# MP69033 Pro (ASIN - B0DHQSQYTR) OBD2 Code Reader FAQ

**1 - The connection cannot be made between the scanner and the car's computer, please follow the below steps:**

a) Turn the ignition off.
b) Locate the vehicle's 16-pin Data Link Connector. (It will not work with other Data Link Connector. Refer to the vehicle's service manual to properly check the vehicle's connector.)
c) Connect the code reader's cable connector to the vehicle's Data Link Connector.
d) Turn the ignition on. DO NOT start the engine.
e) The code reader will then automatically link to the vehicle's computer. (Press the DTC or the OBD button to make the link.)
f) If the connection is not made successfully by following the above steps. Disconnect the connector and repeat the above steps to make sure the connection is tight.
g) If all attempts fail, there should be connection problem or compatibility problem. Please make a refund to customer directly instead of return.

NOTE: The scanner/code reader only works with 1996 US-Based, 2000 EU-Based and Asian cars, and newer OBD II & CAN vehicles. It may not work with old cars before 1996. Please check the compatibility guide for details or contact the store directly for assistance.

**2 – The scanner's screen doesn't turn on.**

Please ask the customers to check the fuse for the OBD port in the vehicle's fuse box. Usually, it's the same fuse as the cigarette socket. If the fuse is blown, there will be no power for the OBD port, so the scanner cannot be power on.

**3 –Air Bag, ABS, Brake, Suspension, Oil Service, Maintenance Reset or Battery Registration are NOT SUPPORTED.**

It can only scan the vehicle's engine system and emission system, detecting the engine fault by displaying the fault code and erasing the fault code when the engine problem is fixed.

**4 - Not able to read VIN (Vehicle Identification Number).**

a)- Due to the different vehicle makers and models, some vehicles' VIN may not be able to read by the scanner. The professional vehicle maker's scanner is needed to read this kind of cars.
b)- The vehicle's computer may be blocked or revised before in purpose.

**5- The scanner doesn't work for dead cars or cars with dead batteries**

The scanner is powered with the vehicle's battery power directly. If the vehicle cannot be started for low battery voltage, the scanner may not be able to power on for low battery voltage as well.

Please contact us via the **Amazon Message Center** directly for in-time technical assistance. Or you can also contact our customer service team by email to customerserivce@motopowers.com