THINKCAR

Version: V1.00.002

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FCC Requirement

Changes or modifications not expressly approved by the party responsible for compliance could void the user' s authority to operate the equipment.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
– Reorient or relocate the receiving antenna.
– Increase the separation between the equipment and receiver.
– Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
– Consult the dealer or an experienced radio/TV technician for help.

FCC WARNING

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
The mobile device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body is 0.733 W/kg.
For body operation, this device has been tested and meets FCC RF exposure guidelines when used with any accessory that contains no metal and that positions a minimum of 15mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

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Safety Precautions and Warnings

To avoid personal injury, property loss, or accidental damage to the product, read all of the information in this section before using the product.

Handle equipment carefully

Do not drop, bend, or puncture the tool, or insert extra objects into or place heavy objects on the device. The vulnerable components inside may be damaged.

Do not disassemble or modify the equipment

The device is a sealed device with no user-serviceable parts inside. All internal repairs must be performed by an authorized maintenance organization or qualified technician. Attempts to disassemble or modify the

device will void the warranty.

Do not try to replace the internal battery

The internal rechargeable lithium battery must be replaced by an authorized maintenance organization or qualified technician. Contact the dealer for factory replacement.

Adapter information

Avoid immersing the adapter in water or placing it in a location where it may absorb moisture or other liquids. During normal use, the charging adapter may become hot. Please ensure that there is good ventilation while charging the device.
If any of the following situations occurs, please unplug the charging adapter:

- The charging device is exposed to rain, liquid or in an environment with excessive overlap.
- The charging device showed physical damage.

Data and Software Protection

Do not delete unknown files or change the names of files or directories created by others, otherwise the device software may not run.

⚠ Note: Access to network resources makes the device vulnerable to computer viruses, hackers, spyware, and other malicious behaviors, and may damage the device, software, or data. Make sure that you are using firewalls, anti-virus software and anti-spyware software to provide adequate protection to your computer and keep these software up to date.

Precautions on Using this tool

- Make sure the ignition switch in the OFF position when plugging and unplugging the diagnostic connector.

Precautions on Operating Vehicle's ECU

- Do not disconnect the battery or any wiring cables in the vehicle when the ignition switch is on, to avoid damage to the sensors or the ECU.
- Do not place any magnetic objects near the ECU. Disconnect the power supply to the ECU before performing any welding operations on the vehicle.
- Be extremely cautious when performing any operations near the ECU or sensors. Ground yourself when you disassemble PROM, otherwise ECU and sensors can be damaged by static electricity.
- When reconnecting the ECU harness connector, be sure it is attached firmly, otherwise electronic elements, such as ICs inside the ECU, can be damaged.

Content

1. Quick Start Manual 1
1.1 Initial Use 1
1.1.1 Turn on the Machine 1
1.1.2 Language Setting 1
1.1.3 Connect Wi-Fi 1
1.1.4 Choose Time Zone 2
1.1.5 User Agreement 2
1.1.6 Create an Account 2
1.1.7 VCI (Vehicle Communication Interface) Activation 3
1.2 Diagnosis Flowchart 3
1.3 Function Menu 3
1.4 Charging 4
1.5 Battery 5
1.6 VCI Connections 5
2. Introduction 5
2.1 Product Profile 5
2.2 Components & Controls 6
2.3 Parameters 7
3. Begin to Use 7
3.1 Intelligent Diagnosis 7
3.2 Diagnosis 7
3.3 Diagnostic Feedback 12
3.4 Repair Info 13
3.4.1 OBD Fault Code Library 13
3.4.2 Coverage List 13
3.4.3 Video 13
3.4.4 Learning Materials 13
3.4.5 Camera 13
3.4.6 Module 13
3.4.7 ThinkStore 13
3.5 ThinkFile 13
3.6 ADAS (Optional) 14
4.Software Update 14
4.1 Upgrade all Software 14
5. Set Up 15
5.1 VCI 15
5.2 Activate VCI 15
5.3 Fix VCI firmware/system 15
5.4 Data Stream Sample 15
5.5 Profile 15
5.6 Change Password 15

5.7 Wi-Fi Settings 15
5.8 Diagnostic Software Clear 15
5.9 Business Information 16
5.10 Customer Management 16
5.11 Photo Album 16
5.12 Screen Recorder 16
5.13 Settings 16
5.14 Hotkey 16
6.FAQ 16

1. Quick Start Manual

1.1 Initial Use

The following settings should be made when you initially use the tool.

