FAQS for LAUNCH X431 IMMO ELITE

Q:Is easy to use LAUNCH X431 IMMO ELITE?

A:Yes!!!Before normally use,you just need to do right connection with cable under stable WIFI.And we have a manual guide for you to use.Please be reassured.You don't have to be a technician to use it.

Q:Is it 2 years Update?How to update?

A:Yes!!! Connect our LAUNCH X431 IMMO ELITE to the WIFI and then one key update, no need to connect computer, no need windows systems to update.

Q:Is LAUNCH X431 IMMO ELITE scan tool an American model unit?Can I use it outside America?

A:Yes, LAUNCH X431 IMMO ELITE is an American model unit and no IP limited.

Q:How to Register & Update with X431 IMMO ELITE?

A:Follow the steps below to proceed registration and update:Tap the application icon on the home screen to launch it, and then tap Login to enter the login interface of diagnosis software.

(If you are a new user, follow A to proceed.)

(If you have registered to be a member, go to B to login the system directly.)

(If you have bound a sub-account to this tool, go to C to login the system.)

(In case you forgot password, refer to D to reset a new password.)

1. If you are a new user, tap New Registration to enter the sign-up page.
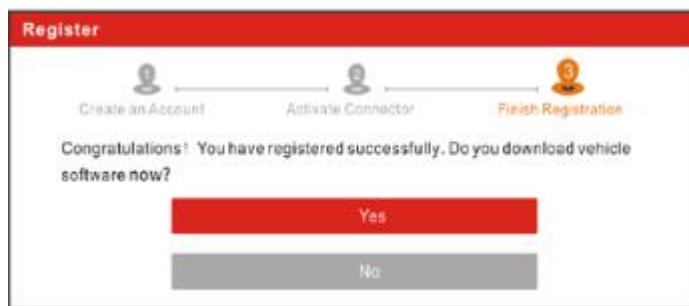

1-1.Fill in the information in each field (Items with * must be filled). After inputting, tap Register, the following screen will appear.

1-2.Input the 12-digit Product Serial Number and 8-digit Activation Code (can be obtained from the password envelope), and then tap Activate.

1-3.Tap Yes to navigate to the update center to update all available software. Tap No to ignore it. In this case, follow Chapter 8 of the Manual to check for updates.

1-4.After the registration is successfully complete, the wireless communication between the tablet and the VCI device is automatically established and user has no need to configure it again.

2. If you have registered to be a member, input your name and password, and then tap Login to enter the main menu screen directly.Note: The tablet has an auto-save function. Once the username and password are correctly entered, the system will automatically store it. Next time you login the system, you will not be asked to input the account manually.

3. If you have created a sub-account or bound an existing account to the tool, tap Sub-account login to login. For more details on sub-accounts, refer to Chapter 9.2.10 of the Manual.

4. If you forgot the password, tap Retrieve password and then follow on-screen instructions to set a new password.

Q:How to download the X-431 IMMO ELITE App after resetting the tablet?

A:Note: Before registration, please make sure the network is properly connected. After the tablet has been successfully reset, follow the steps below to download the App: 1. Launch the browser and the default official website opens (If a blank page pops up, just type in www.x431.com in the input bar).2. Tap Login, input the username and password and tap Log In. 3. Make sure that the serial number is correct, tap APP application program and tap the Download icon to start downloading.4. After the download is complete, follow the on-screen instructions to install it. 5. After installation, use the existing username and password to login and go to update center to download the diagnostic software.

Q:How to search the LAUNCH X431 IMMO ELITE's Vehicle Coverage and Supported Guidelines?

A:You can go to the https://qcar.x431.com/qcar/#/pc/index?q=e30%3D

to search X431 IMMO ELITE to get. But the website maybe not

updated in time. Please send the your car model and year or vin

number to us. We can solve your problem to let you satisfied,please

be reassured.If you have any other question, please email to

kingbolen05@hotmail.com.

Q:What expansion function does the product support? Does it support

tire pressure module?

A:LAUNCH X431 IMMO ELITE Support the use of BST360 (Battery Tester),

Video scope, Sensor box , Multi meter and etc.But I am sorry it can

not work with X431 TS GUN.

Q:How to retrieve the login password?

A:Please follow below steps to proceed in case you forgot the login

password: 1. Tap the application icon on the home screen to launch it. 2.

Tap Login on the upper right corner of the screen. 3. Tap Retrieve

password.

