

Audience: B2B wholesale / OEM / ODM partners (EU, North America & Oceania). This guide can be shared with end users for basic setup and troubleshooting.

✔ Quick Checklist (solve most issues first)

- ✔ Scanner is fully inserted into the vehicle OBD-II port (tight fit, no wobble)
- ✔ Phone Bluetooth is ON
- ✔ Connect inside the diagnostic app (BLE devices typically do not pair in iOS Bluetooth Settings)
- ✔ If connection is unstable: keep the phone within 1-2 meters of the scanner
- ✔ Ignition is ON (dashboard lights ON). Some vehicles do not power the OBD port when ignition is OFF
- ✔ Android: Location is ON (if requested) and the app has Bluetooth / Nearby devices permission (Android 12+)
- ✔ Only one diagnostic app should connect at a time (close other OBD apps)
- ✔ Disable aggressive battery optimization (Android) for the diagnostic app

❓ FAQ (General & App-Related)

Is an app included? Which app should I use?

No. The V020 is hardware only. You need a compatible third-party OBD-II app or a customer-developed app. Choose an app that supports Bluetooth adapters and allows in-app connection (especially on iOS).

Can it reset ABS / airbag (SRS) / transmission / service lights?

The V020 is designed for OBD-II engine/emissions diagnostics. Access to non-engine modules depends on the vehicle and the software/app.

Is it a bi-directional tool (active tests / coding / programming)?

No. V020 is intended for reading/clearing OBD-II engine/emissions DTCs and viewing live data.

Can I leave the adapter plugged in all the time?

For best practice, unplug after use. Some vehicles keep the OBD port powered when parked, which can slowly drain the battery.

⚡ 1) Vehicle Port & Power

No power / no LED

- Turn ignition to ON (dashboard lights ON). If needed, start the engine
- Unplug and re-insert the adapter firmly until fully seated
- Check the vehicle fuse related to the OBD / cigarette lighter / accessory circuit
- Inspect the OBD port for bent/damaged pins
- Test the adapter on another known OBD-II vehicle to isolate vehicle vs. device

Powers up but turns off / intermittent power

- Re-seat the adapter and ensure solid contact at the OBD port
- Check vehicle battery condition and electrical stability
- Avoid touching/kicking the adapter during use

📶 2) Bluetooth / Phone (BLE)

iPhone shows "Not Supported" or device not visible in iOS Bluetooth Settings

This is normal for BLE. BLE adapters usually connect inside the diagnostic app.

- Keep the adapter plugged in and ignition ON
- Enable Bluetooth on the iPhone
- Open the diagnostic app and connect from inside the app (scan/select V020)

Android cannot find the device in the app

- Enable Bluetooth and Location services (if requested by OS/app)
- Grant the app required permissions (Bluetooth / Nearby devices on Android 12+)
- Disable battery optimization for the diagnostic app (allow background activity)
- Close other OBD apps (only one app should connect at a time)

3) App Connection & Diagnostics

App connects to adapter, but cannot connect to vehicle / ECU

- Confirm the vehicle is OBD-II/EOBD compliant and the port is powered
- Ensure ignition is ON (dashboard ON). If needed, try with engine running
- In the app, select Bluetooth LE / BLE connection type (especially on iOS)

Connected, but disconnects frequently

- Keep phone within 1-2 meters; avoid metal shielding/interference
- Keep ignition ON; some vehicles reduce OBD power in sleep mode
- Disable aggressive battery optimization/power saving for the app (Android)

"No codes" / "No DTCs"

- If Check Engine Light is OFF, "No codes" can be normal
- Check both Stored codes and Pending codes (if supported by the app)
- Restart session: ignition OFF → wait 10 seconds → ignition ON → reconnect

Codes won't clear or come back immediately

Clearing codes does not repair the underlying fault. If the condition remains, the code will return. Fix root cause first, then clear and re-check. Some vehicles require specific conditions/drive cycles to clear.

Information to Collect for Technical Support

When reporting an issue, please provide the following information to help us diagnose the problem quickly:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Vehicle make/model/year/engine type (gasoline/diesel/hybrid) and region (EU/NA/Oceania) | <input checked="" type="checkbox"/> Phone model and OS version (iOS/Android version) |
| <input checked="" type="checkbox"/> App name and version, and selected connection type (BLE / Bluetooth LE) | <input checked="" type="checkbox"/> Whether the adapter powers on (LED status) |
| <input checked="" type="checkbox"/> Exact error message and when it occurs (during scan, during connect, etc.) | <input checked="" type="checkbox"/> If applicable: screenshots from the app and any DTC codes displayed |

Important Notes

OBD-II diagnostics typically require the combined work of three parts: **the adapter**, **the smartphone app**, and **the vehicle ECUs**. Due to differences in vehicle models/ECU implementations and frequent app updates, feature availability and stability can vary.

This document focuses on standard OBD-II engine/emissions diagnostics. Advanced/enhanced functions are app- and vehicle-dependent and are not guaranteed.

Need Additional Support?

For B2B / OEM / ODM Partners:

Contact your account manager or sales representative

www.drovewest.com

For End Users:

Please contact the retailer or distributor where you purchased the product

They will be able to provide warranty service and technical assistance