







This guide covers common issues and solutions for the V900 OBD-II/EOBD Code Reader. Applicable for B2B partners, support teams, and end users. Indicators: Green = vehicle link; Yellow = DTC detected; Red = power/error (labeling may vary by HW revision).

<b>Model</b>	V900	<b>Document Version</b>	v1.1
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### Quick Checklist

-  Ignition ON (KOEO is recommended for most functions: Key ON, Engine OFF).
-  Confirm the tool is powered (screen on / power indicator lit).
-  If needed: ignition OFF → wait 10 seconds → ignition ON again.
-  Tool fully inserted into the 16-pin DLC/OBD port.
-  Check status indicators: Green = vehicle link; Yellow = DTC detected; Red = power/error.
-  If the issue persists, test on another vehicle to isolate vehicle vs. tool.

### 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 (a 16-pin DLC does not guarantee full OBD2 support on all vehicles/regions).
- Turn ignition OFF and wait 10 seconds, then turn ignition ON again.
- If the issue persists, test on another vehicle to isolate vehicle vs. tool.

### Vehicle link indicator 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 in the same way; try another OBD2-compliant vehicle.
- If the vehicle does not support OBD-II/EOBD (even if a 16-pin connector is present), the tool cannot communicate. For EV/hybrid models, OBD-II/EOBD support varies by manufacturer/region.

### DTC indicator ON / DTC detected

- The DTC indicator suggests 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/engine light is ON but no codes are found, the 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.
- Note: 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 that the vehicle supports (e.g., RPM, coolant temp).

### O2 Sensor / EVAP test not supported

- These tests are vehicle-dependent. Some vehicles do not support O2 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/EODB 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 the battery 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 40,000+ 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

- 🛡️ **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.**
- 🛡️ **Not compatible with EV / hybrid / non-OBD2 vehicles.**