

Title	Troubleshooting Guide: No Green LED Light on the Dongle						
Tool #	1000	Creator	David G.	Created/Update Date		T/N #	23-1000-005
Description: What to do if the Dongle does not display the green LED.							

Step 1: Prepare by the Vehicle

- 1. Ask the customer to go to the vehicle.
- 2. Make sure the tool is not connected to the vehicle.
- 3. Ensure that 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 ensuring a firm connection.

Review the Dongle:

- Ask the customer to observe the dongle. Depending on its orientation, there should be a small hole through which the green LED light should be visible.
- Explain that the green LED represents power going to the tool.
- If the customer does not see a green LED light, proceed to the next step.

Step 4: Retry with Engine Running

1. Instruct the customer to start the engine and return the vehicle to the "On" position.
2. Ask them to reconnect the dongle to the DLC port securely.

Step 5: Assess the Result

1. If the dongle still does not display a green LED light, 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 6: Warranty and Repair

1. If the tool is within a year of purchase and covered by warranty, ask for their basic information.
2. If it's beyond a year, inform them that there might be a repair cost.
3. Collect customer's:
 - First and Last Name
 - Address, City, State, ZIP, Country
 - Email
4. Let them know you'll provide shipping instructions if repair is necessary.

Step 7: Conclusion

1. Thank the customer for their cooperation.
2. Assure them that the troubleshooting process will assist in resolving the issue.
3. Invite them to reach out for any further questions or concerns.