





This guide covers common issues and solutions for the V521 OBD-II/EOBD Diagnostic Tool. Applicable for B2B partners and end users.

Model	V521	Document Version	v1.0
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Quick Checklist

-  Tool fully inserted into the vehicle 16-pin DLC/OBD port.
-  Wait for linking. Green indicator suggests connection success; Orange indicates connection failure (per user manual).
-  Ignition ON. Some vehicles may require the engine running for stable communication/data stream; follow on-screen prompts.
-  If needed: ignition OFF → wait 10 seconds → ignition ON again, then reconnect.

Device does not power on / blank screen

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

Cannot connect / Orange indicator / no communication

- Confirm ignition is ON and re-seat the tool (fully insert the connector).
- Turn ignition OFF for 10 seconds, then turn ignition ON again and retry.
- If the vehicle is not OBD-II/EOBD compliant, communication may fail even if a 16-pin connector is present.
- Test on another known OBD-II/EOBD vehicle to isolate vehicle vs. tool.

Read Codes issues (cannot read / no codes found)

- Use OBD/EOBD → Read Codes. If multiple pages exist, use ▲/▼ to turn pages.
- If the engine/MIL is ON but no codes are found, the ECU may store pending codes or the issue may be in a non-OBD module.
- Try again with ignition ON (and engine running if required by the vehicle).

Cannot clear codes (Erase Codes)

- Follow the on-screen confirmation and keep ignition ON during clearing.
- Per user manual: if clearing fails, try again with the engine powered off.
- If the fault condition still exists, codes may reappear after clearing (vehicle-dependent).

Freeze Frame not available

- Freeze Frame is stored only when the ECU records a DTC snapshot. Some vehicles may not provide it for every code.
- If no data is available, the tool may show blank / not stored.

I/M Readiness shows INC / N/A

- OK means the monitor test is completed; INC means not completed; N/A means the monitor is not supported by the vehicle configuration (per user manual).
- Monitors may require specific drive conditions/time to complete; follow the vehicle drive cycle guidance.

Mode 6 / O2 Sensor / Mode 8 not supported

- These tests are vehicle-dependent. Some vehicles may not support Mode 6, O2 sensor test, or Mode 8 via generic OBD-II.
- If the screen shows N/A or no data, the vehicle may not support the function.

Data Stream shows N/A or missing items

- Available data items (PIDs) vary by vehicle ECU. Unsupported items may display N/A.
- Some items require the engine running to provide valid values.

Cloud Print / QR code scan issues

- Cloud Print generates a QR code from fault codes, data stream, Freeze Frame, etc. Ensure data is read first.
- If scanning fails: increase screen brightness, keep the phone camera steady, and ensure the full QR code is visible.
- Try a different QR scanner app or take a photo/screenshot and scan from the image.

DTC Lookup cannot find a code

- Confirm the DTC format (P/C/B/U + 4 digits).
- The built-in library is 40,000+ entries per spec, but may not include all manufacturer-specific definitions.
- If not found, refer to the vehicle service manual or OEM documentation.

Performance Test issues

- Performance Test is vehicle-dependent and intended for reference. Ensure the vehicle is in a safe condition and comply with local laws.
- If you cannot enter the function, try OBD/EOBD → Performance, or use the shortcut key (F2) if available on your firmware.

Voltage reading seems abnormal

- Battery voltage varies by state: ignition OFF, ignition ON, engine running, and during cranking.
- Compare with a multimeter if needed. Low voltage may affect tool communication.

Information to prepare for support

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

Safety Reminder

- ⚠ Operate the tool only when the vehicle is safely parked.
- ⚠ Do not expose to heat, moisture, or direct sunlight.
- ⚠ Do not operate the tool while driving.
- ⚠ Do not disassemble, modify, or repair the product.