1.1.1 Turn on the Machine

After pressing the power button, images will be shown on the screen as follows.

1.1.2 Language Setting

Select the system language from the languages list displayed on the screen.

1.1.3 Connect Wi-Fi

The system will automatically search all available Wi-Fi networks and you can choose the needed one. If the chosen network is open, you can connect it directly; If the chosen network is encrypted, you must enter the correct password.

⚠ Tips: Wi-Fi must be setto use the tool. If no Wi-Fi network is available nearby, you can enable "Portable Mobile Hotspot".

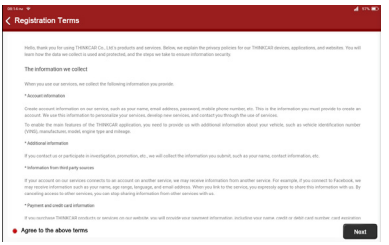
⚠

1.1.4 Choose Time Zone

Choose the time zone of your current location, then the system will automatically cofigure the time according to your selection.

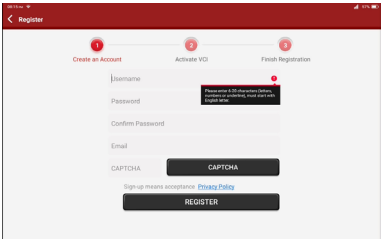
1.1.5 User Agreement

Please read all the terms and conditions of the user agreement carefully. Tap “Agree all the above terms”, and click "Next" to complete the registration process.



1.1.6 Create an Account

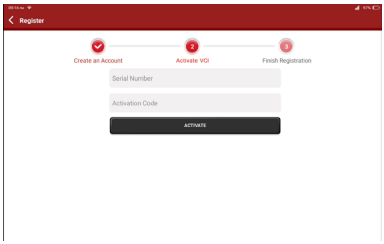
You need to register an account with your email address. If you already have an account got from other THINKCAR products, you may directly log in with the existing account.



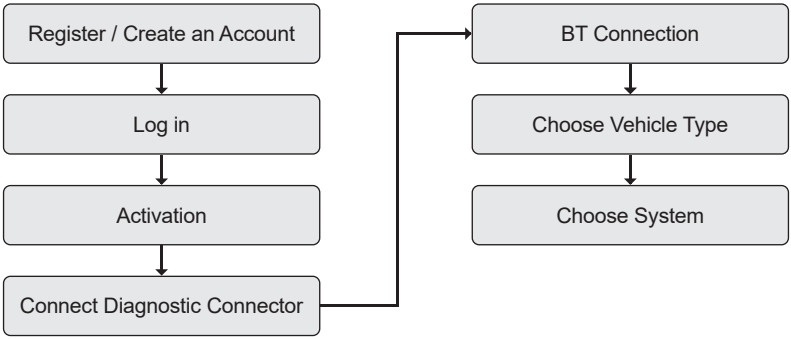
1.1.7 VCI (Vehicle Communication Interface) Activation

Input the VCI's serial number and activation code to activate and bind the diagnostic connector.

⚠ Tips: The activation code is an 8-digit number and is pasted on the "password letter".

