

This guide covers common issues and solutions for the V320 OBD-II/EOBD Code Reader. Applicable for B2B partners and end users.

Model	V320	Document Version	v1.0
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Quick Checklist

- Ignition ON (KOEO is recommended for most functions: Key ON, Engine OFF).
- Red LED ON indicates the tool is powered by the vehicle DLC.
- If needed: ignition OFF → wait 10 seconds → ignition ON again.
- Tool fully inserted into the 16-pin DLC/OBD port.
- Green LED ON indicates vehicle link/compatibility. If OFF, vehicle may be incompatible.

Device does not power on / blank screen

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

Cannot connect / communication error (e.g., "Connection error!")

- Confirm the ignition switch is ON (KOEO recommended).
- Re-seat the tool and make sure the connector is fully inserted.
- Confirm the vehicle is OBD-II/EOBD compliant (16-pin DLC does not guarantee OBD2 on all vehicles/regions).
- Turn ignition OFF and wait 10 seconds, then turn ignition ON again.
- If the message still appears, test on another vehicle or contact your dealer/manufacturer support.

Green LED OFF / vehicle may be incompatible

- If the tool powers on (Red LED ON) but Green LED stays OFF, the vehicle may not support OBD-II/EOBD or may have a wiring issue on the DLC.
- Verify the vehicle is within the tool power range (DC 9-16 V) and is a 12 V passenger vehicle system.
- Check the vehicle emission/OBD label (VECI) or owner's manual to confirm OBD-II/EOBD compliance.

Cannot read codes / no codes found

- If no DTCs are stored, the tool may show no codes and Yellow LED may remain OFF.
- If the MIL (check engine light) is ON, check for Pending codes or re-scan after a short drive.
- Some manufacturer-specific codes may not be fully described; refer to OEM repair information.

Cannot clear codes

- Use KOEO (Key ON, Engine OFF) when clearing codes, and follow on-screen prompts.
- Clearing DTCs may erase Freeze Frame data and reset I/M readiness monitors to NOT READY. Record results before clearing.
- If codes return immediately, the underlying fault is still present.

Freeze Frame not available

If the vehicle has not stored Freeze Frame data for the current condition, the tool may show that Freeze Frame is not available.

I/M Readiness shows NOT READY / N/A

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

Live Data / Real Time Curve shows N/A or missing items

- Available data items depend on the vehicle ECU and supported OBD modes; some items may display N/A.
- For live data, try engine running (only when safe) or KOEO depending on the PID.

02 Sensor / EVAP test not supported

Not all vehicles support O2 Sensor or EVAP tests via OBD-II. If unsupported, the tool may display N/A or no data.

Performance test does not start / results look incorrect

- Run performance tests only in a safe environment and in accordance with local laws. Do not operate the tool while driving.
- Make sure the vehicle is fully warmed up and test is started from a stable state as required by on-screen instructions.
- Units (km/h vs mph) depend on the setting; confirm the unit in Setup if results look off.

DTC Lib lookup cannot find a code





- The built-in library may not include every manufacturer-specific or regional code. Use OEM service information for exact definitions.
- Double-check the code format (P/C/B/U + digit + hex).

Voltage reading seems abnormal





- The Voltage screen shows voltage at the DLC. With ignition ON, typical values are ~12 V; with engine running, ~13.5-14.8 V (vehicle-dependent).
- If the reading is very low, check battery condition and charging system; if very high, stop the test and have the charging system inspected.

Information to prepare for support

When reporting an issue, please provide:

-  Tool model and hardware/firmware version (if shown in settings).
-  Vehicle make/model/year/engine and region.
-  Photos of the screen, LEDs, and any error message.
-  DTCs (stored/pending) and the steps you performed.

Safety Reminder

-  Operate the tool only when the vehicle is safely parked.
-  Do not operate the tool while driving.
-  Keep the tool away from heat, moisture, and direct sunlight.
-  Operate only within DC 9-16 V (vehicle DLC power).