Superchips Model 2805 flashpaq Tuner
2001-2007 Chevrolet & GMC 2500-3500 Diesel Trucks with Duramax LB7, LLY, & LBZ motors

Vehicle Programming Instructions

PLEASE READ THIS ENTIRE INSTRUCTION SHEET BEFORE YOU PROCEED

Thank you for choosing Superchips' new FLASHPAQ Tuner, a state-of-the-art, high powered tuning and data acquisition[1] tool. We listened to our customers and created this product from your requests.

The new FLASHPAQ Tuner includes the following features:

Internet Updateable – Supports web updates
Built-In DTC Definitions – No lookup manual needed
Built-In Help Screens – Reduces needs for user manual
USB Communications – Connects to any PC[2] with USB
Multiple Tuning Levels – User Selectable Tuning Types
Increased User Options – Allow user more control
Ergonomically Designed Case – Fits well in hand
Large, SoftKey Buttons – Easy operation
Permanently mounted cable – No assembly required
300% Bigger Screen – Includes graphics support
BackLight Screen – Easy to view day or night

Your 2805 FLASHPAQ tuner is setup specifically for your 2001-2007 GM Duramax Diesel motors LB7, LLY, and LBZ. The 2805 FLASHPAQ houses specialized databases that contain optimally calibrated, individual vehicle application, performance programs. Superchips calibrations include optimization of the entire power band – from idle to redline! Part throttle, as well as Wide Open Throttle is covered with Superchips FLASHPAQ Tuning.

This product is intended for use on unmodified stock engines and stock transmissions.

Superchips calibrations include the all new MileageXS SAVE and Performance, Tow/Perf, Tow, and Stock w/ Options tuning programs for stock vehicles. Check www.superchips.com for additional tuning levels.

The Superchips 2805 FLASHPAQ also offers most applications the following options:

*Raise the Vehicle Top Speed Limiter
*Selectable Tire Height from 26 to 38 inches (Correction of Speedometer)

Log onto www.superchips.com for additional updates.

***Note:** These options are not available on some applications.

[1] Visit www.superchips.com for availability
[2] Windows XP, 2000 or higher (MAC, UNIX, LINUX Not supported)

Superchip & Superchips are registered trademarks of Superchips, Inc.

Table of Contents

Warranty and Important Product Information
Cover with Product Information — Page 1
Table of contents — Page 2
Warranty & Return Policy for Superchips products — Page 3
Your Vehicle's *Stock* Program — Page 4
About Maximum Trailer Weight — Page 4
Important Note Regarding Storage of Your Tuner — Page 4
Your Vehicle and Service Centers — Page 4
Vehicle Preparation — Page 4

flashpaq Overview and Setup
Hardware Overview — Page 5
Connecting the tuner to my vehicle — Page 6
Opening screen overview — Page 6
About (Part number, Firmware, