

Troubleshooting Guide

Overview

This article contains information about how to choose the right OBDLink[®] adapter for your vehicle and personal requirements. You can also find details about getting started with your OBDLink adapter and resolving connection issues.

This article contains the following sections:

Choose your OBDLink adapter Is my vehicle supported? Which OBDLink adapter is right for me? Motorcycles Electric and hybrid vehicles Quick start steps Bluetooth tips Communication settings Factory reset (OBDLink MX+ or OBDLink LX adapters only) Need more help? Revision History

Choose your OBDLink adapter

Do you need help evaluating the OBDLink adapter products and deciding which one is best for your particular requirements? First, we recommend that you confirm that your vehicle is OBD-II compliant.

Is my vehicle supported?

OBD-II compatibility is related to where your vehicle was purchased when new, not where the vehicle was manufactured.

Vehicles sold in the United States

All vehicles sold in the United States in 1996 or later are compatible with OBD-II. United States legislation requires all cars and light trucks model year (MY) 1996 and newer to be OBD-II compliant. More information is available on the <u>EPA's website</u>. Our OBDLink adapters work on all 1996 and newer cars and light trucks sold in the United States, including:

Acura Alfa Romeo Ariel Atom Aston Martin Audi Bentley BMW Buick Cadillac Chevrolet Chrysler	Daihatsu Daimler Dodge Ferrari Fiat Ford Geo GMC Holden Honda Hummer Hyundai	Isuzu Jaguar Jeep Kia Lamborghini Lancia Land Rover Lexus Lincoln Lotus Maserati Mazda	Nissan Oldsmobile Opel Pagani Panoz Peugeot Plymouth	Porsche Regal Renault Rolls-Royce Roush Rover Saab Saleen Saleen Saturn Seat Scion Shelby	Smart Subaru Suzuki Tesla Toyota Triumph TVR Vauxhall Volkswagen Volvo Yugo
Chrysler	Hyundai	Mazda	0	Shelby	5
Citroen	Infiniti	McLaren	Pontiac	Skoda	
Daewoo					

Note: Hybrid and Electric vehicles are low or zero emission vehicles, however, OBDLink adapters may not work. Check your vehicle manual, research online, or consult with your dealership.

Vehicles sold outside the United States

OBD-II compliant vehicles

To read the chart below, choose the country where your vehicle was sold new to see if it is OBD-II compliant.

Country of Sale	Model Years	Notes
European Union (Diesel)	Full OBD-II Compliance for 2007 and onward	Limited Compliance from 2004-06
European Union (Petrol)	Full OBD-II Compliance for 2002 and onward	Limited Compliance from 2001
Canada	1998	

Country of Sale	Model Years	Notes	
Algeria	2014		
Argentina (Domestic)	2008		
Argentina (Imports)	2009		
Australia (Diesel)	2007		
Australia (Petrol)	2006		
Bahrain	Full OBD-II Compliance for 2018 and onward	Limited Compliance from 2017-18	
Brazil (Petrol)	Full OBD-II Compliance for 2007 and onward	Limited Compliance from 2005-06	
Brazil (Diesel)	Full OBD-II Compliance for 2015 and onward	Limited Compliance from 2013-14	
Chile (Diesel)	2013		
Chile (Petrol)	2014		
China (Beijing - Petrol)	2008		
China (Country - Diesel)	2011		
China (Country - Petrol)	2010		
Costa Rica	Limited Compliance from 2017 onward		
Hong Kong	2006		
India	Full OBD-II Compliance for 2017 and onward	Limited Compliance from 2013-16	
Iran	2012		
Israel	2003		
Japan	Full OBD-II Compliance for 2008 and onward	Limited Compliance from 2003-07	
Kuwait	Full OBD-II Compliance for 2018 and onward	Limited Compliance from 2017-18	
Mexico	2007		
Morocco	2010		

Country of Sale	Model Years	Notes
New Zealand (Diesel)	2007	
New Zealand (Petrol)	2006	
Nigeria	2015	
Oman	Full OBD-II compliance for 2018 and onward	Limited Compliance from 2017-18
Peru	2003	
Peru	2017	
Philippines	2016	
Qatar	Full OBD-II Compliance for 2018 and onward	Limited Compliance from 2017-18
Russia	Full OBD-II Compliance for 2012 and onward	Limited Compliance from 2010-11
Saudi Arabia	Full OBD-II Compliance for 2018 and onward	Limited Compliance from 2017-18
Singapore	2014	
South Korea	Full OBD-II Compliance for 2010 and onward	Limited Compliance from 2005-09
Taiwan	2008	
Thailand	2013	
Turkey	2013	
United Arab Emirates	Full OBD-II Compliance for 2018 and onward	Limited Compliance from 2017-18
Vietnam	2017	
Yemen	Full OBD-II Compliance for 2018 and onward	Limited Compliance from 2017-18

