USER'S MANUAL

INNOVA®

3011RS v3

CarScan®
READER



REPAIR SOLUTIONS 2



HELLO...

On behalf of everyone at INNOVA®, we want to welcome you and thank you for purchasing the **INNOVA® CarScan Reader**! Every automotive diagnostic scan tool we make includes tons of pro-level features designed to help maximize, and simplify, your OBD II diagnostic routine. In this manual, we will guide you on how to access your tool's intuitive functions including:

- ☑ *Check Engine Light Diagnostics*
- ☑ *Smog / Emissions Readiness*
- ☑ *Code Severity Level Identifier*
- ☑ *Erase Diagnostic Trouble Codes (DTCs)*
- ☑ *And More...*

Plus, gain the benefit of having unlimited access to real world solutions on your mobile device:

REPAIR SOLUTIONS 2®

Download on the App Store

ANDROID APP ON Google play

RepairSolutions2® seamlessly pairs with your INNOVA® OBD II Scan Tool to deliver the most complete automotive repair database with verified fixes from ASE Certified Master Technicians. Find the right fix and the right parts instantly on your mobile device.

Enjoy using your INNOVA® Scan Tool!

Yours sincerely,

The Innova Technical Team

P.S.: Connect with us to see what we're up to...

TABLE OF CONTENTS

LEGAL INFORMATION 1

FCC Compliance Statement 1

Trademarks 1

Patents 2

California Product Warnings 2

SAFETY PRECAUTIONS 3

Safety First! 3

Safety Alert Icons 4

GLOSSARY 5

OBD II Terminology 5

OBD II Monitors 6

Continuous Monitors 6

Non-Continuous Monitors 7

Additional Terminology & Acronyms 7

INTRODUCTION 8

Scan Tool Controls and Indicators 8

Scan Tool Display Functions 9

The RepairSolutions2® (RS2) App 11

The RS2 App Gives You 11

Hardware Requirements 11

Download The RS2 App 11

Using The RS2 App 12

USING THE SCAN TOOL 13

Retrieving OBD II Diagnostic Trouble Codes 13

Erasing Diagnostic Trouble Codes 14

TOOL FIRMWARE UPDATES 16
Download & Install Application 16
Windows OS 16
Mac OS 16
Updating Your Scan Tool 17
Troubleshooting Tips 18
FAQ. 19
Common Questions 19
WARRANTY & CUSTOMER SERVICE. 20
Limited Warranty 20
Customer Service 20

LEGAL INFORMATION

FCC COMPLIANCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

- The transmitters within this device must not be co-located or operating in conjunction with any other antenna or transmitter.
- This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. Please follow the operation instructions as documented in this manual to fulfill IC RF exposure compliance requirements.

TRADEMARKS

Title, ownership rights, and intellectual property rights in the Products and Services shall remain in INNOVA® and/or its licensors and other suppliers. Licensee and End Users acknowledge such ownership, confidential information, and intellectual property rights and will not take any action to jeopardize, limit or interfere in any manner with Innova's or its licensors' or other suppliers' ownership of or rights with respect to the Products and Services. The Products and Services may be protected by Patent, Trademark, Copyright and/or other intellectual property laws and by international treaties. All trademarks used in connection with the Products and Services are owned by INNOVA®, its affiliates or its licensors and other suppliers, and no license to use any such trademarks is provided hereunder. Licensee and End Users agree that INNOVA® may use in any manner and without limitation all comments, suggestions, complaints and other feedback Licensee and End Users provide relating to the Products and Services. For more information and current listing of trademarks, please visit https://www.innova.com/pages/trademarks.

PATENTS

Innova Electronics Corp. protects its intellectual property with numerous U.S. patents, which were used to research, design and manufacture this product. Please visit https://www.innova.com/pages/patents for additional information.

CALIFORNIA PRODUCT WARNINGS

⚠WARNING

This product can expose you to chemicals including DiNP, which is known to the State of California to cause cancer. For more information go to www.P65Warnings.ca.gov.

SAFETY PRECAUTIONS

SAFETY FIRST!

It is important that every user of this product read all instructions and warnings included in this manual to ensure their safety, the safety of others, and to prevent damage to this product and the vehicle being diagnosed and repaired. This manual describes common test procedures used by experienced service technicians. It is assumed that the user has a good understanding of vehicle systems before using this product.

Many test procedures require precautions to avoid accidents that can result in personal injury, and/or damage to the vehicle or test equipment. At a minimum, the following safety standards should be followed whenever using this product, or whenever working on a vehicle.

