Frequently Asked Questions (FAQs) – ANCEL AD610 Pro OBD2 Scanner

Q: Why can't the scanner read or clear the codes it originally generated?

A:

1. When perform ABS Bleeding procedure, codes were cleared on the device, but the warning light still was on. This is may lack the expertise to address car faults, which can lead to issues with the diagnostic device and affect its functionality. If the customer's vehicle has no faults but the dashboard lights up during ABS bleeding, this is normal. To resolve the issue, exit the diagnostic system, turn off the ignition for 10 seconds, and then restart the vehicle. This usually fixes the problem.

2. If the ABS system already has a fault code before the customer performs the ABS bleeding, our item may indicate that the code has been cleared. However, the underlying issue with the vehicle remains, and the fault code will reappear. In such cases, the specific fault code needs to be identified, and the vehicle must be repaired to resolve the issue before attempting to clear the code again. It is important to note that the scanner (B0DN9H8Z6W) is a diagnostic tool, not a repair tool.

Q: Why can't the scanner reset the SRS (airbag) codes on my vehicle?

A:

This item only help to detect the airbag ECU itself or sensor system issues in advance, scan vehicle system parameters and reads trouble codes to provide diagnostic results, only a diagnostic tool, cannot reset Airbag crash or transmission codes. Actual repairs, usually require skilled technicians. Once repairs are done, the tool communicates with the vehicle's ECU to confirm issue resolution, and error codes or warning lights are cleared automatically.

Q: Why couldn't the scanner clear the error codes from my vehicle's system?

A:

Maybe it's a software problem, the software might not be the most up-to-date version. We regularly update it to stay compatible with the latest vehicle models. If the customer's car is a newer model, not updating the software could result in incompatibility and limit certain functions.

Q: Why is the scanner not compatible with my vehicle?

A:

1. The item is designed to work with most vehicles supporting OBD II protocols from 1996 onward, but it is not compatible with vehicles using OBD1 protocols manufactured before 1996, and also not support CCD protocol.

2. Compatibility varies depending on the vehicle. Newer cars with advanced systems tend to have broader functionality and better compatibility. However,

older models, especially certain older jeeps with limited system support, may experience issues such as OBD II code retrieval failures.

3. Certain vehicle models employ unique communication protocols for specific features (such as anti-theft systems and driver assistance), which are only accessible through the manufacturer's diagnostic tools. As a result, the AD610 PRO is unable to diagnose these systems.

Q: Why won't my scanner turn on or why is it performing poorly?

A:

1. Insufficient contact or an inconsistent connection at the OBD interface or the vehicle's OBD port may cause communication disruptions.

2. Improper handling or usage can result in worn-out or damaged diagnostic cables and interfaces, causing reduced performance or connectivity problems.