2001 or newer model year gasoline vehicles sold in the European Union

Commission Directive 70/220/EEC, Annex I:

8.1. Vehicles with positive-ignition engines

With effect from 1 January 2000 for new types and from 1 January 2001 for all types, vehicles of category M1, except vehicles the maximum mass of which exceeds 2500 kg, and vehicles of category N1 class I, must be fitted with an on-board diagnostic (OBD) system for emission control in accordance with Annex XI. [...]

Note that here "European Union" means countries that were members of the EU in 2000.

2004 or newer model year diesel vehicles sold in the European Union

Commission Directive 70/220/EEC, Annex I:

8.2. Vehicles with compression-ignition engines

Vehicles of category M1, except

- vehicles designed to carry more than six occupants including the driver,

- vehicles whose maximum mass exceeds 2500 kg,

from 1 January 2003 for new types and from 1 January 2004 for all types, must be fitted with an on-board diagnostic (OBD) system for emission control in accordance with Annex XI.

Note that here "European Union" means countries that were members of the EU in 2003.

Other vehicles

If your vehicle does not fall into any of the above categories, look under the hood and try to locate a label (Figure 1) that explicitly states that the vehicle was designed to comply with OBD-II legislation.



Figure 1. Vehicle Emission Control Information Label

In this case, OBD-II is used as a general term and can mean any of the following:

- OBD II (California ARB)
- EOBD (European OBD)
- JOBD (Japanese OBD)

You may also consult your vehicle's owner's manual and perhaps contact your local dealer. However, be aware of the fact that many dealers do not know the difference between OBD and OBD-II.

If the vehicle is not OBD-II compliant, you cannot use a generic OBD-II scan tool such as OBDLink adapters to obtain diagnostic information from your vehicle.

But my car has the 16-pin OBD connector, shouldn't it be OBD-II compliant?

No, not necessarily. A lot of European and Asian manufacturers equipped their vehicles with D-shaped 16-pin connectors long before they began installing OBD-II systems on those vehicles. One curious thing to note here is the fact that most non-EOBD compliant vehicles had a Data Link Connector (DLC) that does not fully conform to SAE J1979. Figure 2 shows the correct DLC type.

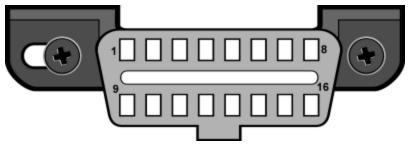


Figure 2. J1962 Vehicle Connector, Type A

Which OBDLink adapter is right for me?

In this step, you need to evaluate your requirements. Do you plan to use an iOS device, an Android device, or a Windows device with your OBDLink adapter? Do you want to connect your adapter to your vehicle using Bluetooth or USB?

Use the table below to help select the OBDLink adapter that best fits your requirements.

	OBDLink MX+ Bluetooth	OBDLink EX USB	OBDLink CX BLE	OBDLink LX Bluetooth	OBDLink SX USB
OBD-II protoco					
Supports all OBD-II protocols	√	√	✓ See Note	√	✓
Supports GM SW-CAN	√				
Supports Ford MS-CAN	√	√			
Connection type					
Bluetooth v3.0	\checkmark			\checkmark	
Bluetooth v5.1 LE (BLE)			√		
USB interface		√			✓

	OBDLink MX+ Bluetooth	OBDLink EX USB	OBDLink CX BLE	OBDLink LX Bluetooth	OBDLink SX USB
Voltage rating	1	1	1	1	1
12 Volt automotive systems	\checkmark	\checkmark	√	√	\checkmark
24 Volt compatible		\checkmark			
24 Volt tolerant	\checkmark				
Device operatin	ig system				
All Android devices	√		✓	✓	
All iOS devices	√		✓		
All Windows devices	\checkmark	\checkmark		√	\checkmark
Wireless security					
Hacker-proof wireless connection	√	N/A	√	√	N/A

Note: OBDLink CX is optimized for BMW vehicles. It will not work on GM, Ford, and certain FCA vehicles built before model year 2008. If you have questions that aren't answered by this article, please submit a support ticket.

