

This guide helps you resolve common issues when using the V311 handheld OBD2 code reader. For B2B wholesale/OEM/ODM partners and end users.

Model	V311	Document Version	v1.0
Last Updated	2026-02-06		

✔ Quick Start Checklist

- ✔ Park the vehicle safely and engage the parking brake
- ✔ Turn ignition OFF, then plug V311 into the vehicle's 16-pin OBD2 port (DLC)
- ✔ Turn ignition ON (KOEO). Some vehicles may require engine running for certain data
- ✔ Wait for automatic protocol detection and enter the OBD Diagnose menu

📺 Common Issues & Fixes

🔍 Q: The device does not power on

- ✔ Make sure connector is fully inserted into vehicle DLC
- ✔ Check whether vehicle DLC has power (blown fuse can remove power from 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

🔍 Q: Vehicle linking error / cannot communicate with ECU

- ✔ Verify ignition is ON. For some vehicles, start engine if required
- ✔ Unplug device, wait about 10 seconds, plug in again and retry
- ✔ Confirm vehicle supports OBD-II / EOBD and has standard 16-pin connector
- ✔ If aftermarket devices/apps are connected to OBD port, disconnect them and retry
- ✔ Low battery voltage can cause unstable communication. Charge vehicle battery if needed

🔍 Q: No DTCs found but MIL/Check Engine light is on

- ✔ MIL may be triggered by manufacturer-specific systems or non-OBD2 modules
- ✔ Some faults do not store emission-related DTC. Use OEM-level diagnosis if needed

🔍 Q: Cannot clear codes

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

⚡ I/M Readiness & Live Data

🔍 Q: I/M readiness shows NOT READY

- ✔ I/M readiness becomes READY only after specific drive cycles and conditions are met
- ✔ If you just cleared codes or disconnected battery, monitors may reset to NOT READY
- ✔ This status is vehicle-dependent. Refer to OEM drive cycle procedures if required

🔍 Q: Live data / waveform items are missing or show N/A

- ✔ Available PIDs and graph items depend on vehicle ECU and model year
- ✔ If vehicle does not support a PID, it may display N/A

🔧 Settings & Language

🔍 Q: Language / unit settings

- ✔ Go to Tool Setup / Settings to change Language and Unit (Metric/Imperial) if available
- ✔ After changing settings, press Return/Confirm to save

Firmware Update (USB Type-C / IAP)

Q: Firmware update issues (USB Type-C / IAP)

- ✓ Firmware update requires Windows PC and USB Type-C data cable (program-dependent)
- ✓ Make sure you have correct upgrade tool and firmware package provided by supplier
- ✓ Do not disconnect device or switch ignition OFF during upgrade
- ✓ If PC cannot find COM port, install required driver (e.g., STM Virtual COM Port) as instructed by supplier

Firmware Update Tips:

- Always use original USB Type-C data cable (not charge-only cable)
- Keep vehicle battery voltage stable during update process
- Follow supplier's instructions exactly for entering IAP mode
- Do not interrupt power or disconnect during firmware flashing

Safety Reminders

- For safety, do not use the device while driving
- Perform vehicle testing in safe environment. Apply parking brake and keep vehicle stationary
- Do not connect or disconnect device while ignition is ON or engine is running
- Exhaust gases are poisonous. Work in well-ventilated area

When Contacting Support

If issue persists, collect the following information:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Vehicle make / model / year | <input checked="" type="checkbox"/> DTC list (stored/pending codes) |
| <input checked="" type="checkbox"/> Ignition state during test | <input checked="" type="checkbox"/> Photos of the screen showing error |
| <input checked="" type="checkbox"/> Vehicle VIN (if available) | <input checked="" type="checkbox"/> When issue started occurring |

Need Technical Support?

For B2B / OEM / ODM Partners:

Contact your account manager or sales representative

www.drovewest.com

For End Users:

Contact the retailer or distributor where you purchased the product

They will provide warranty service and technical assistance