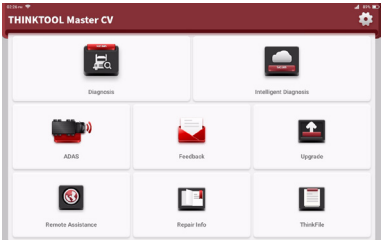


1.2 Diagnosis Flowchart



1.3 Function Menu

After power on the tool, the system will automatically enter the main menu interface:



It includes the following functional menus:

- Diagnosis: Select vehicle model to proceed powerful diagnostic functions including reading & clearing DTC, read live data stream, actuation test, ECU coding, and other special functions.
- Intelligent Diagnosis: Automatically identify VIN and interpret out the vehicle brand/model/year so as to save your time for vehicle selection, which is convenient, fast and efficient.
- ADAS: Calibrate your ADAS system. Optional accessories (THINKCAR HD ADAS packages) are needed.
- Feedback: You may send us feedback to describe software bugs or required functions. Our technical team will check the feedback to improve product functions in time.
- Upgrade: Simple and quick one-click to update software and firmware online.
- Remote Assistance: If you encounter technical challenges, click this menu to get technical support from others and the persons can operate your tablet remotely to diagnose your vehicle just like they are standing beside you.
- Repair Info: This menu enables you to check technical documents and database, as well as to operate functional modules.
  OBD Fault Code Library: to quickly find the explanation of diagnostic trouble codes (DTC)
  Coverage List: to check vehicle models and systems that the tool can diagnose.
  Video: to watch different videos about our products.
  Learning materials: Guidance and samples about vehicle maintenance and tools operation.
  ThinkStore: List of optional software and hardware package that you can buy from local dealers.
  Modules: Allow you to perform the specific functions of optional expansion modules once they are equipped, such as Battery Tester, Video Camara, Thermal Imager, WorkLight, and Oscilloscope.
- ThinkFile: It saves all your diagnostic reports.

1.4 Charging

Follow the steps below to charge the tool:

- Connect one end of the power cord to the USB socket of the power adapter.
- Connect the other end to the charging jack on the bottom of the tablet.
- Plug the charger into a power outlet to start charging.
- When the battery status icon displays , the tablet is under charging.

When it displays , the charging process has completed and you may disconnect the the tablet from the charger.

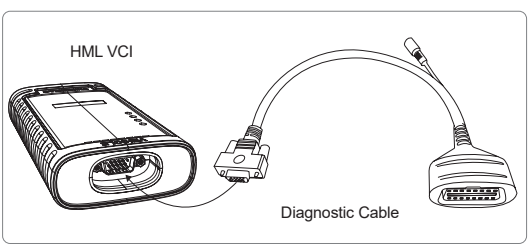
1.5 Battery

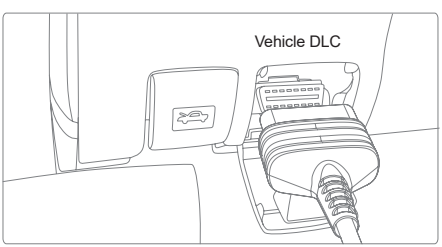
- It is normal that the main unit won't turn on at charging if the battery has not been used for a long time or it is exhausted. Please turn on the tablet again after charging for a while.
- Please charge the tablet only with the original charger in the package. THINKCAR assumes no responsibility for damages and losses caused by charging with chargers other than those specified by the company.
- The battery can be recharged repeatedly. However, as the battery is wearable, the standby time of the tablet might be shortened after long-time use. Please avoid frequent repeated charging so as to prolong battery life.
- The battery charging time varies with temperature and battery status.
- When the battery power is low, the system will pop up a prompt reminding you to connect the charger. When the battery power is too low, the device will turn off automatically.

1.6 VCI Connections

(1) Locate your vehicle's DLC socket. DLC is usually 12 inches away from the center of the instrument panel (dash), under or around the driver's side. If the DLC cannot be found, please refer to the vehicle's service manual to locate it.

(2) Connect VCI to your vehicle. Connect the VCI to your vehicle through the diagnosis cable - one end 15 pin, and the other end 16 pin (standard OBD II interface). Most vehicles' DLC are standard OBD II interface. If your vehicle DLC is not standard OBD II interface, you need to use the corresponding adapter.





