

This guide helps you resolve common issues when using the V302 handheld OBD2 code reader and is intended for customer support staff and end users.

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|-------------------------|------|-------------------------|-------------|
| Model | V302 | Document Version | 1.0 |
| Hardware Version | V1.1 | Last Updated | 05 Feb 2026 |

Quick Start Checklist

- Park the vehicle safely and engage the parking brake.
- Turn the ignition ON (KOED). Some vehicles may require the engine running for certain data.
- Turn the ignition OFF, then plug the V302 into the vehicle's 16-pin OBD2 port.
- Select a function and follow the on-screen prompts.

The device does not power on

- Make sure the connector is fully inserted into the vehicle DLC.
- Check whether the vehicle DLC has power (blown fuse can remove power from the OBD port).
- Inspect DLC pins for bending, damage or contamination; clean if necessary.
- Try another vehicle to isolate whether it is a vehicle-side issue.

Vehicle linking error / cannot communicate with ECU

- Verify the ignition is ON.
- Unplug the device, wait about 10 seconds, plug in again and retry.
- Check that the vehicle supports OBDII/EODB and that the DLC is clean and making good contact.
- If the vehicle uses aftermarket devices/apps on the OBD port, disconnect them and retry.

No DTCs found but MIL/Check Engine light is on

- The MIL may be triggered by non-OBD2 modules or manufacturer-specific systems.
- Use the vehicle service manual or an OEM-level tool if the issue is not emission-related.

Cannot clear codes

- Fix the underlying fault first; many codes will reappear immediately if the issue remains.
- After clearing, cycle ignition OFF → ON and re-scan.
- Some codes are permanent or require a drive cycle to clear.

Live data / I/M readiness / tests not available

- Available data items and test modes depend on the vehicle ECU, model year and region.
- Some vehicles only support a subset of Mode 6/Mode 8 tests.

Battery voltage reading is abnormal

- Measure directly at the battery with a multimeter for comparison.
- Low voltage can cause unstable communication. Charge the battery if needed.

Language / unit settings

- Go to Setup → Language to change the UI language.
- Go to Setup → Unit of Measure to switch between Metric and Imperial units where available.

Information to provide for support

- Vehicle make/model/year and VIN (if available).
- Photos of the screen showing the error or abnormal behavior.
- DTCs displayed and whether MIL is on/off.
- Steps taken to reproduce the issue.

Safety Reminder

-  **For safety, do not use the device while driving.**
-  **The device is for OBD2/EODB diagnostics only; it is not a replacement for OEM service information.**
-  **Park safely and engage the parking brake before diagnosis.**
-  **If the issue persists, contact technical support with the information listed above.**