ELITEK®
VEHICLE SERVICES

REMOTE SCAN-DIAGNOSTIC-PROGRAMMING TICKET REQUEST GUIDE

1.

CONNECTING

Connect the Elitek Scanning Device to OBD Port on Vehicle. When the two lights on the ethernet port are lit up solid green and orange, the device is ready to go.
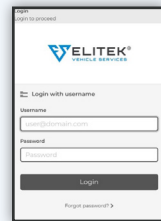
Note* It can take 1-2 minutes for the lights to turn solid, as the scanning device is updating any firmware updates.
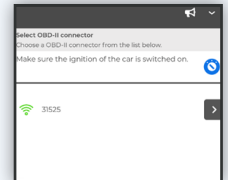
2.

LOGGING IN

Use your pre selected username (email) and password to log into the Remote Service Center at: *customers.elitekauto.com*
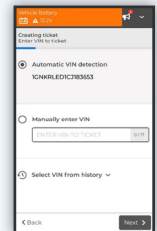
3.

WIFI

The Wifi symbol next to your connector number will be Green.
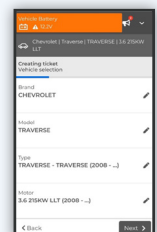Click on right arrow >

4.

VIN DETECTION

The VIN should automatically be detected through to the service center. If there is no Vin # detection, you will have to manually enter the VIN #.
Then click Next >
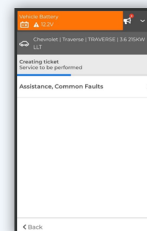
5.

VEHICLE INFORMATION

Fill in all of the Vehicle information. Brand, Model, Type, Motor.
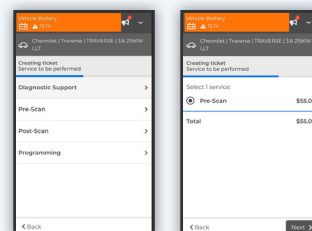Click Next >

6.
NEXT STEPS
Click on the right button Assistance, Common Faults, and Remote Diagnostics Support

7.
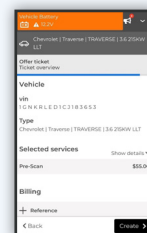### SELECTION OF SERVICE
Choose service to be performed
Diagnostic Support: Pre Scan | Post Scan | Programming
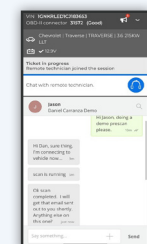Click Next >

8.
CONFIRMATION
Confirm all information on your ticket is correct,
then select > Create

9.
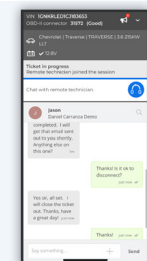### REMOTE TECHNICIAN COMMUNICATION
A remote techinician will join the ticket and use the chat feature to communicate with you during the scan.

10.
DISCONNECTION
Elitek's Remote Technician will communicate where they are in the scan process, and when to disconnect from the vehicle.

SCAN COMPLETE

You have completed a your scan. Confirm the email address that you want your scan report sent to.
Check your email for a copy of your scan report.
If you do not receive your report, please contact customer service at
1-888-8-Elitek 1-(888) 835-4835

LKQ
Keeping you moving

FOR MORE INFORMATION, PLEASE CONTACT US AT:
888-8-ELITEK | (888) 835-4835
REMOTE@ELITEKAUTO.COM
ELITEKAUTO.COM