2. Introduction

2.1 Product Profile

THINKTOOL Master CV, based on the Android 10 System, is a new generation of modular high-end intelligent diagnostic tool for Commercial Vehicles. It offers full systems and full functions diagnosis including reading & clearing DTC, reading live data stream, actuation test, ECU coding, and many other special functions, covering 150+ commercial vehicles and industrial machines.

2.2 Components & Controls

(1) **Display**
(2) **Power Key**
Press and hold it for 3 seconds to turn it off.
Press and hold it for 8 seconds to perform forced shutdown.
Press it once to activate or turn off the device.
(3) **Type C Charging Slot**: connect the supplied charger for charging
(4) **USB Port**: Reserved for add-on modules and other devices with similar port.
(5) **Rear Camera**
(6) **Speaker**
(7) **Backplane**: Remove the backplane of the tablet, and install function modules on the backend.
(8) **Pin**: Used for communication between the function expansion module and the host.
(9) **Adjustable Kickstand**: Flip out it to 180-degree angle and work comfortable at your desk, or hang it on automotive part.
(10) **Rubber Protection Sheet**

2.3 Parameters

Host computer

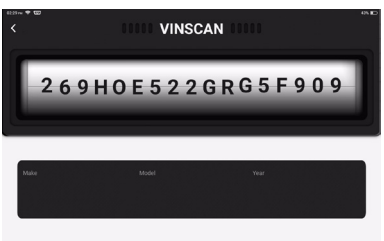
- Operating System: Android 10.0
- Memory: 4G
- Storage: 128G
- Battery: 12600mAh/3.7V
- Screen: 10 inches
- Camera: Rear camera 8.0MP
- Network: Wi-Fi, WLAN 802.11b/g/n
- Bluetooth: Bluetooth 5.0
- Working Temperature: 32 °F ~122 °F (0°C ~ 50°C)
- Storage Temperature: -4 °F ~140 °F (-20°C ~ 60°C)

3. Begin to Use

Connect tablet to VCI: Either Bluetooth or wired connection is accepted. Wired communication is superior to Bluetooth connection in terms of data transmission rate and anti-interference. Connect VCI to vehicle: please refer to Section 1.6 of this manual.

3.1 Intelligent Diagnosis

After connecting the vehicle, click “Intelligent Diagnosis”on the main interface, then the tool will start the smart diagnosis program and automatically read the vehicle VIN, as shown below:

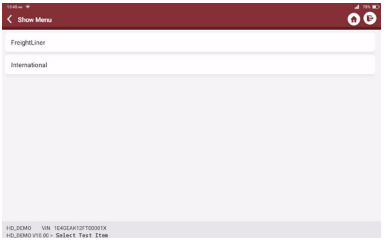


If the device failed to access the VIN information, please use manual "Diagnosis".

3.2 Diagnosis

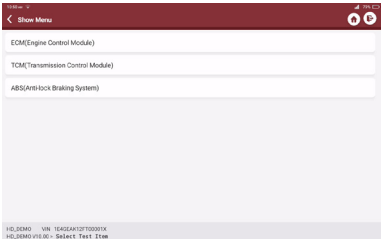
In this mode, user can manually select vehicle models and systems for diagnosis. Here we use the "DEMO" as an example to introduce how to implement a diagnosis.

1) Select vehicle type: click on the "demo " icon on the main diagnostic interface to enter vehicle selection menu. Here we select “International”.

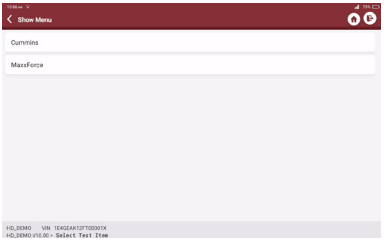


2) Select vehicle system. Here we select ECM (Engine Control Module).

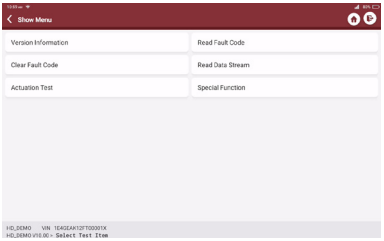
⚠ Tips: The diagnosis menu varies with different vehicles.