- When an engine is running, it produces carbon monoxide, a toxic and poisonous gas. To prevent serious injuries or death from carbon monoxide poisoning, **operate the vehicle ONLY in a well-ventilated area.**
- To protect your eyes from propelled objects as well as hot or caustic liquids, **always wear approved safety eye protection.**
- When an engine is running, many parts (such as the coolant fan, pulleys, fan belt, etc.) turn at high speed. To avoid serious injuries, **always be aware of moving parts.** Keep a safe distance from these parts as well as other potentially moving objects.
- Engine parts become very hot when the engine is running. To prevent severe burns, **avoid contact with hot engine parts.**
- Before starting an engine for testing or troubleshooting, make sure the parking brake is engaged. **Put the transmission in park** (for automatic transmission) **or neutral** (for manual transmission). **Block the drive wheels** with suitable tire blocks.
- Connecting or disconnecting test equipment when the ignition is ON can damage test equipment and the vehicle's electronic components. **Turn the ignition OFF before connecting the Scan Tool to or disconnecting the Scan Tool from the vehicle's Data Link Connector (DLC).**
- To **prevent damage to the on-board computer** when taking vehicle electrical measurements, always use a digital multimeter with at least 10 Megohms of impedance.
- Fuel and battery vapors are highly flammable. To prevent an explosion, keep all sparks, heated items, and open flames away from the battery and fuel vapors. **DO NOT SMOKE NEAR THE VEHICLE DURING TESTING**.
- **Don't wear loose clothing or jewelry when working on an engine.** Loose clothing can become caught in the fan, pulleys, belts, etc. Jewelry is highly conductive and can cause a severe burn if it makes contact between a power source and ground.

SAFETY ALERT ICONS

As you read this manual, color-coded icons are used throughout to identify safety alerts and warnings. These are provided to help prevent serious injury to you, injury to bystanders, and damage to property or equipment. The meanings of these icons are as follows:



Yellow Icon – *Indicates a **"NOTE"** statement that offers special information or tips on what is being instructed.*



Orange Icon – *Indicates a potential hazardous situation. Provides a **"WARNING"** statement on how to proceed to avoid serious injuries to the user or bystanders, and/or damage to equipment.*

GLOSSARY

OBD II TERMINOLOGY

The following terms and their definitions are related to OBD II systems.

- **Powertrain Control Module (PCM)** – The PCM is the OBD II accepted term for the vehicle's "on-board computer." In addition to controlling the engine management and emissions systems, the PCM also participates in controlling powertrain (transmission) operation. Most PCMs also have the ability to communicate with other computers on the vehicle (ABS, ride control, body, etc.).
- **Monitor** – Monitors are "diagnostic routines" programmed into the PCM. The PCM utilizes these programs to run diagnostic tests, and to monitor operation of the vehicle's emissions-related components or systems to ensure they are operating correctly and within the vehicle's manufacturer specifications. Currently, up to fifteen Monitors are used in OBD II systems. Additional Monitors will be added as the OBD II system is further developed.



NOTE: *Not all vehicles support all fifteen Monitors.*

- **Enabling Criteria** – Each Monitor is designed to test and monitor the operation of a specific part of the vehicle's emissions system (EGR system, oxygen sensor, catalytic converter, etc.). A specific set of "conditions" or "driving procedures" must be met before the computer can command a Monitor to run tests on its related system. These "conditions" are known as "Enabling Criteria." The requirements and procedures vary for each Monitor. Some Monitors only require the ignition key to be turned "**On**" for them to run and complete their diagnostic testing. Others may require a set of complex procedures, such as starting the vehicle when cold, bringing it to operating temperature, and driving the vehicle under specific conditions before the Monitor can run and complete its diagnostic testing.
- **Complete / Incomplete / Disabled** – The terms "**Complete**", "**Incomplete**", and "**Disabled**" are used throughout this manual. "**Complete**" means the PCM **has** commanded a particular Monitor to perform the required diagnostic testing on a system to ensure the system is operating correctly (within factory specifications). The term "**Incomplete**" means the PCM **has not** yet commanded a particular Monitor to perform diagnostic testing on its associated part of the emissions system. The term "**Disabled**" means the Monitor is not supported in the current cycle – This Drive Cycle (TDC).
- **Trip** – A Trip for a particular Monitor requires that the vehicle is being driven in such a way that all the required "Enabling Criteria" for the Monitor to run and complete its diagnostic tests are met. The "Trip Drive Cycle" for a particular Monitor begins when the ignition key is turned "**On**." It is successfully completed when all the "Enabling Criteria" for the Monitor to run and complete its diagnostic testing are met by the time the ignition key is turned "**Off**." Since each of the fifteen Monitors is designed to run diagnostics and tests on a different part of the engine or emissions system, the "Trip Drive Cycle" needed for each individual Monitor to run and complete varies.
- **OBD II Drive Cycle** – An OBD II Drive Cycle is an extended set of driving procedures that takes into consideration the various types of driving conditions encountered in real life. These conditions may include starting the vehicle when it is cold, driving the vehicle at a steady speed (cruising), accelerating, etc. An OBD II Drive Cycle begins when the ignition key is turned "**On**" (when cold) and ends when the vehicle has been driven in such a way that all the "Enabling Criteria" are met for all its applicable Monitors. Only those trips that provide the Enabling Criteria for all Monitors applicable to the vehicle to

run and complete their individual diagnostic tests qualify as an OBD II Drive Cycle. OBD II Drive Cycle requirements vary from one model of vehicle to another. Vehicle manufacturers set these procedures. Consult the vehicle's service manual for OBD II Drive Cycle procedures.



