECU system?

A: Please confirm:

Whether the vehicle is equipped with the system, whether the VCI is correctly connected, and whether the vehicle ignition switch is ON.

Q: What if the connector is lost?

A: Contact THINKCAR after-sales service or regional sales.

Q: What if the downloaded diagnostic software is inconsistent with the serial number?

A: There are several connectors registered under the equipment account, and the serial number of right connector has not been selected. Enter the settings-[VCI] and select the right serial number of connector. Delete the problematic software, then enter the upgrade center to download the diagnostic software again.

Warranty Terms

- This warranty applies only to users and distributors who purchase THINKCAR products through normal procedures.
- Within one year from the date of delivery, THINKCAR warrants its electronic products for damages caused by defects in materials or workmanship.
- Damages to the equipment or components because of abuse, unauthorized modification, use for non-designed purposes, operation in a manner not specified in the instructions, etc. are not covered by this warranty.
- The compensation for dashboard damage caused by the defect of this equipment is limited to repair or replacement. THINKCAR does not bear any indirect and incidental losses.
- THINKCAR will judge the nature of the equipment damage according to its prescribed inspection methods. No agents, employees or business representatives of THINKCAR are authorized to make any confirmation, notice or promise related to THINKCAR products.

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