3) Select engine brand. Here we select “Cummins”.



4) Select the function to be performed, such as Version Information, Read Fault Code, Clear Fault Code, Read Data Stream, Actuation Test, and Special Function, etc.



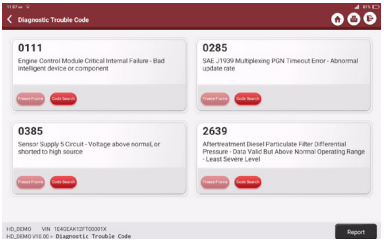
A. Version Information

As shown in the picture, click “Version Information” to read the current version information of the car ECU.

B. Read Fault Code

This function is to read the DTC (Diagnostic Trouble Code) in the ECU memory, helping users to quickly identify the cause of the vehicle breakdown.
As shown below, click “Read Fault Code”, and then the screen will display diagnostic results.

⚠Tips: Reading the DTC when troubleshooting a vehicle is only a small step in the entire diagnostic process. Vehicle DTC are for reference only, and parts cannot be replace directly based on the given DTC definition. Each DTC has a set of test procedures. Maintenance technicians must strictly conform to the operation instructions and procedures described in the vehicle maintenance manual to confirm the root cause of the breakdown.



C. Clear Fault Code

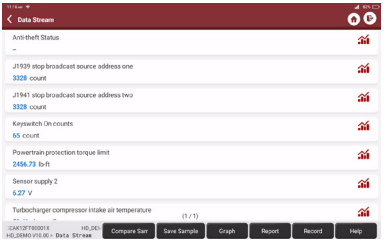
On the diagnostic function selection screen, tap Clear Fault Code, the system will automatically delete the currently existing DTCs and display the dialog box of "Clear fault code completed".

⚠Note: For general models, please operate strictly according to the normal sequence: read DTC - clear DTC - test the car - retrieve DTC for verification - repair the vehicle - clear DTC – recheck the vehicle, to confirm that the DTC no longer appears.

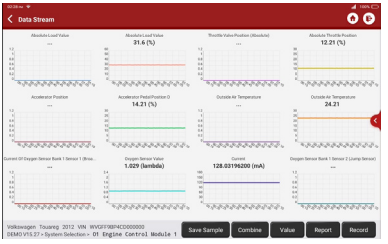
D. Read data stream

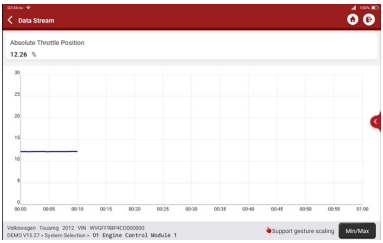
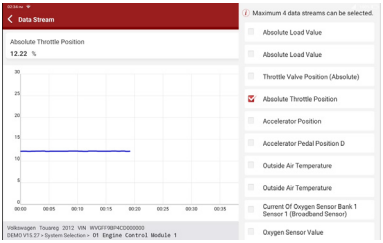
This function allows you view and capture (record) real-time Live Data of ECU. This data, including current operating status for parameters and/or sensor information, can provide insight on overall vehicle performance. It can also be used to guide vehicle repair.

⚠Note: If you must drive the vehicle in order to perform a troubleshooting procedure, ALWAYS have a second person to help you. Trying to simultaneously drive the vehicle and operate the diagnostic tool is dangerous, and might cause a serious traffic accident.



On-screen Buttons:

[Graph]	Displays the parameters of the selected data stream in waveform. On the data stream waveform page, you can do the following: [Combine]: Displayed in graph merge status for data comparison. [Value]: Displayed the parameters in values and shown in list format. [Customize]: Customize the data stream option to be viewed. Tap the button, a pull-down list of the data stream items appears on the screen. Select the desired items (max 12 items), and then screen will display the waveforms corresponding to these items immediately. If need to remove any items, just deselect them. 