NOTE: *Do not confuse a "Trip" Drive Cycle with an OBD II Drive Cycle. A "Trip" Drive Cycle provides the "Enabling Criteria" for one specific Monitor to run and complete its diagnostic testing. An OBD II Drive Cycle must meet the "Enabling Criteria" for all Monitors on a particular vehicle to run and complete their diagnostic testing.*

- **Warm-up Cycle** – Vehicle operation after an engine off period where engine temperature rises at least 40°F (22°C) from its temperature before starting, and reaches at least 160°F (70°C). The PCM uses warm-up cycles as a counter to automatically erase a specific code and related data from its memory. When no faults related to the original problem are detected within a specified number of warm-up cycles, the code is erased automatically.

OBD II MONITORS

To ensure the correct operation of the various emissions-related components and systems, a diagnostic program was developed and installed in the vehicle's on-board computer. The program has several procedures and diagnostic strategies. Each procedure or diagnostic strategy is made to monitor the operation of, and run diagnostic tests on, a specific emissions-related component or system. These tests ensure the system is running correctly and is within the manufacturer's specifications. On OBD II systems, these procedures and diagnostic strategies are called "Monitors."

Currently, fifteen Monitors are supported by OBD II systems. Additional Monitors may be added because of Government regulations as the OBD II system develops. Not all vehicles support all fifteen Monitors. Additionally, some Monitors are only supported by gasoline engine vehicles, while others are only supported by diesel engine vehicles.

Monitor operation is either "**Continuous**" or "**Non-Continuous**," depending on the specific Monitor.

CONTINUOUS MONITORS

Three of these Monitors are designed to constantly monitor their associated components and/or systems for proper operation. Continuous Monitors run constantly when the engine is running.

CCM = Comprehensive Component Monitor

MIS = Misfire Monitor

FUEL = Fuel System Monitor

NON-CONTINUOUS MONITORS

The other twelve Monitors are "non-continuous" Monitors. "Non-continuous" Monitors perform and complete their testing once per trip.

NOTE: *The following Monitors are often used in gasoline vehicles.*

O2S = Oxygen Sensor Monitor

HTR = Oxygen Sensor Heater Monitor

CAT = Catalyst Monitor

HCAT = Heated Catalyst Monitor

EGR = EGR (Exhaust Gas Recirculation) System Monitor

EVAP = EVAP System Monitor

AIR = Secondary Air System Monitor

NOTE: *The following Monitors are often used in diesel vehicles.*

HCCAT = NMHC (Non-Methane Hydrocarbon Converting) Catalyst Monitor

NCAT = NOx/SCR Aftertreatment Monitor

BP = Boost Pressure System Monitor

EGS = Exhaust Gas Sensor Monitor

PM = PM (Particulate Matter) Filter Monitor

ADDITIONAL TERMINOLOGY & ACRONYMS

- **DLC** = Data Link Connector (vehicle's data port)
- **DTC** = Diagnostic Trouble Code
- **MIL** = Malfunction Indicator Light (Check Engine Light)
- **OBD** = On Board Diagnostics
- **OBD II** = On Board Diagnostics, Second Generation
- **OEM** = Original Equipment Manufacturer
- **TDC** = This Driving Cycle
- **SDC** = Since DTCs Cleared
- **TSB** = Technical Service Bulletins

INTRODUCTION

SCAN TOOL CONTROLS AND INDICATORS

See Figure 1 for the locations of items 1 through 8 below.



Figure 1. Controls and Indicators

1. **ERASE button** – When pressed, erases Diagnostic Trouble Codes (DTCs) and Freeze Frame data from the vehicle's computer, and resets Monitor Status.
2. **DTC button** – When pressed, displays the DTC View screen or the next Diagnostic Trouble Code.
3. **GREEN LED** – Illuminates to indicate that all engine systems are running normally (all Monitors on the vehicle are active and performing their diagnostic testing, and no DTCs are present).
4. **YELLOW LED** – Illuminates to indicate there is a possible problem. "Pending" DTCs are present and/or the vehicle's emission Monitor(s) are "Incomplete" as they have not completed their diagnostic testing routine.

