

Troubleshooting Guide for Veepeak OBDCheck VP11 V3.2604

I. FAQs

1. Is there an App included with the device?

No, there is currently no official Veepeak app for this device. A third-party OBD app is required. We recommend using an app such as Car Scanner ELM OBD2 from the Google Play Store. Please note that some apps may require a purchase. Available features mainly depend on the app you choose and your vehicle.

2. Which devices does it support? Does it work with Android head units?

The OBDCheck VP11 is compatible with Android & Windows devices. *Note: it's **incompatible with iOS devices**; please choose the Bluetooth 4.0 version (OBDCheck BLE) for iPhone or iPad.*

It may **have compatibility issue with some Android head units** due to their lack of support for some Bluetooth profiles or limitations from the manufacturer and we do not have a compatibility list due to the complexity of the market. That's why we do not recommend to use it with head units. *For some Android head units, you may check the Bluetooth settings and see if the pairing pin is disabled or incorrect. If this still does not help, please contact us or the head unit manufacturer for assistance.*

3. What connection method does it use?

It uses classic Bluetooth. Please set the App connection type to Bluetooth, and select OBDII as the device to connect. **It does NOT support Bluetooth LE or WiFi.**

4. Which vehicles are supported?

The device is compatible with most OBD-II or EOBD compliant cars and light trucks (MY1996+ in the US, MY1998 in Canada, 2001+ petrol & 2004+ diesel in EU, etc.). You can get **generic OBD-II functions** such as reading and clearing engine trouble codes, live data, I/M readiness when using it with OBD2 apps like **Car Scanner ELM OBD2** or Torque.

5. Which vehicles are NOT supported?

OBD-I (even with an OBD2 adapter), commercial vehicles using **J1939** protocols, most **motorcycles**, some modern models using **WWH-OBD** (e.g. 2024+ Ford Maverick, 2026+ Honda Passport), and some **EVs** are NOT compatible.

6. Which functions are supported and what are not supported?

Generic functions like engine DTCs reading & clearing, live sensor data, I/M readiness are supported. **Advanced diagnostics (ABS, SRS, TPMS), and manufacturer-specific functions including service reset, injector coding, EPB reset or relearning functions are not supported.**

7. Which sensor data can I get?

Readable parameters depend on what's installed on the OBDII system by the manufacturer. Generally, newer vehicles will give more readings and faster refresh speed. You can find all supported sensor data by your vehicle in the OBD App (for example Car Scanner ELM OBD2 – All sensors). If a specific item is not listed, it may be because the vehicle does not support it, or it is a manufacturer-specific PID.

8. Does it read transmission temperature?

The transmission (fluid) temperature is a **manufacturer specific PID** and is not part of standard OBD2. It can only be read on some vehicles using specific apps.

Below are some ways to get transmission temperature for some vehicles:

OBD Fusion: Setting – User-Defined PIDs, Click Menu on the top right – Import built-in PIDs, and you will see a list of extended PIDs for GM & Ford. For other brands, you will need the advanced diagnostic add-on if available.

Torque Pro (Android): Settings - Manage Extra PIDs & Sensors, add predefined set. You will see a list of supported vehicle manufacturers.

Car Scanner ELM OBD2: select the proper connection profile (usually containing AT or CVT), for example “OBD-II/EOBD + AT/CVT (CAN)” for Honda CAN-based vehicles, or “2010-2022 CAN + Extra sensors”, “2016 - present CAN + extra sensors” for Toyota vehicles within these years.

9. Does it read DPF data on diesel vehicles? Can it be used to request a DPF regeneration?

DPF data are also *manufacturer specific parameters* and can only be read on some vehicles using specific apps. It cannot initiate DPF regeneration as this function is manufacturer-specific and typically requires professional diagnostic tools.

10. Can it reset oil change or maintenance required lights?

Usually, no. Oil light or maintenance resets are often manufacturer-specific service functions which are not supported by generic OBD2 devices or Apps.

11. Does it work with electric vehicles (EVs)?

EVs including PHEVs are low or zero emission vehicles so they may not follow standard OBD II specs. Thus, you may need a capable App to connect, for example **Car Scanner ELM OBD2 (select the corresponding connection profile)**, **Dr Prius**, **LeafSpy**, **EVNotify**, **EV Watchdog**, **MyGreenVolt**, **CanZE**, etc. In addition, the support for latest EVs can be more complex depending on the developers' development, which means some EVs may not be supported yet.

12. Which apps are not supported?

The OBDCheck VP11 is **incompatible with BimmerCode, BimmerLink, OBDeleven, Carly App, ABRP, Techstream, VCDS, or other Applications that requires specialized hardware**. If you are unsure of a certain App, please contact us to check compatibility.

13. What's the difference between OBD-II standard and enhanced/advanced diagnostics?

The On-Board Diagnostics II (OBD-II) standard and advanced diagnostics refer to different levels of diagnostic information and capabilities in vehicles.

OBD-II Standard diagnostics (generic OBD-II functions): Mandated by regulatory bodies (e.g., EPA in the United States) for all cars and light trucks sold in certain regions and focuses on emissions-related data to ensure vehicles comply with environmental standards. It provides access to a set of standardized diagnostic trouble codes (DTCs), and live data parameters (standard PIDs) such as engine RPM, vehicle speed, fuel system status, and oxygen sensor readings. These data and codes are standardized across different makes and models, ensuring that a generic OBD-II scanner can read the basic diagnostic information from any compliant vehicle.

Advanced Diagnostics: provides additional level of diagnostic data beyond what is required by the OBD-II standard, including proprietary diagnostic trouble codes, and extended parameter identifications (PIDs). These data are often specific to the vehicle manufacturer and model. Advanced Diagnostics usually includes more detailed information on various vehicle systems such as transmission, ABS, airbags, body control modules, and more, which requires more capable diagnostic tools or software that can interpret manufacturer-specific codes and data.

14. Can I leave the device plugged in all the time?

You can leave the adapter plugged in for a few days if your car battery is not too old, or the car is driven frequently. If you leave your car sitting for more than 1 week, we strongly recommend that you remove the device.

15. Where can I find product usage documents or videos?

Please visit the Veepeak support page to get the latest user instructions/guide, FAQ & troubleshooting and other product documents.

II. Common Issues & Troubleshooting

1. Device does not power up (no red light).

First check if the cigar fuse of your vehicle is in good condition to power 12V power (common cause for old vehicles). You can also try with another vehicle to verify. If the OBD port of the vehicle is fine, please contact Veepeak for help.

2. Device powers up, but “OBDII” is not showing up on my phone's Bluetooth device list.

Make sure the device is not connected to other phones or tablets;

Check saved, paired and previously connected device list;

Restart your phone, turn off Bluetooth and turn it back, refresh the Bluetooth list and wait for a few more seconds.

3. When trying to pair it with my iPhone, it says it's not supported.

Unfortunately, it does not work with iOS devices. Please select OBDCheck BLE which supports Bluetooth LE to work with iOS devices.

4. Could not pair my Android phone with “OBDII”.

(1) Turn off Bluetooth and turn it back on. Try pairing a few more times. Sometimes it helps.

(2) Restart your phone, disconnect other Bluetooth devices, turn off WiFi/cellular data and try again.

(3) Clear Bluetooth cache/storage: Settings – Apps (show system) – Bluetooth – Storage & Cache, clear them and RESTART the phone (the route may be slightly different for different brands).

(4) Try to pair in the App Settings, for example Car Scanner ELM OBD2, Infocar, which allows to select unpaired device and pair.

(5) For Android head units, check the Bluetooth settings and see if PIN is enabled or the default pairing PIN is correct (should be 1234).

(6) For Android 13+, go to Settings->Apps->App Battery Usage, Select Show System in the menu, Select Bluetooth, then select Unrestricted; Go back and select Bluetooth Legacy, and select Unrestricted also.

5. “OBDII” does not show as connected after pairing.