[ ]	Tap to display the current (single) data stream in waveform graph. On the waveform graph page, you can do the following: [Min/Max]: Tap to define the maximum / minimum value. Once the value goes beyond the specified value, the system will alarm.  [Customize]: Tap "<"on the right side of the screen, to select the data streams that you want to view together. ⚠ Note: Max 4 data streams can be displayed. 
[Compare Sample]	Tap to select the sample DS file. All the values you customized and saved in process of DS sampling will be imported into the Standard Range column for your comparison. ⚠ Note: Before executing this function, you have to sample the values of data stream items and save it as a sample Data Stream file.

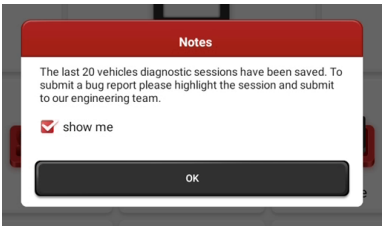
[Report]	Tap to generate and save the value of current data stream.
[Record]	To record diagnostic data, for you to replay and review. Tap “Stop” button to end reading. The saved file follows this naming rule - beginning with vehicle type, and then the product S/N and ending with record starting time. All diagnostic records are saved in “ThinkFile” menu on main screen and can be replayed.
[Save Sample]	To sample data stream. After sampling, recording and saving the data stream, each time you review the data stream items, you will be able to call out the corresponding sample data to overwrite the current standard range. Tap it to start recording the sample data stream (Note: Only data stream items with measurement units will be recorded). Once the recording process is complete, tap to end recording, the system will automatically jump to the data revision screen. Tap the Min./Max. value to change it. After modifying all desired items, tap Save to save it as a sample DS file. All DS files are stored in User Info -> Data Stream Sample

E. Actuation Test

This function is to test whether the execution components in the electronic control system can work normally.

3.3 Diagnostic Feedback

If you encounter an unresolved problem or diagnostic software bug during diagnosis, you can revert the most recent 20 test records to Thinkcar Team. After receiving your feedback, we will analyze and troubleshoot it in a timely manner, to improve the quality of our products and user experience. Tap "Feedback", the below pop-up message will appear:



Tap OK to enter the vehicle diagnostic feedback selection screen. There are three menus:

Feedback: Show the list of all vehicles you’ve diagnosed. Select the one to send your feedback to us.
History: List of diagnostic feedback records you’ve successfully submitted, and their processing progress.
Offline-list: List of diagnostic feedback records you submitted but not reached us due to network failure.

Once network resumes, those records will be uploaded to our server automatically.
On “Feedback” page, tap “choose file” to open the target folder and choose the desired diagnostic logs, specify the failure type, and fill with the detailed description about the failure or problem you met during the diagnosis, and ideally leave your telephone number or email address for us to contact you, then tap “Submit Result” to submit the Feedback.
We will follow up your feedback as soon as we receive it. Please keep an eye on the progress and result in “History” menu.

3.4 Repair Info

3.4.1 OBD Fault Code Library

You can enquire the definition of OBD fault codes.

3.4.2 Coverage List

Selecting your vehicle’s Brand, Model and Year, you can enquire the supported diagnostic systems and functions with THINKCAR tools.

3.4.3 Video

Videos about products introduction, tools usage, diagnosis guides, etc.

3.4.4 Learning Materials

You can view the operation playback of the special functions of each brand model, to study the operation of the special functions online without connecting the vehicle.

3.4.5 Camera

Camera function for taking pictures.

3.4.6 Module

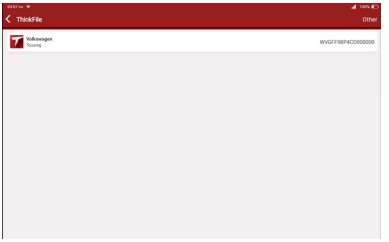
Optional modules that can be worked together with this tool to perform special functions in special scenarios, such as Printer, Work Light, Thermal Imager, Videoscope, Battery Tester, and Oscilloscope.

3.4.7 ThinkStore

You can check those optional accessories and software package here, and reach THINKCAR local dealers to buy.

3.5 ThinkFile

Your operation data are saved in this item, including vehicle diagnostic reports and data stream records.