5. **RED LED** – Illuminates to indicate there is a problem in one or more of the vehicle's systems. The red LED is also used to indicate that "Confirmed" DTCs are present and are displayed on the DTC View screen. In this case, the Malfunction Indicator Light (Check Engine Light) on the vehicle's instrument panel illuminates steadily.
6. **LCD Display** – Displays test results, Scan Tool functions, Monitor Status information, etc. See **Scan Tool Display Functions** for more details. [See page 9]
7. **OBD II CABLE** – Connects the Scan Tool to the vehicle's Data Link Connector (DLC).
8. **USB Type-C port** – Allows connection to a computer to update firmware.

NOTE: *When you need to update firmware, ensure that you are using data cables instead of charge-only cables.*

SCAN TOOL DISPLAY FUNCTIONS

See Figure 2 for the explanation of items 1 through 15 below:

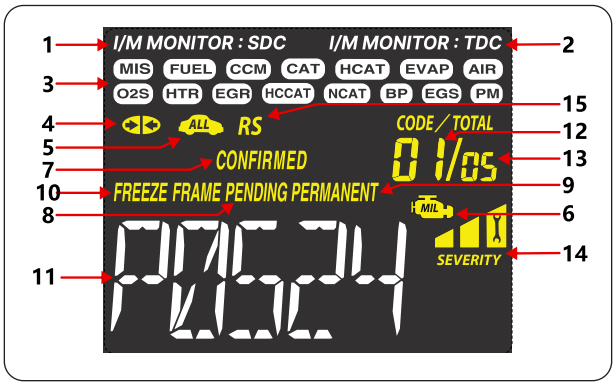


Figure 2. Display Functions

1. **I/M Monitor Status: SDC icon** – Indicates that the I/M Monitor Status is **Since DTCs Cleared (SDC)**.
2. **I/M Monitor Status: TDC icon** – Indicates that the I/M Monitor Status is **This Drive Cycle (TDC)**.
3. **Monitor icons** – Indicate which Monitors are supported by the vehicle under test, and whether or not the associated Monitor completed its diagnostic testing (Monitor Status).
    - When a Monitor icon is solid, it indicates that the Monitor is **Complete**, and it completed its diagnostic testing.
    - When a Monitor icon flashes slowly, it indicates that the Monitor is **Incomplete**, and it did not complete its diagnostic testing.
    - When a Monitor icon flashes quickly, it indicates that the Monitor is **Disabled** for the rest of This Drive Cycle.
    - When a Monitor icon does not illuminate, it is not supported.

NOTE: *The I/M Monitor Status icons are associated with INSPECTION and MAINTENANCE (I/M) READINESS STATUS. Some states require that all vehicle Monitors have run and completed their diagnostic testing before a vehicle can be tested for Emissions (Smog Check). When the Scan Tool is linked to a vehicle, only the icons for Monitors that are supported by the vehicle under test are visible on the Scan Tool's LCD.*

4. **Link icon** – Indicates that the Scan Tool is communicating with the vehicle's on-board computers.
5. **Vehicle icon** – Indicates that the Scan Tool is being powered by the vehicle's DLC connector.
6. **MIL icon** – Indicates the status of the Malfunction Indicator Light (MIL). The MIL icon is visible only when a DTC has commanded the MIL on the vehicle's dashboard to illuminate.
7. **CONFIRMED icon** – Indicates the currently displayed DTC is a "Confirmed" code.
8. **PENDING icon** – Indicates the currently displayed DTC is a "Pending" code.
9. **PERMANENT icon** – Indicates the currently displayed DTC is a "Permanent" code.
10. **FREEZE FRAME icon** – Indicates that Freeze Frame data has been stored in the vehicle's computer for the currently displayed DTC.
11. **DTC Display Area** – Indicates the Diagnostic Trouble Code (DTC) number. Each DTC is assigned a specific code number.
12. **DTC Number Sequence** – Indicates the sequence of the currently displayed DTC. The Scan Tool assigns a sequence number to each DTC that is present in the computer's memory, starting with "01." Code number "01" is always the highest priority code, and the one for which Freeze Frame data has been stored.
13. **DTC Enumerator** – Indicates the total number of DTCs retrieved from the vehicle's computer.
14. **Severity** – Indicates the level of severity for the "Priority" DTC (DTC number "1"), as follows:

    Severity 1: This fault typically does not cause damage to components and should be serviced when convenient.

    Severity 2: This fault may pose damage to components and should be repaired as soon as possible.

