



NOT ALL AUTEL TABLETS ARE THE SAME

GET A TOOL BUILT FOR NORTH AMERICA – **BUY AUTHORIZED**

When you purchase an Autel diagnostic tablet from an authorized North American retailer and their affiliates, you're investing in a tool designed specifically for the North American market – built with the functionality needed to tackle the challenges of servicing North American vehicles, while delivering strong performance, first-to-market vehicle coverage, advanced security authorization, and dependable warranty and repair support.

If a deal looks dramatically cheaper than authorized pricing, there is usually a reason – and it often affects updates, warranty coverage, and long-term usability.

WHY AUTHORIZED NORTH AMERICAN MATTERS

Unauthorized or grey-market tools may appear identical but often come with serious limitations:

- No North American manufacturer warranty
- No U.S./Canada repair eligibility
- Inability to update or renew software
- Tools that may lock or lose functionality after one year
- Inability to update due to out-of-market registration
- No AutoAuth Secure Gateway (SGW) authorization
- No access to MOTOR TruSpeed repair database
- No Autel Cloud account eligibility
- No Remote Expert access

SECURE GATEWAY (SGW): THE CRITICAL DIFFERENCE

Many newer Jeep, Dodge, RAM, Chrysler, Alfa Romeo, Maserati, Nissan, and Mercedes-Benz vehicles require **AutoAuth authentication** before diagnostics or service can be performed.

Autel North America negotiated directly with AutoAuth to ensure North American tools can access the secure gateway on these vehicles and perform actions restricted actions including:

- Multi-level Diagnostic tasks
- Service functions including resets
- Coding and adaptations
- Bi-directional controls
- ADAS calibrations

Non-North American tablets cannot be authorized under this agreement.

That means a discounted, unauthorized tool may not be able to service a growing number of today's vehicles.

As OEM security increases, having a North American-authorized tool is no longer optional – it's essential.



1.855.288.3587
USSUPPORT@AUTEL.COM



AUTEL ACADEMY TRAINING
autel.us/academy

WEB: AUTEL.US
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AUTHORIZED DEALER VERIFICATION CHECKLIST

Before purchasing, review and confirm all items on the checklist, as no single check guarantees the seller is an authorized North American Autel retailer.

1. CONFIRM ONLINE DEALER STATUS

- Check Autel's official North America website: autel.us
- Access the Authorized Dealer page at autel.us/authorized-dealers
- If an online dealer is not listed, contact Autel North America before purchasing at autel.us/tech-support

2. VERIFY NORTH AMERICAN SERIAL NUMBER ELIGIBILITY

Ask the seller:

- Is this a North American version tool?
- Will the serial number register in Autel's NA system?
- Is it eligible for U.S./Canada warranty and support?

Be cautious of ambiguous claims such as: "Authentic Tools," "Latest Batch," "US Ship," "Certified Online Agent"

3. CONFIRM WARRANTY COVERAGE

Confirm in writing:

- Standard manufacturer warranty included
- Eligible for North American repair service
- Not grey-market or imported stock

4. CONFIRM SOFTWARE UPDATE ACCESS

- Can it receive official North American updates?
- Can updates be renewed directly through Autel NA?
- Will it maintain full NA vehicle coverage?

5. EVALUATE THE SELLER

Look for:

- Physical North American business address
- Live business phone number
- Professional website
- Clear return policies
- Pricing consistent with authorized dealers

Red Flags:

- Deep discounts far below market value
- Marketplace-only sellers
- Refusal to verify serial numbers

6. KEEP DOCUMENTATION

- Request an official invoice
- Save proof of purchase
- Review return policy before completing transaction

IMPORTANT NOTE:

If you have purchased the tablet, you can confirm its authenticity on the tablet.



Go to Settings → About → Region
It should display **North America**.

THE BOTTOM LINE

An Autel diagnostic tool is a professional asset. When you purchase from an **Authorized North American Dealer** or **your trusted mobile dealer** you ensure:

- Unrestricted diagnostic and service capability
- Guaranteed U.S./Canada repair eligibility
- Full market-specific vehicle coverage
- Authorized access to secured vehicle platforms
- Protection against lockouts and update restrictions
- Certified North American system registration
- Assured long-term usability and update continuity
- Complete platform access – no regional limitations
- Factory-backed performance and compliance
- Peace of mind with verified North American eligibility



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