3.6 ADAS (Optional)

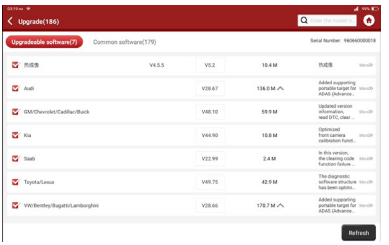
An advanced driver-assistance system (ADAS) is a group of electronic technologies that assist drivers in driving and parking functions. ADAS use automated technology, such as sensors and cameras, to detect nearby obstacles or driver errors, and respond accordingly. It offers various safety functions depending on what are equipped with a vehicle, such as Automatic Emergency Braking (AEB), Lane Departure Warning (LDW), Lane Keeping Assist, Blind Spot Elimination, Night Vision Camera and Adaptive Lighting, etc.

This tool supports to calibrate vehicles ADAS systems, working together with the optional package - THINKCAR HD ADAS calibration tools. Users need to activate the ADAS function with an activation card that comes with the optional ADAS calibration package.

4.Software Update

4.1 Upgrade all Software

In order to enjoy better functions and services, we suggest you to make software upgrades periodically. When a newer software version is available, the system will remind you. Click "Upgrade" to enter the upgrade center. There are two function tabs on the upgrade page:



Upgradeable software: List of software that can be upgraded to newer versions.
Upgraded software: List of software that has been downloaded.

⚠ Note: During the upgrade, please keep normal network connection. Upgrade many software may take a few minutes, please wait.

If you want to remove some installed software, please enter setting -> diagnostic software clear -> remove software.

⚠ Note: Your tool initially has 2 years free software update starting from the date of activation. When this free software license expires, please reach THINKCAR dealers to renew your software subscription.

5. Set Up

5.1 VCI

If more than one VCI connectors are activated under your user account, this function allows you to choose one from the list.

5.2 Activate VCI

This item lets you activate a new VCI connectors or get help. Input the Serial Number and Activation Code, and then tap “Activate” to activate it.

Once the VCI connector activated, its serial number will be displayed in the VCI list.

5.3 Fix VCI firmware/system

To fix VCI firmware. During the fixing process, please don’t power off or switch interfaces.

5.4 Data Stream Sample

This feature allows you to manage the recorded data stream sample files.

5.5 Profile

To set and manage personal information.

5.6 Change Password

This item allows you to modify your login password.

5.7 Wi-Fi Settings

To config your Wi-Fi network.

5.8 Diagnostic Software Clear

To hide or remove installed diagnostic software.

5.9 Business Information

To edit business information of your workshop such as logo, shop name, address, phone number, etc. The information will be displayed in diagnostic reports.

5.10 Customer Management

To manage information of all customers whose vehicles were diagnosed with this tool.

5.11 Photo Album

To manage the saved screenshots.

5.12 Screen Recorder

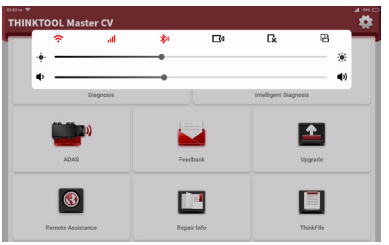
To manage the saved screen recordings.

5.13 Settings

This menu enables to make more settings including Units, Language, Time Zone, Clear Cache, Mode Switch, Restore Factory Settings, etc.

5.14 Hotkey

Slide your screen down from the top edge at any page, you can open the Hotkey settings bar to trigger those settings or functions, such as Wi-Fi, Bluetooth, screen recording, screenshot, screen flip, brightness adjustment and sound volume adjustment, etc.



6.FAQ

Q: Can I use other chargers to charge the tablet?

A: No, please use the original charger. THINKCAR is not responsible for any damage and economic loss caused by using a charger not provided by THINKCAR.

Q: How do I save battery power?

A: Please turn off the screen when not using the tablet, set a shorter standby time, and decrease the brightness of the screen.

Q: Why my tablet cannot be turned on?

