

This guide covers common issues and solutions for the V321 OBD-II/EOBD Code Reader. Applicable for B2B partners and end users.

Model	V321	Document Version	v1.0
Last Updated	2026-02-06		

Quick Checklist

- Ignition ON (KOEO recommended: Key ON, Engine OFF).
- Red LED ON = tool is powered by the vehicle DLC.
- Yellow LED ON = DTC(s) detected (this is not a connection error).
- Tool fully inserted into the 16-pin DLC/OBD port.
- Green LED ON = vehicle link/compatibility. If OFF, vehicle may be incompatible.
- If needed: ignition OFF → wait 10 s → ignition ON again.

Device does not power on / blank screen

- Turn ignition ON. Some vehicles do not power the DLC with ignition OFF.
- Confirm the vehicle 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 / no communication

- Confirm ignition 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 → wait 10 s → ignition ON again.
- If the issue persists, test on another vehicle to isolate vehicle vs. tool.

Green LED OFF / vehicle may be incompatible

- Verify the tool is fully inserted and the DLC pins are not damaged.
- Some vehicles/regions may have a 16-pin connector but do not support OBD-II/EOBD; try another OBD2-compliant vehicle.
- If the vehicle is new energy (EV), hybrid, or not OBD2-compliant, the tool is not supported.

Yellow LED ON / DTC detected

- Yellow indicates one or more diagnostic trouble codes are present.
- Read codes to view details, then use Freeze Frame / Live Data to assist diagnosis (where supported).
- After repairs, you can clear codes; if the fault is still present, the code/MIL may return.

Cannot read codes / no codes found

- If the MIL is ON but no codes found, ECU may store pending codes or use manufacturer-specific modules not accessible via generic OBD-II.
- Try reading codes again with ignition ON and engine OFF.
- Some vehicles require the engine to be running to show certain data items.

Cannot clear codes

- Ensure ignition is ON and the engine is OFF (recommended).
- If the tool prompts to turn engine off, follow the on-screen message and try again.
- Some codes are "permanent" or will reappear immediately if the underlying issue remains.
- Clearing codes may reset I/M readiness on many vehicles; record results before clearing.

Freeze Frame not available

- Freeze Frame is only stored when the ECU saves a DTC snapshot; some vehicles may not provide Freeze Frame for every code.
- If no data is available, the tool may display "not stored" or similar.

I/M Readiness shows NOT READY / N/A

- After clearing DTCs or disconnecting the battery, I/M monitors may reset to NOT READY and need a drive cycle to complete.
- N/A means the monitor is not supported by the vehicle/engine configuration.

Live Data / Real-time Curve shows N/A or missing items

- Available PIDs vary by vehicle; items may display N/A if unsupported.
- Select a smaller list of data items to improve refresh rate (if applicable).
- For Real-time Curve, choose parameters the vehicle supports (e.g., RPM, coolant temp).

02 Sensor / EVAP test not supported

- These tests are vehicle-dependent. Some vehicles do not support 02 sensor test or EVAP (Mode 8) via generic OBD-II.
- If the screen shows N/A or no data, the vehicle may not support the function.

Test Report / Cloud Print issues

- Test Report requires a successful vehicle connection and some supported data items. If the report is empty, run OBD/EOBD diagnosis first.
- Cloud Print generates a QR code. If you cannot scan it: increase screen brightness, keep the phone camera steady, and ensure the full QR code is visible.
- If scanning fails, try a different QR scanner app or take a photo/screenshot and scan from the image.

Battery test reading seems abnormal

- Battery voltage varies by state: ignition OFF, ignition ON, engine running, and during cranking.
- Compare with a multimeter if needed. If the vehicle battery is low, charge/replace before diagnosis.
- For the start-up test, follow on-screen prompts and ensure the vehicle is in a safe condition (P/N, parking brake).

DTC Lookup cannot find a code

- Confirm the DTC format (P/C/B/U + 4 digits).
- The built-in library covers 35,901 entries, but may not include all manufacturer-specific definitions.
- If not found, refer to the vehicle service manual or OEM documentation.

Information to prepare for support

- Tool model and firmware/program version (Setup → About).
- OBD protocol detected and any on-screen error message (photo).
- Vehicle make/model/year/engine and VIN (if available).
- DTC list (codes + status) and the steps to reproduce the issue.

Safety Reminder

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