

FAQ & Troubleshooting

Settings

Issue: Controller volume is too loud or quiet

The controller may be set to volume level that is too loud or quiet. You can increase or decrease the volume in the system settings menu.

Press the **o** button, then use the steering stick to toggle left and right through the settings. When you reach “speaker volume,” press the check button to enter. Toggle left and right to adjust the controller volume from 1 to 5, then press the check button to confirm.

Issue: I want to mute the engine sounds

Press the **o** button, then use the steering stick to toggle left and right through the settings. When you reach “engine sounds,” press the check button to enter. Toggle left and right to turn engine sounds on and off, then press the check button to confirm.

Issue: The controller is not speaking the language I require

The incorrect language was selected at startup. Switch on the controller while holding down the X button to reset.

Will the Hot Wheels AI system interfere with my home Wi-Fi if it's also 2.4GHz?

Our code is designed to behave in much the same way as a wireless router does. The controller will scan for unused channels in the 2.4 GHz range (there are lots of them), and select a free one to use. It works perfectly, without you even noticing.

Do I need to be connected to a Wi-Fi network to play with Hot Wheels AI?

No. Hot Wheels AI creates its own connections between cars and controllers. You do not need to be in an area with Wi-Fi.

Can the level of AI assist be adjusted for more or less help or is it fixed?

It is currently fixed. However, by adjusting the skill level, you are also adjusting the intensity of the AI assist. This is strongest in Beginner mode where speeds are lower.

Does the self-driving AI car have the same level of assist and speed as a driven car?

In Practice Mode, the self-driving AI car will default to Beginner Mode. In Championship Mode, the self-driving AI car will match the skill level of the driven car for Beginner and Advanced Modes. For Expert Mode, the self-driving AI car will drive in Advanced Mode. However, the car will fire hazards at your car once fired upon.

Factory Reset

You can return your controller to the original factory settings at any time. Here's how!

1. Connect the vehicle and push the **o** button
2. Toggle the steering stick left or right until you hear: “factory reset”
3. Push the check button
4. After you hear the “warning: factory reset” voice prompt, press the check button again to confirm

5. A series of BEEPs will play to confirm you have reset your controller to original factory status

Connectivity

Issue: Vehicle will not pair with the controller

The batteries in the vehicle or controller are low on power. Replace old batteries with high quality alkaline batteries.

Issue: Vehicle and/or controller continually switches off or restarts

The batteries are low or faulty. Replace old batteries with high quality alkaline batteries.

Issue: Vehicle running slow/controller says “vehicle batteries low”

The vehicle batteries are low. Replace old batteries with high quality alkaline batteries.

Issue: Controller says “connection lost”

The vehicle batteries low (likely) or controller batteries low (possible). Replace vehicle batteries, if the problem persists, replace controller batteries.

Issue: Controller frequently says “connection lost” after replacing all batteries

There may be interference from other 2.4GHz equipment including Wi-Fi. Turn off or move away from other sources of 2.4GHz transmissions.

Issue: More than one vehicle pairs with one controller

The vehicles were turned on simultaneously. Turn off all vehicles and controllers and then turn each controller and vehicle on in turns.

Car Performance & Gameplay

What is the scale of these cars?

They are 1/32 scale.

Does the car/controller have "braking" functionality?

If you pull the throttle trigger in the opposite direction of acceleration, the car will brake and eventually begin to drive in reverse.

When a car comes off the road, does it automatically find its way back on, or do you have to guide the car back to the road?

When the cars spin off the track, you can drive them straight back on, but you do need to steer them back; they will not do this automatically.

Can you run a car the other way around a track?

Using the AI, the cars will only go around properly in the direction that follows the arrows.

Issue: Laps are not being counted

There may be dust on the sensors on the underside of your Smart Car. Wipe with a clean cloth. Also, be sure the Starting Lane (piece A) is included in the track layout.

Issue: Vehicle does not drive straight in Freeplay mode

From time to time (especially after you crash), you may need to adjust the steering on your Hot Wheels® AI vehicles. It's easy!

