

This guide helps you resolve common issues when using the V318 OBD-II/EOBD code reader. For B2B partners and end users.

Model	V318	Document Version	v1.0
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✔ Quick Checklist

- ✔ Ignition ON (KOEO recommended for many functions)
- ✔ Vehicle is OBD-II/EOBD compliant
- ✔ Tool fully inserted into 16-pin DLC/OBD port
- ✔ If needed: ignition OFF → wait 10s → ignition ON

🖥️ Power & Display Issues

🔍 Q: Device does not power on / blank screen

- ✔ Confirm OBD port has power (try another OBD tool if available)
- ✔ Turn ignition ON. Some vehicles do not power DLC with ignition OFF
- ✔ Check vehicle fuse related to OBD/DLC circuit
- ✔ Inspect connector for bent pins and ensure plug is fully seated

🔌 Connection Issues

🔍 Q: "Connection error!" appears

- ✔ Confirm ignition switch is ON
- ✔ Check that tool is firmly connected to vehicle DLC
- ✔ Confirm vehicle is OBD-II/EOBD compliant (16-pin DLC)
- ✔ Turn ignition OFF, wait 10 seconds, then turn ignition ON again
- ✔ If message persists, contact dealer or manufacturer customer service

🔧 Reading & Clearing Codes

🔍 Q: Cannot read codes / no codes found

- ✔ If tool shows "Code is not stored in module!", there are no stored DTCs in selected module
- ✔ If MIL (check engine light) is ON, check for Pending codes or re-scan after short drive
- ✔ Some manufacturer-specific codes may be shown as controlled by manufacturer; use OEM info for detailed diagnosis

🔍 Q: Cannot clear codes

- ⚠ **Caution:** Clearing DTCs may erase Freeze Frame data and manufacturer enhanced data. I/M readiness will reset to NOT READY. Do not clear before system is fully checked by qualified technicians
- ✔ Use KOEO (Key ON, Engine OFF) when clearing codes
- ✔ If tool shows "Delete is failed. Rotate key in case of engine is turned off!", keep engine OFF, switch ignition ON, then retry
- ✔ If codes return immediately, underlying fault is still present

⚡ Freeze Frame & I/M Readiness

🔍 Q: Freeze Frame not available

- ✔ If tool shows "Freeze Frame is not stored", vehicle has not stored Freeze Frame data for current fault condition

🔍 Q: I/M Readiness shows NOT READY / N/A

- ✔ After clearing codes or disconnecting battery, readiness monitors may reset to NOT READY. Complete drive cycle to update them
- ✔ N/A means monitor is not supported by that vehicle/ECU

⚡ Live Data & Special Tests

🕒 Q: Live Data / RealTime Curve shows N/A or missing items

- ✓ Available data items depend on ECU and OBD mode supported by vehicle
- ✓ Try switching ignition ON and engine running (when safe) for live data

🕒 Q: O2 Sensor / EVAP test not supported

- ✓ Not all vehicles support O2 Sensor or EVAP tests through OBD-II; tool may display N/A when unsupported

📄 DTC Lookup & Battery Voltage

🕒 Q: DTC Lookup tips

- ✓ Use ▲/▼ to change characters
- ✓ First character range: P/C/B/U; second: 0/1/2/3; remaining: 0-F

🕒 Q: Battery Voltage reading

- ✓ Voltage screen displays vehicle battery/DLC supply voltage in real time
- ✓ If voltage is low or unstable, tool may reset or communication may fail

⚠️ Compatibility Notes

- Designed for gasoline vehicles that comply with OBD-II/EOBD
- Not intended for new-energy (EV), hybrid, diesel vehicles, or non-OBD2 models

📄 What to Collect Before Contacting Support

- | | |
|---|---|
| <input checked="" type="checkbox"/> Vehicle make/model/year/engine | <input checked="" type="checkbox"/> DTC codes (all pages) |
| <input checked="" type="checkbox"/> Market (US/EU/other) | <input checked="" type="checkbox"/> Whether MIL is ON |
| <input checked="" type="checkbox"/> VIN (optional) | <input checked="" type="checkbox"/> Photo of error message |
| <input checked="" type="checkbox"/> Tool model (V318) | <input checked="" type="checkbox"/> Short description of steps to reproduce |
| <input checked="" type="checkbox"/> Hardware version (if displayed) | <input checked="" type="checkbox"/> Software version (if displayed) |

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