

This guide covers common issues and solutions for the V600 OBD-II/EOBD Code Reader. Applicable for B2B partners, support teams, and end users.

Model	V600	Document Version	v1.0
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Quick Checklist

- ✓ Insert the tool fully into the vehicle 16-pin DLC/OBD port.
- ✓ Green indicator ON = connection successful. Orange indicator = connection failed (re-check ignition state and connector).
- ✓ Turn ignition ON (KOEO is recommended: Key ON, Engine OFF). Start the engine only if your vehicle requires it for communication.
- ✓ If needed: ignition OFF → wait 10 seconds → 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.

Orange indicator / cannot connect / no communication

- Confirm ignition is ON (KOEO recommended).
- Re-seat the tool and make sure the connector is fully inserted.
- Wait 5-10 seconds for the protocol handshake; some vehicles require more time.
- Confirm the vehicle is OBD-II/EOBD compliant (a 16-pin connector does not guarantee full OBD-II support in all regions/years).
- Turn ignition OFF and wait 10 seconds, then turn ignition ON again.
- Test on another vehicle to isolate vehicle vs. tool.

No DTC found (but MIL is on)

- Some MIL causes are intermittent; drive cycle conditions may be required for the ECU to store a confirmed DTC.
- Check both stored and pending codes (if the vehicle supports them).
- If the vehicle uses manufacturer-specific diagnostics outside OBD-II, the tool may not access those systems.

DTC cannot be cleared / clearing fails

- If the fault condition is still present, the ECU may not allow permanent clearing; repair the fault first.
- Try clearing with the engine OFF but ignition ON (KOEO), as suggested in the manual.
- After clearing, I/M Readiness may reset to INC and may require a drive cycle to become OK again.

I/M Readiness shows INC / N/A

- INC means the monitor has not completed; drive cycle conditions are required to complete readiness tests.
- N/A means the vehicle does not support that monitor.
- Clearing DTCs or disconnecting the battery may reset readiness to INC.

Data stream missing items or values look abnormal

- Live data items (PIDs) are vehicle-dependent; not all ECUs support all parameters.
- If values are obviously incorrect, verify the vehicle is at a stable operating state (e.g., warmed up) and re-scan.

DTC Solution / repair guidance not available

- Only some faults/vehicles have maintenance guidance available. If the Solution background is not highlighted, guidance is not available for that item.
- Guidance content is for reference and may vary by database/firmware.

Cloud Print QR code cannot be scanned

- Adjust phone camera distance/angle and screen brightness.
- Ensure the phone has network access if the QR code links to an online report (depends on feature implementation).
- If scanning fails, regenerate the QR code and try again.

What to provide to support

- ✔ Tool model (V600) and firmware version (if shown in Settings).
- ✔ Vehicle make/model/year/engine, and ignition state during the issue (KOEO / engine running).
- ✔ A photo of the screen showing the error or DTC, and whether the indicator was Green or Orange.

Safety Reminder

- ⚠ **Do not operate the tool while driving.**
- ⚠ **Keep away from heat sources and open flames.**
- ⚠ **Operate within DC 9-16 V (vehicle DLC power only).**
- ⚠ **Use the tool only when the vehicle is safely parked.**
- ⚠ **Do not disassemble, modify, or repair the product.**
- ⚠ **Record DTCs before clearing; clearing does not fix the fault.**