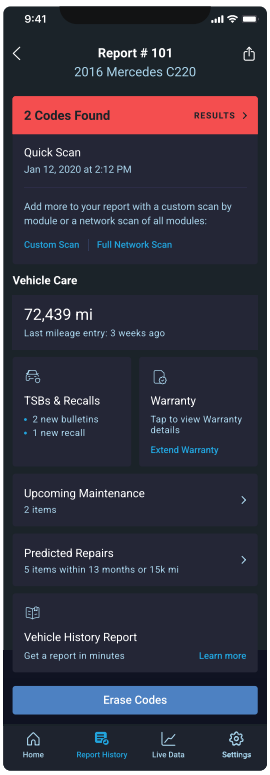
    Severity 3: This fault will cause damage to components and should be repaired immediately.

15. **RS icon** – Indicates that the Scan Tool is connected to the RS2 app. The RS icon can also flash to indicate that the Scan Tool is submitting data to the RS2 app. [See page 11]

THE REPAIRSOLUTIONS2® (RS2) APP

INNOVA®'s RepairSolutions2® (RS2) is a web-based service created to assist Do-it-Yourselfers and Professional technicians simplify their vehicle diagnostic process. In essence, RS2 helps you decode the diagnostic data collected by your INNOVA® OBD II Tool to arrive at a most likely fix. At its core, RS2 uses a database of millions of real-world verified fixes – collected over the last 25 years by ASE Master Technicians across the U.S. – that is cross-referenced to your specific vehicle's problem to instantly arrive at a verified fix. Think of RS2 as your personalized technician to help diagnose, repair, and maintain your vehicle(s).

THE RS2 APP GIVES YOU



- **Verified Fixes** – Find the most likely fixes reported and verified by ASE Technicians for the retrieved DTCs. Plus, quickly purchase the exact parts you need right from the app.
- **Predicted Repairs** – With millions of verified repair solutions, get a statistical probability of what repairs the vehicle may need in the next 12 months.
- **TSBs & Recalls** – Learn if there are any special NHTSA safety recalls or Technical Service Bulletins (TSBs) issued by the vehicle's manufacturer.
- **Vehicle Health Reports** – Get a quick insight on how the vehicle's vitals are currently performing (e.g., oil life, brake pad life, battery status, etc.) and get alerts to potential problems.
- **Upcoming Maintenance** – View the vehicle manufacturer's recommended maintenance intervals. Plus, conveniently purchase the correct maintenance parts right from the app.
- **And much more**...

HARDWARE REQUIREMENTS

- INNOVA® OBD II Tool with Bluetooth connectivity
- Android or iOS Mobile Device

DOWNLOAD THE RS2 APP

- **Apple iOS Devices** (click the link)

  Download on the App Store

- **Android Devices** (click the link)

  ANDROID APP ON Google play

USING THE RS2 APP

1. Perform the **Retrieving OBD II Diagnostic Trouble Codes** procedure. [See page 13]
2. Download and install the RS2 app.
3. Launch the RS2 app and log in to your account.
   - If you have not yet established an account, you must register for a FREE RS2 account before proceeding.
4. Follow the screen prompts to pair your Scan Tool. Be sure your mobile device is connected to an available Wi-Fi network.
   - Begin the pairing process by selecting your Scan Tool from the list.

   NOTE: *The RS2 app can only store up to two Wi-Fi configurations.*
5. Once paired, the data from your tool is automatically transferred to the RS2 app to create a report.

   NOTE: *If the data does not automatically transfer, simply keep the app and tool paired and scan your vehicle again.*

USING THE SCAN TOOL

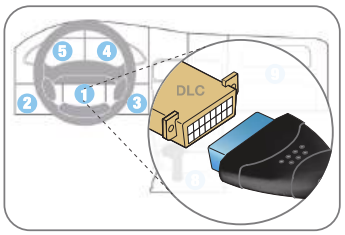
RETRIEVING OBD II DIAGNOSTIC TROUBLE CODES

Never replace a part based only on the DTC definition. Each DTC has a set of testing procedures, instructions and flow charts that must be followed to confirm the location of the problem. This information is found in the vehicle's service manual. Always refer to the vehicle's service manual for detailed testing instructions.

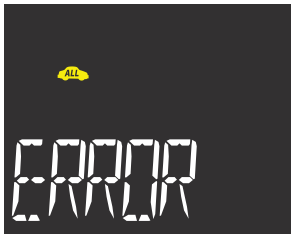
NOTE: *Check the vehicle thoroughly before performing any test.*

WARNING: *Always observe safety precautions whenever working on a vehicle. Refer to* ***Safety First!*** *[See page 3] for more information.*

1. Turn the ignition **OFF**.
2. Locate the vehicle's 16-pin Data Link Connector (DLC).
3. Connect the Scan Tool's cable connector to the vehicle's DLC. The cable connector is keyed and will only fit one way.
   - If you have problems connecting the cable connector to the DLC, rotate the connector 180° and try again. If you still have problems, check the DLC on the vehicle and on the Scan Tool. Refer to the vehicle's service manual to properly check the vehicle's DLC.