Q:What to do if the language of vehicle diagnostic software does not

match the system language?

A:English is the default system language of the tool. After the system language is set to the preference language, please go to the update center to download the vehicle diagnostic software of the corresponding language. If the downloaded diagnostic software is still displayed in English, it indicates that the software of the current language is under development.

Q:Is there any old car connector in the package?

A:It has some but I'm sorry that there is not enough old car connector in our package, because it is not commonly used by many people, so it is not put much in the package. But if you need the old car connector is not much, you can contact us to get the old car connector.

Q:Does X431 IMMO ELITE support ECU coding now?

A: No,I am sorry the X431 IMMO ELITE can not support ECU coding temporarily.Because it is an professional key programming tool. But You can contact us to buy advanced full function except ecu programming.The fee is 120 USD/per year.If you still have another question,please contact kingbolen05@hotmail.com.Thanks!

Q:What if the product shows that it has exceeded the maximum number of times it can be used, or that it tells you to keep updating?

A:Please directly send the product order number and serial number to us, our LAUNCH background technology will immediately refresh for you, and ensure that this situation will not happen again.

Q:Can the product upgrade the memory?

A:This product equipped with 4GBRAM+64GBROM large storage.It is very enough to use.However, if you still want to upgrade the memory when the memory is nearly full, please send the serial number to our email address kingbolen05@hotmail.com, we will help you solve it, thank you.

Q:How to save power?

A:1.Please turn off the screen while the tool keeps idle.

2. Set a shorter standby time.

3.Decrease the brightness of the screen.

4.If W LAN connection is not required, please turn it off.

5.Disable GPS function if GPS service is not in use

Q:Communication error with vehicle ECU?

A:Please confirm: 1.Whether diagnostic connector is correctly connected.2.Whether ignition switch is ON. 3. If all checks are normal,

send vehicle year, make, model and VIN number to us using Feedback feature.

Q:Failed to enter into vehicle ECU system?

A:Please confirm: 1. Whether the vehicle is equipped with this system. 2. Whether the VCI dongle is correctly connected. 3. Whether ignition switch is ON. 4. If all checks are normal, send vehicle year, make, model and VIN number to us using Feedback feature.

Q:After the two year expires, which functions can still be used, and do I have to renew the subscription? What fee it is?

A:The renewal fee for one year is USD339. You can choose to update or not. All models of the system diagnostics can be used, but some models of the special functions need to be online to use, some do not need to be online to use. The programming aspect of the key is also partly online and partly offline. Except for functions which are online to use, such as action testing and coding, need to be renewed. You can rest assured that there are very few features that need to be used online.If you still have another question,please contact kingbolen05@hotmail.com.Thanks!

Q:How many languages X431 IMMO ELITE support?

A:LAUNCH X431 IMMO ELITE supports 25 languages including 1. English 2. French 3. Spanish 4. German 5. Russian 6. Korean 7. Japanese 8.

Portuguese 9. Italian 10. Polish 11. Dutch12. Hungarian 13. Finnish 14.

Czech 15. Turkish 16. Greek 17. Arabic 18. Danish 19. Romanian 20.

Serbian 21. Swedish 22. Traditional Chinese 23. Thai 24. Persian 25.

Simplified Chinese.(Note: Kindly send us the S/N of the device to change

the languages.)

Q:Does LAUNCH X431 IMMO ELITE support bi-directional control?

A:Yes,of course.You can update the apk. To get. LAUNCH X431 IMMO

ELITE can support full system bi-directional control such as Modulate the

throttle,Turn Off ACC Lane Keeping Assist System (LKAS) ; Turn ON/OFF

Front and Rear side ACM Solenoid, Left clutch electromagnetic coil

test,Acceleration Device Test,Oil Pressure Control Test DYNAMIC camera

aiming,Brake Vacuum Pump, Inlet and Outlet Valve tests, Open Brakes

tests, Parking Brake Motors, Wheel Speed Sensor Supply, PARKING

BRAKE tests, etc.

Q:What are the 39 special services the X431 IMMO ELITE has now?

