

This guide helps you resolve common issues when using the V317 handheld OBD2 diagnostic instrument. For B2B wholesale/OEM/ODM partners and end users.

<b>Model</b>	V317	<b>Document Version</b>	v1.0
<b>Last Updated</b>	2026-02-06		

- ### Quick Start Checklist
- ✓ Park the vehicle safely and engage the parking brake
  - ✓ Turn ignition OFF, then plug V317 into the vehicle's 16-pin OBD2 port (DLC)
  - ✓ Turn ignition ON (KOEO). Some tests/data may require the engine running (vehicle-dependent)
  - ✓ Wait for automatic protocol detection. If vehicle is compatible, green indicator should light
  - ✓ Enter the OBD/EOBD menu to start diagnosis

- ### 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: Green indicator off / cannot link to 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
    - ✓ This product is not compatible with new energy vehicles (EV), hybrid vehicles, or non-OBD2 vehicles
    - ✓ Low battery voltage can cause unstable communication. Charge vehicle battery if needed
    - ✓ If aftermarket devices/apps are connected to OBD port, disconnect them and retry
  - Q: Yellow indicator on / DTCs present**

    - ✓ Use Read DTC to view code list. Record codes before clearing
    - ✓ Use Freeze Frame / Live Data to capture context for troubleshooting (if supported by vehicle)
    - ✓ After repairs, clear codes if required and re-scan to confirm
  - Q: No DTCs found but MIL/Check Engine light is on**

    - ✓ MIL may be triggered by manufacturer-specific systems or non-OBD modules
    - ✓ Some faults may be stored as Pending codes. Scan again after short drive
    - ✓ If needed, use OEM-level diagnosis for deeper coverage

- ### Code Clearing & I/M Readiness
- Q: Cannot clear codes / codes return immediately**

    - ✓ Do not clear codes before diagnostics are completed. Clearing may erase Freeze Frame and reset readiness monitors
    - ✓ If underlying fault remains, many codes will reappear immediately after clearing
    - ✓ After clearing, cycle ignition OFF → ON and re-scan
    - ✓ Some faults require drive cycle before MIL turns off or monitors become READY
  - 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

- ### Quick Reference: LED Indicators
- Red LED**  
Power ON
  - Yellow LED**  
Fault code present
  - Green LED**  
Link OK / Compatible (off = incompatible)

## ⚡ Live Data & Voltage

### 🔍 Q: Live data / curve 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/test, it may display N/A or be unavailable

### 🔍 Q: Voltage reading seems incorrect

- ✓ Voltage menu shows DLC supply voltage at OBD port
- ✓ Compare with multimeter at battery. A difference can occur due to wiring/loads
- ✓ If voltage is low, charge or replace vehicle battery

## 🔑 Language / Unit Settings

### 🔍 Q: Language / unit settings

- ✓ Go to Setup to change Language and Unit of Measure (if available)
- ✓ After changing settings, press OK to confirm and ESC to return
- ✓ V317 supports 8 languages: English, German, Italian, Dutch, French, Spanish, Chinese, Russian

## 🛡️ Safety Reminders

- For safety, do not use device while driving
- Perform vehicle testing in safe environment. Apply parking brake and keep vehicle stationary
- Keep hands, hair and clothing away from moving or hot engine parts
- Operate in well-ventilated area. Exhaust gases are poisonous
- Do not connect or disconnect device while ignition is ON or engine is running

## 📄 When Contacting Support

### If issue persists, collect the following information:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Vehicle make / model / year             | <input checked="" type="checkbox"/> Engine type (gasoline)          |
| <input checked="" type="checkbox"/> Ignition state during test              | <input checked="" type="checkbox"/> DTC list (stored/pending codes) |
| <input checked="" type="checkbox"/> LED indicator status (Red/Yellow/Green) | <input checked="" type="checkbox"/> Photos of screen showing error  |

## Need Technical Support?

### For B2B / OEM / ODM Partners:

Contact your account manager or sales representative

[www.drovewest.com](http://www.drovewest.com)

### For End Users:

Contact the retailer or distributor where you purchased the product

They will provide warranty service and technical assistance