4. Turn the ignition **ON** and **DO NOT** start the engine.
5. The Scan Tool will automatically link to the vehicle's computer(s).
   - If the Scan Tool's LCD is blank, it indicates there is no power at the vehicle's DLC. Check the fuse panel and replace any burned out fuses.
   - If replacing the fuse(s) does not correct the problem, see the vehicle's service manual to locate the proper computer (PCM) fuse/circuit. Perform any necessary repairs before continuing.
6. After a few seconds, the Scan Tool will retrieve and display any DTCs that are in the vehicle's computer memory.
   - If **ERROR** is displayed on the Scan Tool's LCD, it indicates there is a communication problem. This means that the Scan Tool is unable to communicate with the vehicle's computer. Do the following:
     - Turn the ignition key **OFF**, wait 5 seconds and turn the key back **ON** to reset the computer.
     - Make sure the vehicle is OBD II compliant.



7. Read and interpret the DTCs using the Scan Tool's LCD and the green, yellow, and red LEDs.

NOTE: *The green, yellow, and red LEDs are used (with the Scan Tool's LCD) as visual aids to make it easier for you to determine the engine system conditions.*

- **Green LED** – Indicates that all engine systems are "OK" and running normally. All Monitors on the vehicle are active and are performing their diagnostic testing, and no trouble codes are present. The message "0 DTC" displays on the Scan Tool's LCD for further confirmation.



- **Yellow LED** – Indicates one of the following conditions:

PENDING CODE PRESENT – If the yellow LED illuminates, it may indicate the existence of a pending code. Check the Scan Tool's LCD for confirmation. A pending code is confirmed by the presence of a numeric code and the word "Pending" on the Scan Tool's LCD. If no pending code is displayed, the yellow LED indicates Monitor Status.



MONITOR STATUS – If the Scan Tool's LCD displays the message "0 DTC" (indicating there are no DTCs present in the vehicle's computer), but the yellow LED illuminates, it indicates an "Incomplete Monitor" status. This means that some of the Monitors on the vehicle have not yet finished their diagnostic self-testing. This condition is confirmed by one or more blinking Monitor icons on the Scan Tool's LCD. A blinking Monitor icon means the Monitor has not completed its diagnostic self-testing. All Monitor icons that are solid have completed their diagnostic self-testing.

- **Red LED** – Indicates there is a problem with one or more of the vehicle's systems. The red LED is also used to indicate that DTCs are present (displayed on the Scan Tool's LCD). In this case, the Malfunction Indicator Light (Check Engine Light) on the vehicle's instrument panel will illuminate.



NOTE: *The Scan Tool will display one code at a time if codes are present in the vehicle's computer memory. If no codes are present, the message "0 DTC" displays.*

8. If more than one code is present, press the **DTC** button to display the next code.
   - When the last retrieved DTC is displayed, press the **DTC** button to command the Scan Tool to return to the "Priority" code.



NOTE: *Visit the manufacturer's website, or reference the RS2 app [See page 11], for DTC Definitions. Match the retrieved DTCs with those listed. Read the associated definition(s), and see the vehicle's service manual for further evaluation.*

ERASING DIAGNOSTIC TROUBLE CODES

NOTE: *When the Scan Tool's ERASE function is used to erase the DTCs from the vehicle's on-board computer, Freeze Frame data and manufacturer-specific enhanced data are also erased.*

If you plan to take the vehicle to a Service Center for repair, **DO NOT** erase the DTCs from the vehicle's computer. If the DTCs are erased, valuable information that might help the technician troubleshoot the problem will also be erased.

NOTE: *When DTCs are erased from the vehicle's computer memory, the I/M Readiness Monitor Status program resets status of all the Monitors to a not run "flashing" condition. To set all of the Monitors to a* ***DONE*** *status, an OBD II Drive Cycle must be performed. Refer to the vehicle's service manual for information on how to perform an OBD II Drive Cycle for the vehicle under test.*

1. Perform the **Retrieving OBD II Diagnostic Trouble Codes** procedure. [See page 13]
   - **To erase OBD II DTCs**: Wait until the DTCs are displayed on the Scan Tool's LCD and then proceed to **step 2**.
2. Press and release the Scan Tool's **ERASE** button. The Scan Tool's LCD will indicate "**ERASE?**" for confirmation.



   - If you change your mind and do not wish to erase the DTCs, press the **DTC** button to return to the code retrieval function.
   - If you wish to continue, press the **ERASE** button again. The message "ERASE" displays while the erase is in progress. When all retrievable information, including DTCs, has been cleared from the computer's memory, the Scan Tool will relink to the vehicle's computer, and the Scan Tool's LCD displays the message "DONE."
     - If the erase is not successful, the message "SENT" displays on the Scan Tool's LCD.