Motorcycles

Specific OBDLink adapters will work with select motorcycles when paired with third-party apps.

Be sure to check the app website to confirm that your specific model of motorcycle is supported.

Motorcycle Manufacturer	Application	Operating System (OS)	OBDLink Model
BMW	MotoScan for BMW motorcycles	Android	OBDLink MX+
Husqvarna			OBDLink LX
Aprilia	TuneECU	Android	OBDLink MX+
Benelli			OBDLink LX
BMW			
ССМ			
Ducati			
Gilera			
Husqvarna			
KTM			
Moto Guzzi			
Moto Morini			
Triumph			

Note: The OBDLink mobile app and OBDwiz software included with our adapters only connects to and reads data from OBD-II compliant cars and light trucks. It was not designed to connect to motorcycles, even if the motorcycles are low-emissions vehicles.

Electric and hybrid vehicles

OBDLink adapters will work with electric and hybrid vehicles when paired with an OEM-specific third-party app for select vehicles, instead of the OBDLink app.

The OBDLink app included with the adapter only connects with OBD-II (emissions-related) data, so you likely will not be able to connect and read much (if any) data from your vehicles.

The following apps work with OBDLink adapters and support electric and hybrid vehicles:

- ABRP
- Bimmercode/BimmerLink
- Carista
- Car Scanner ELM OBD2
- FORScan
- EV Notify

Quick start steps

If you have issues connecting your OBDLink® Bluetooth adapter to your phone or tablet, try the steps in this section to resolve the problem.

Each OBDLink Bluetooth adapter has a model-specific Quick Start Guide (QSG), which can be found on our website or downloaded from Amazon's corresponding product page:

- OBDLink MX+
- OBDLink CX
- OBDLink LX

The basic QSG steps are repeated here for convenience.

- 1. Download the OBDLink app from: <u>www.obdlink.com/apps</u>
- 2. Start the engine.
- 3. Plug your OBDLink adapter into the OBD port, which is usually in the driver's footwell.
- (MX+ and LX models only) Push the Pair button on the adapter. On your phone/tablet, go to Device Settings > Bluetooth and pair with your OBDLink adapter.
- 5. On your phone/tablet, launch the OBDLink app and tap **Connect**.
- 6. Allow location services while using the OBDLink app.

Bluetooth tips

If your OBDLink adapter will not connect to your phone/tablet, try these Bluetooth tips:

- Unplug your OBDLink adapter and plug it back in again.
 Note: It may take 45-60 seconds for your adapter to show up in the Accessory menu when you first plug it in and use the OBDLink app Connection Wizard.
- Make sure your phone/tablet is not streaming to any other Bluetooth/BLE devices.
- Power-cycle Bluetooth by turning it off and on again in your phone/tablet's **Settings > Bluetooth** menu.
- On your phone/tablet, go to **Device Settings > Bluetooth** and select your OBDLink adapter.

Communication settings

Try changing your adapter communication settings with these steps:

- 1. Start your vehicle.
- 2. Make sure your phone/tablet is not streaming to any other Bluetooth/BLE devices.
- 3. Open the OBDLink app and navigate to **Settings > Preferences > Communications > OBD-II Protocol**.
- 4. Set the protocol to Automatic.
- 5. Disable the Start with Last Connected Protocol option.
- 6. On the app **Home** screen, tap **Connect**.

Factory reset (OBDLink MX+ or OBDLink LX adapters only)

If you have an OBDLink MX+ or OBDLink LX adapter, try these steps to do a factory reset.

 Perform a factory reset on the adapter by holding the button (highlighted below) for 15 seconds or until the green **POWER** LED flashes rapidly. When factory settings have been restored, the green **POWER** LED will turn solid.



OBDLink MX+

OBDLink LX



- Remove your OBDLink adapter from your phone's Settings > Bluetooth menu (if present).
- 3. Press the button again and make sure the **BT** LED is flashing rapidly.
- 4. Pair your adapter to your phone or tablet in the OBDLink app by tapping **Settings > Connection Wizard.**

Need more help?

We have an article knowledge base on our support site that can help you get started with the OBDLink App, learn to use different App features, and troubleshoot issues. See all our support articles <u>here</u>.

If you have a question that you can't resolve on your own, you can add a post on our OBDLink Support Forum or submit a support ticket. Either of these options will give you the quickest response time.

Revision history

Revision B	February 2024	Updated the Motorcycles table and
		updated product images.
Revision A	November 2023	Initial release of this document.

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