A:LAUNCH X431 IMMO ELITE supports ABS Bleeding,Oil Reset,EPB

Reset,DPF Regen,Injector Coding,SAS,Throttle Relearn,Gear Learning,SRS

Reset,BMS Matching,ECU Reset, FRM Match, Clutch Match, Gateway

Module Data Calibration, Rain Light Sensor, Turbo Match, TPMS(tire

pressure)Reset, Air Suspension, Cam Crankshaft Relearn,

Gearbox(Transmission) Match, Headlight Adjustment, Window

Initialization, Seat Configurations, Power Balance, Electronic Pump

Activation, Disable Transportation, Tire Refit, A/F Reset, Start/Stop Reset,

Language Change, EEPROM Adapter,Sunroof Initialization,Adblue Reset

（Reset Function Keeps growing!）

Q:What should I do if FCA SGW does not work ?

A:Please first check whether you have purchased the FCA official website

account, and check that the network is stable and the version is the

newest. If you still cannot log in, please contact our mail:

kingbolen05@hotmail.com.

Q:What should I do if auto vin fail ?

A:Our product is only for cars support auto vin, which means cars after

2006. Cars made before 2006 do not support auto vin, so any product

cannot use this function for older cars.If your cars is after 2006,it still

fails,please send the product serial number to our mail:

kingbolen05@hotmail.com.

Q:What should I do if fail to access to all system?

A:Please first check whether our products support your car model and

year. You can check yourself or contact us for confirmation. If yes, but

still unable to access to all system, please send us the note of photo or videos.

Q:What should I do if can not use bidirectional control?

A:Please first check that your version is the latest version and then check that our product matches your model year. If everything is OK and there are still problems, please feel free to contact kingbolen05@hotmail.com.

Q:What should I do if serial number is not registered?

A:1. Please try to fix the firmware. Path: Data>>>Firmware Fix.

2. Please provide seller with the serial number to debug.

3. Please check if the serial number exit in the Setting. Path: Setting>>>About.

Q:Can I get help if there has some problem I can not fix?

A:FIX instruction(Recently Added),Online Maintenance Resources,Operating skills, DTC Help, Google DTC Codes Search, Automotive Technology handbook, Repair Case and How-to Videos. And if the problem still can not fix, please feedback online(Fix Issue by "Diagnostic Feedback" Assistance). And if you still can not fix,please contact us by mail kingbolen05@hotmail.com anytime!

Q:If I need more functions, can I buy them in the mall? How to buy it?

A:Yes,you can subscribe more advanced function of single brand in the "Mall" service to know "exactly" what is wrong with your vehicle and fix the issue immediately. You can check the fee in the "Mall".

Q:What if the LAUNCH X431 IMMO ELITE's screen is damaged or does not work properly?

A:Please send the picture or video to us.We can solve your problem to let you satisfied,please be reassured. If you have any other question, please email to kingbolen05@hotmail.com.

Q:Why didn't I get any reply from the American LAUNCH service?

A:As I learn, Launch Tech USA is an offline distributor of Launch in the USA, not a headquarter factory, they won't provide online after-sales service for Amazon distributor's products, but we can offer better technical support.If you have any other question, Please contact kingbolen05@hotmail.com anytime,we will definitely help you.Thanks!

Q:Does LAUNCH X431 IMMO ELITE work on trucks?

A:LAUNCH X431 IMMO ELITE can support obd1 cars. It can support 12V Diesel, 12V passenger car, pickup, and light-duty truck, SUV, gasoline, Minivans.But it is better to send us the vin of the car to confirm if it is compatible.If you have any other question, please email to

kingbolen05@hotmail.com, thank you!

Q:What if I receive a used LAUNCH X431 IMMO ELITE?

A:Please send the product serial number and picture or video to us.We can solve your problem to let you satisfied,please be reassured. If you have any other question, please email to kingbolen05@hotmail.com.

Q:System halts when reading data stream. What is the reason?

A: It may be caused by a slackened connector. Please turn this tool off, firmly connect the connector, and switch it on again.

Q:What to do if the system fails to start auto VIN detection?

A:Please check the following possible reasons:

1.Whether the tool is properly connected to the vehicle's DLC.

2.Whether the "Automatic detection on Connect" switch is OFF. If yes, slide it to ON.

Q:How to change System Language?

A:1.On the home screen, tap Settings -> System -> Language & input -> Languages.

2. Tap Add a language, and then choose the desired language from the list.

3. Tap and hold the desired language and drag it to the top of the screen and then release it, the system will change into the target language.

If it still does not work,please send us the SN number and then we can help you to solve it.

Q:How to Adjust Brightness of the product?

A:1.On the home screen, tap Settings -> Display -> Brightness level.

2. Drag the slider to adjust it.