   - The Scan Tool will relink after a few seconds, and the message "READ" displays on the Scan Tool's screen.



NOTE: *Erasing DTCs does not fix the problem(s) that caused the DTC to be set. If proper repairs to correct the problem that caused the DTC to be set are not made, the DTC will appear again (and the Malfunction Indicator Light will illuminate) as soon as the vehicle is driven long enough for its Monitors to complete their testing.*

TOOL FIRMWARE UPDATES

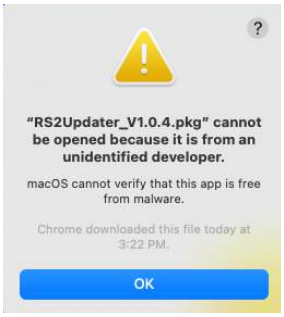
DOWNLOAD & INSTALL APPLICATION

The following provides detailed instructions on how to download the **INNOVA® OBD Tool Updater** application and update your INNOVA® OBD II Scan Tool.

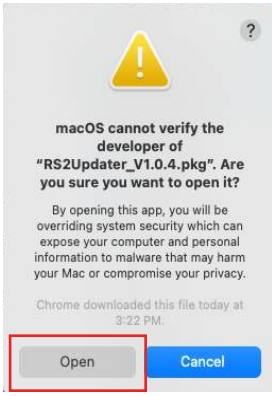
WINDOWS OS

1. From your Windows PC, go to INNOVA® OBD II Scan Tool Updates by clicking this link: DOWNLOAD
   - In the "**To update your tool**" section, click "**Windows**."
   - The application "***OBDToolUpdaterPC_Vx.x.x_Live.exe***" begins downloading to your Windows PC.
2. Locate the downloaded application and double click the file to begin installation.
   - If a Windows protection pop-up displays.
     - Click the "**More info**" link.
     - Click "**Run Anyway**" to proceed with the installation.
3. The Install Shield Wizard launches.
4. Follow the prompts to complete the installation.
   - See **Updating Your Scan Tool** section to proceed. [See page 17]

MAC OS



1. From your Mac, go to INNOVA® OBD II Scan Tool Updates by clicking this link: DOWNLOAD
   - In the "**To update your tool**" section, click "**Mac**."
   - The file "***RS2UpdaterMac_Vx.x.x_Live.zip***" begins downloading to your Mac.
2. Locate the downloaded application in your Downloads folder.
3. Unzip the file and double click the "***RS2Updater_Vx.x.x.pkg***" file to begin installation.
   - If the following security protection pop-up displays, click "**OK**" to close the window.
     - Right click the "***RS2Updater_Vx.x.x.pkg***" file and click "**Open**."
     - Safely continue the installation by clicking "**Open**."
4. Follow the prompts to complete the installation.
   - See **Updating Your Scan Tool** section to proceed. [See page 17]

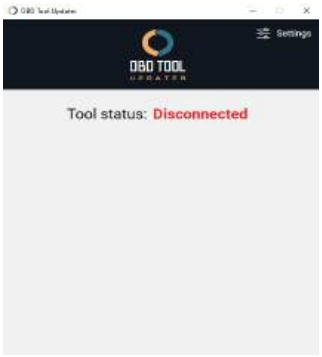


UPDATING YOUR SCAN TOOL

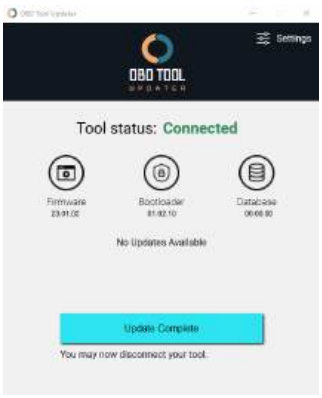
1. Locate and open the "**OBD Tool Updater**" application.
   - Double click to launch it.
   - Once open, the software will initially display "**Disconnected**."
2. Using a standard USB cable, connect your tool to your computer.
   - Wait a few seconds for the software to detect it.

   NOTE: *If using a USB charging cable, and not a USB data cable, you will get the 'Disconnected' message. Charging cables: Can only charge devices, but cannot transfer data. These are commonly called 'Charge-only' cables. Data cables: Does both; charges your devices and transfers data.*

3. Upon a good connection, the status changes to "**Connected**" and displays the tool's current Firmware, Bootloader, and Database versions.
   - Wait a few more seconds for the software to check for updates.
   - If an update is available, an "Updates Available" message displays.
   - If an update is not available, a "No Updates Available" message displays:
4. If an update is available, click the "**Update my tool now**" button to begin.
   - The update is divided into individual steps such as bootloader, firmware, and database. Please be aware that this **process may take up to 5 minutes**. Do not disconnect the tool or close the app until all updates have been completed.
   - Click the "**Release Notes**" button to view what features and functions were added or corrected with this new version.
5. If the update was successful, the message "Update Complete" displays. At this point the tool has been updated and can be safely disconnected.
   - If an error occurred during the update, the progress bar turns red and stops with the message "Update Error." Disconnect the tool and follow the steps indicated above to attempt the update process again.