Passible reasons	Solution
The equipment has not been used for a long time, and the battery drains.	Charge it for more than 2 hours before turning it on.
The charger is faulty.	If there is a quality problem with the charger, please contact the dealer or after-sales service of THINRCAR.

Q: Why can't I register my account?

Passible reasons	Solution
Network connection failure.	Please make sure your tablet has connected to Internet.
Your email address has been registered.	Use another email for registration or skip the registration and log in with the existing account associated with the email (If you forget your account info, you can retrieve it by email).
Not receiving the verification code.	Check if the email address is correct and try to get the verification code again.

Q: Why can't I log in?

Passible reasons	Solution
Network connection failure.	Please make sure your tablet has connected to Internet.
Username or password incorrect.	Check the username and password. Contact THINKCAR after-sales service to retrieve your username and password if you forgot them.
Server problem.	Server under maintenance. Please try again later.

Q: Why can't I activate my VCI?

Passible reasons	Solution
Network connection failure.	Please make sure your tablet has connected to Internet.
Input incorrect serial number or activation code.	Check the serial number and activation code and make sure they are correct (Serial number 12 digits, activation code 8 digits).
Activation code invalid.	Contact THINKCAR after-sales service or regional sales.
Configuration empty.	Contact THINKCAR after-sales service or regional sales.

Q: Notes: the equipment is not activated during update software ?

Passible reasons	Solution
VCI not activated	Use the serial number and activation code to activate the VCI as follows: Click [Settings] -> [Activate VCI]. Input the correct serial number and activation code in the interface, and click [Activate].
Network connection failure	Please make sure your tablet has connected to Internet.
Tablet out of storage space	Uninstall irrelevant applications and delete uncommonly used vehicle software (enter setting -> diagnostic software clear -> remove software to operate), to free storage space.
Server problem	Server under maintenance. Please try again later.

Q: Why my VCI got no power after connecting to the vehicle's DLC port?

Passible reasons	Solution
Poor electric contact with the vehicle's DLC port.	Plug out the VCI connection cable, and then plug it in again.
Too low voltage of the vehicle battery.	• Recharge the vehicle battery. • Replace the vehicle battery if it is damaged.
VCI faulty.	Contact THINKCAR after-sales service to get support.

Q: Why my tablet cannot establish a connection with the VCI?

Passible reasons	Solution
VCI not powered on.	• Please refer to the answers above to make sure the VCI is working properly. • Pair again the Bluetooth connection between the tablet and the VCI.
Firmware damaged.	Enter the settings and tap "Fix Connector Firmware/ System" to fix the firmware

Q: How do I connect the VCI with my vehicle if it does not have the standard OBDII DLC port?

A: We provide 13 non-standard adapters with the tool. Please select the appropriate one from them.

Q: Why does it show communication error with vehicle ECU?

A: Please confirm if the VCI is correctly connected with the vehicle and if the vehicle ignition switch is ON. If all are normal, please send us a Feedback along with vehicle information (Model, Year, VIN). Our service team will get back to you shortly.

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

A: Please confirm if the vehicle is truly equipped with the ECU system, if the VCI is correctly connected, and if the vehicle ignition switch is ON.

Q: What shall I do if I lost my VCI?

A: Please contact THINKCAR after-sales service or regional sales.

Warranty Terms

THINKCAR TECH provides 1-year free warranty for this tool from the date of product activation. This warranty applies only to users who purchase the products through authorized channels. THINKCAR TECH warrants damages due to product defects in materials or assembling. Damages to the equipment or components caused by abusing, unauthorized modification, using 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 TECH does not bear any indirect and incidental losses. THINKCAR TECH will judge the nature of the equipment damage according to its prescribed inspection methods. No agents, employees, or business representatives of THINKCAR TECH are authorized to make any confirmation, notice, or promise related to THINKCAR TECH products warranty.

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Customer Service Email: support@thinkcar.com
Official Website: www.thinkcar.com
Products tutorial, videos, Q&A and coverage list are available on Thinkcar official website.

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