

Title	Tool Not Powering On When Connected						
Tool #	5010	Creator	David G.	Created/Update Date		T/N #	23-5010-001
Description: Providing a customer a step-by-step guide on how to test for a blown accessory fuse.							

Step 1: Prepare by the Vehicle

- 1.Ask the customer to go to the vehicle.
- 2.Ensure the tool is not connected to the vehicle.
- 3.Make sure the keys are not in the ignition or the push-to-start button is not pressed.

Step 2: Set Vehicle to "On" Position

- 1.Instruct the customer to put the vehicle in the "On" position without starting the engine.

Step 3: Connect the Tool

- 1.Guide the customer to connect the tool to the DLC port on the vehicle.
- 2.Emphasize a firm connection.

#### Step 4: Check for Power

- 1.If the tool doesn't power on, ask the customer to turn off the vehicle and remove the key (or shut off the vehicle if it's push-to-start).
- 2.Instruct them to disconnect the tool.

#### Step 5: Retry with Engine Running

- 1.Have the customer start the engine and put the vehicle back in the "On" position.
- 2.Ask them to reconnect the tool to the DLC port firmly.

#### Step 6: Assess the Result

- 1.If the tool still doesn't power on, explain that the vehicle might have a blown accessory fuse.
- 2.Suggest trying the same steps on a secondary vehicle if possible.
- 3.If the tool powers on with the second vehicle, the first vehicle likely has a blown accessory fuse.
- 4.If the tool doesn't power on with either vehicle, it may indicate an issue with the tool itself.

## Step 7: Warranty and Repair

1.If the tool is within a year of purchase and covered by warranty, request their basic information.

2.If it's beyond a year, inform them there might be a repair cost.

Collect customer's:

-First and Last Name

-Address, City, State, ZIP, Country

-Email

3.Mention you'll provide shipping instructions if repair is needed.

## Step 8: Conclusion

Thank the customer for their cooperation.

Assure them that the troubleshooting process will help resolve the issue.

Invite them to reach out for further questions or concerns.