TROUBLESHOOTING TIPS

1. The tool is connected to the computer, but the app displays a '**Disconnected**' status.
   - Make sure the USB data cable to the computer and your tool are properly seated.
   - Try switching to a different USB port.
   - Try using another USB cable.
   - Make sure you are using the correct Updater. Older model tools are not compatible with the new OBD II Tool Updater.
2. The tool is connected, but you do not see the "**Update my tool now**" button.
   - That means your tool is up to date and there are no new updates for your tool.
3. The update is stuck at 1% (or 5%) and not progressing.
   - Install the latest updater for your tool. Visit Innova.com/support to get the latest software.
   - Reboot your computer.
   - Disable any Antivirus software running in the background.
   - Attempt the update again by following the steps indicated above.

FAQ

COMMON QUESTIONS

What can the Scan Tool do for my vehicle?

Please check the coverage on our Coverage Checker website. https://www.innova.com/pages/coverage?ad=aaa

What should I do if a communication error occurs?

Please follow these steps to troubleshoot the issue:

1. Check if the Scan Tool DLC cable is securely plugged into the vehicle's DLC port.
2. Turn the ignition off, then turn it on again after 10 seconds. **DO NOT** start the engine and proceed with the operation.
3. Check if the vehicle's control module is defective.

Can the Scan Tool be used in other countries?

The Scan Tool only supports diagnostics for vehicles sold in the U.S. and Canada. For vehicles manufactured in other countries, the Scan Tool only supports the Malfunction Indicator Light function.

How can I check if my tool is updated to the latest version?

Please visit our website https://innova-electronics.helpscoutdocs.com and select **Scanner Updates** to check out the latest updates.

Why do I need to connect to the RS2 app?

The RS2 app provides a wide range of valuable information for your repair process, including the most likely component/system causing the DTC, predicted repairs, TSBs & Recalls, vehicle health reports, upcoming maintenance, and more.

WARRANTY & CUSTOMER SERVICE

LIMITED WARRANTY

The Manufacturer warrants to the original purchaser that this unit is free of defects in materials and workmanship under normal use and maintenance for a period of one (1) year from the date of original purchase.

If the unit fails within the one (1) year period, it will be repaired or replaced, at the Manufacturer's option, at no charge, when returned prepaid to the Service Center with Proof of Purchase. The sales receipt may be used for this purpose. Installation labor is not covered under this warranty. All replacement parts, whether new or remanufactured, assume as their warranty period only the remaining time of this warranty.

This warranty does not apply to damage caused by improper use, accident, abuse, improper voltage, service, fire, flood, lightning, or other acts of God, or if the product was altered or repaired by anyone other than the Manufacturer's Service Center.

The Manufacturer, under no circumstances shall be liable for any consequential damages for breach of any written warranty of this unit. This warranty gives you specific legal rights, and you may also have rights, which vary from state to state. This manual is copyrighted with all rights reserved. No portion of this document may be copied or reproduced by any means without the express written permission of the Manufacturer. THIS WARRANTY IS NOT TRANSFERABLE. For service, send via U.P.S. (if possible) prepaid to Manufacturer. Allow 3-4 weeks for service/repair.

CUSTOMER SERVICE

Our ASE Certified technical staff is here to help if you have any questions or require service. For information on UPDATES and OPTIONAL ACCESSORIES, please contact your local store, distributor or Innova's Service Center.

USA & Canada: (800) 544-4124
Monday through Friday: 6:00 AM to 6:00 PM Pacific Time

All others: (714) 241-6802
Monday through Friday: 6:00 AM to 6:00 PM Pacific Time

Email: customercare@innova.com

Web: www.innova.com

WE SUPPORT
PROFESSIONAL CERTIFICATION
THROUGH THE
National Institute for
AUTOMOTIVE
SERVICE
EXCELLENCE

INNOVA.COM

TECHNICAL ASSISTANCE
1 800 544 4124
HABLAMOS ESPAÑOL • SERVICE IN THE USA
ASE CERTIFIED TECHNICIANS

INNOVA®

Innova Electronics Corp.
17352 Von Karman Ave.
Irvine, CA 92614

Copyright © 2026 IEC. All Rights Reserved.
MRP# 97-2193

IEC