This is normal. As long as it is paired successfully via Bluetooth, you can just start the app to connect. **It may show as saved, paired or previously connected, but it's actually connected. You do not need to tap it to connect again.**

6. App not connecting to OBD device (in Car Scanner app, it says ELM connection fails).

Make sure the App is compatible, and you have **made the correct App connection settings** (e.g. you need to re-select the right device “OBDII” when you have used another OBD2 device before) and **granted the App necessary permissions** to access Bluetooth (especially **Nearby Devices**);

Remove and re-install the app (especially when you have an OS update, the app has not been used for some time, or another OBD device was used before);

Try with a different App such as Car Scanner ELM OBD2, Infocar, EOBD Facile, which are free to test.

Contact us or the app developer.

Note: the device can only connect to one app at a time; make sure other OBD Apps are closed when connecting in a new App.

Tip: If the device does not show up when you try to select Bluetooth device in the App, please check if the App is granted Bluetooth or nearby devices permission. Or remove the App, and re-install it.

7. Cannot connect to vehicle (in Car Scanner app, it says ECU connection fails).

Make sure it fits well in the OBD2 port. Try to push it a little harder into the OBD2 port (**powering up does not mean a good fit**);

Make sure your vehicle is OBD-II compliant and the OBD connector is in good condition (no bad pins or wires especially for old vehicles);

Make sure ignition is turned ON or start the vehicle to try;

Try it on another vehicle.

Note: If it's an EV, make sure it's supported by the App. Car Scanner ELM OBD2 App is recommended for EVs, which provides specific connection profiles for some EVs. However, not all EVs are compatible.

8. Connection is unstable and gets disrupted during use.

Restart your phone, keep the device as close as possible to your phone, and close other Apps; update the app to the most up-to-date version; try with a different app (Car Scanner ELM OBD2 or Infocar) to see if it happens again.

9. No data is read after it connects to the vehicle.

Unplug and re-plug it in to connect again; try with a different app and see if it makes any difference.

10. Could not read the trouble codes.

Try with a different App. If there are non-check engine warning lights on the dashboard (e.g. ABS), or if the fault codes are not emission-related, the device or generic OBD Apps may not be able to read them.

11. Could not clear trouble codes.

Sometimes multiple attempts are needed; try with Key On Engine Off or check if there is any specific procedure for your vehicle; some vehicles don't respond properly to the clearing command; some codes require the fault to be fixed first.

Other App-related issues:

12. The App is asking for purchase or subscription.

Please first make sure you are **getting the recommended App** (exact name as shown in the Part III: Car Scanner ELM OBD2, Torque Pro (OBD 2 & Car), etc.). **Some imitation apps use very similar names and may require a subscription to use. We recommend avoiding these.**

13. Could not find my vehicle in the App.

Sometimes the Apps may not be updated in time to include all vehicle model year on the market. However, you can still use it for generic OBD functions. If you don't see a specific connection profile for your vehicle in the Car Scanner ELM OBD2 app, please select the generic "OBD-II/EOBD" profile.

14. When using Car Scanner App on my VAG group vehicle, I got the following error: Coding error! Coding not supported or faulty ELM327 clone.

Currently only MQB, PQ26 and MLB-EVO are supported for coding or service features in Car Scanner App.

Tip:

If you could not find the answer or still have troubles getting it to work properly after troubleshooting, please reach out to Veepeak customer support at support@veepeak.com for assistance or replacement. Please specify your setup, at which step, and include a screenshot of the error message (if there is any) so we can better look into the issue. **Most connection and usage issues can be resolved with our professional and friendly customer support.**

III. Warranty & Support

All Veepeak products are covered by one-year replacement warranty against defect from the original invoice date. You can contact us through one of the following ways:

- 1. Go to Veepeak website support page to submit a contact form:** <https://www.veepeak.com/support>. Please make sure your email address is entered correctly.
- 2. Email:** support@veepeak.com. Most emails will be answered in 24 hours. Please check the spam if you do not receive a response in 24 hours.