

12/18/20

From:
Rodney Graff

To:
Autel

Cc:
MKLZ tool.

Regarding:

Personal Product and company review intended to be posted by end of day on 12/23/20 at the world's largest marketplace where Autel tools are sold by Autel authorized dealers.

Number of stars over-all = 1

Number of stars for "ease of use" = 3

Number of stars for "customer support" = 1

Title:

Buyer Beware! 1st tool DOA, \$125 Annual Subscription & Bad Customer Support Experience.

Back in May 2019; I bought the MX808 from seller "MKLZ tool".

The first unit arrived DOA and was exchanged for second tool which does work.

After updating the software; I attempted to "add all vehicles" for my region BUT this feature FAILED to work properly so I contacted Autel tech support.

I was then informed they've had problems with that feature to "Add all vehicles" and Autel Offered the advice to 'just add the vehicles I need at that time and I could always add more vehicles as needed later on' and I was ok with this advice from Autel and I did exactly as Autel advised me to do.

I did what I was advised without full informed consent and comprehension that "adding vehicles" would also "expire" right along the "free software updates" after 12 months.

This tool is just for personal and not professional use and so I did add the few vehicles I owned at that time.

I have used the tool just a few times as needed, it seems to work well and it has spent most of its life on the shelf.

Recently; I went to use the tool again and it now says "software update needed" and of course; any new vehicles I might want to add now (such as a friend's 2009 Toyota) would also need to be added.

But, to my shock and dismay; after following the advice from Autel in 2019; I can no longer add another vehicle because: I am now supposed to spend another \$125 to buy a "subscription" just to add another vehicle and keep using this expensive tool...

But; as I now look at the current description here on Amazon and information on the Autel web site; I find it very difficult to find ANY mention of the material fact that a costly annual subscription is required just to add another older vehicle 12 months after purchase.

And since I never was able to “add all vehicles” as I wanted to do back then in the FIRST PLACE; I have no idea if this can even be done NOW. And since I do not buy more vehicles every year; this could potentially result in having to buy another \$125 subscription every time I want to just add another vehicle every few years...

I did contact Autel regarding Autel failure of the Autel tool to add all vehicles as I TRIED to do back when tool was new, and also their tech support advice to “solve problem” by NOT adding all vehicles and also their failure to disclose the annual subscription service in current advertising or that “software updates” also includes “add a vehicle”.

Over a period of about 10 days; I contacted Autel tech support several times to TRY to get tech support to solve the problem they failed to solve IN THE FIRST PLACE to actually ADD ALL vehicles as Autel SHOULD have done back when I requested this and the tool was still new in the FIRST PLACE.

BUT; I was STONAWALLED along with a PASSING THE BUCK attitude from tech support personnel who are totally focused on NOT solving the problem they failed to solve IN THE FIRST PLACE and INSISTING the only thing I can do is buy their annual subscription service for \$124.95 every year.

During my communications with Autel Customer support I was informed-

1.

Even though Autel did accept a registration and did provide some tech support at that time: The seller is probably not one of their "authorized retailers" therefore I MADE A MISTAKE by buying their tool from amazon seller "MKLZ tool" and that I should ONLY deal with the dealers listed on their site because of used or counterfeit tools being sold at these market places. (IE: Amazon, Ebay and Walmart web sites.)

In fact they actually recommend AGAINST ever buying their tools through Amazon and their customers should ONLY buy from dealers listed on their web site which does NOT include MKLZ tool the last time I checked but DOES include Walmart which operates a marketplace web site just like Amazon does...

2.

Is NOT their responsibility (passing the buck) to disclose the material fact an annual subscription is required to add another vehicle after 12 months in their documentation including their web site, owner manual or advertising that a dealer might use or a potential end user customer might read before making a major purchase decision. And their dealers are ultimately responsible (passing the buck) for full disclosure of the material fact a \$125 annual cost is required 12 months later and long after the return window has closed.

3.

Their tech support department did nothing wrong by telling me to just "install vehicles as needed" back in 2019 when I TRIED to "UPDATE ALL" and their system FAILED to work as expected and I TRUSTED their tech support department to do the right thing and solve that problem per generally

accepted SAFE HARBOR policies, procedures and practices.

4.

I must go ahead and buy an Autel "subscription" through one of the Autel dealers listed on the Autel site in order to add all vehicle as I TRIED to do in the FIRST PLACE back in 2019.

I did finally get in touch in MKLZ Tool which informed me they actually ARE one of the authorized dealers and MKLZ did try to get Autel to step up to the plate, provide some desperately needed customer support and solve the problem they SHOULD have solved back in 2019 when their tool was failing to add all vehicles as I TRIED to do in the FIRST PLACE.

But, once again; I was stonewalled by another tech support agent who first said he needed to do some research regarding full disclosure and what actually happened with tech support back then.

When he called me back the next day; I was then faced with him doing all he can to PROVE THE CUSTOMER WRONG and SELL A SUBSCRIPTION.

That's right! Instead of just getting an authorization to just solve the problem by adding the vehicles they SHOULD have added back in 2019; he apparently spent his time and energy digging up some old advertising from 2019 that had a few details about subscription services the "customer should have read" regarding SOFTWARE UPDATES and also pointed out that I had accepted their advice to just add the vehicles I had at that time.... I guess I was NOT supposed to TRUST Autel at that time. . .

So this is where I now stand.

Autel has now "proven the customer wrong" and I now have a \$480 tool that only works with Honda, Mercedes and Dodge vehicles.

And if I want to add another vehicle this year; this will cost another \$125 for a total of \$605 and if it fails to "add all vehicles" AGAIN then; this could potentially be another \$125 every time I want to add another used vehicle such as a 2009 Toyota....In another year. So: two years \$730, another year later: \$855 and so on....

See where this is going?

Autel appears to be a SUBSCRIPTION company providing an annual SERVICE that must be renewed every year in order to keep using the tool which, in my case; spends most of the time sitting on the shelf until I need to diagnose a problem in my private shop for my private contractor's service and small fleet of four vehicles.

I now intend to work with a DIFFERERENT BRAND such as Launch or Foxwell as both of these brands have "lifetime updates" for many of their tools and others actually have 24 months of "free updates" as opposed to Autel at only 12 months.

Buyer Beware.

Kindest regards; ScorchGD.

End of Review.

Are there any objections?

If there is a Counter-Offer or anything in error that needs to be corrected then; please specify including your proof of claim by 12/23/20

Kindest regards;
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