1. Connect the vehicle and push the **o** button
2. Toggle the steering stick left or right until you hear "adjust steering"
3. Push the check button and follow the voice prompts
4. Drive your smart car slowly backward and forward without steering to see if it runs toward the left or right
5. Correct the steering by pushing the steering stick in the opposite direction of the way the smart car is pulling (for instance, if the car has been pulling left, push the steering stick right to correct it)
6. Each time you turn the steering stick left or right, you will hear a BEEP that confirms you have adjusted the steering one notch in that direction
7. Once you are done, press the check button to return to the main menu

Issue: Vehicle does not steer properly

Check to be sure the tires are securely on the wheel rims, then make sure the body shell is properly attached to the chassis.

Issue: Vehicle won't steer into the pit

To enter the pit lane, you must engage RC mode by pressing the RC button on your controller. The challenge of entering the pit lane varies by skill level:

Beginner: no need to enter the pit lane (no hazards in this skill level), but you can enter the pit lane by disabling the AI assist by pressing the RC button

Advanced: possible to override AI assist with joystick (though it can be difficult) or use RC assist. Two hazards available to each driver in this skill level.

Expert: low AI assist; should be able to maneuver into pit lane with joystick. Four hazards available to each driver in this skill level.

Issue: Vehicle is driving itself during a championship race

If a vehicle is driving itself, the vehicle is set in AI car mode. To add human controls instead, simply restart the race.

What is the maximum number of cars the system supports?

Up to 4 players can take part in a Championship race, but in Practice Mode the number of cars that can be used is virtually unlimited.

Can I play with more cars than I get in the Starter Set at the same time, or will we end up with two cars on each channel?

Yes, you can play with as many cars as you like at the same time! Each controller is capable of pairing with any car. When you first switch on the controller, it asks you to 'switch on your vehicle'. When you switch on a car (any car), it will pair with it almost instantly. The system communicates over 2.4GHz frequency, which means we have plenty of frequencies available for dynamic pairing.

If two cars are running side-by-side, will they each try to run down the center of the track and be bashing wheels?

Yes, the AI will try to keep each car in the center, unless you steer them left or right, to move them off the center line. In practice though, differences in speed will also affect the line your car takes - e.g. faster around a corner means you are going to be further to the outside of the track than if you take it more slowly.

What happens if I knock the self-driving AI car off the track?

In the event that the self-driving AI car is knocked off the track, the sensors will detect this and pause the car, so it doesn't go racing off around your room! If this happens, the handset audio will ask you to 'return the pace car to the track and press the 'check' button'

Does the speed of the car depend on the type of battery used and how full they are? Is the difference relevant for race results? If a player joins with brand new batteries, does he have an advantage?

There is a small peak in performance with brand new batteries, but you only really notice it in the self-driving AI car, when it is running at a near constant speed. There is about a 5% increase in speed for just the first few laps. It doesn't make any noticeable difference to race performance.

Why is there a card slot on the underside of the controller and USB port on the chassis?

These ports are not for charging. They will be used in the future to add upgraded features to both the cars and the gameplay.

Track Performance

How do the track pieces attach together?

The track pieces each have two 'tabs' at one end. and two 'slots' at the other end. The tabs of each piece simply slot into the next piece of track. It's very quick and easy to assemble, and even quicker to take apart!

How durable are the track pieces? If they are folded or bent will they snap?

The track is flexible, so it won't snap, but care should be taken to avoid creasing or damage. The most important thing will be storing the track pieces flat, not folded or bent, so they lie flat on the floor as soon as you want to start playing.

How well does the track work on carpet? Do you need hard, flat floors?

The track works perfectly on normal carpet or hard floors. You just need to be careful to avoid laying it on top of things that will make a lump under the track that may interfere with your driving.

Issue: Vehicles slide off the track at the bends even at low speed

There may be dust or dirt on the track or vehicle tires, or direct sunlight on the track. Clean the track and tires gently with a clean damp cloth and ensure there is no direct sunlight on the track.

Issue: Vehicle comes off track in Autodrive mode

There may be dust on the vehicle tires or sensor windows, or the Smart Track™ pieces are separated. Wipe with a clean cloth and check that the track pieces are joined correctly with no lumps underneath.

Can't I just photocopy the track, or print it myself, to extend it?

No. Our Smart Track™ has been carefully constructed to give the maximum response from cars across the entire track width, as well as functional components like edge detection, barcodes etc. Everything about the functionality in Hot Wheels AI depends on this being accurately calibrated.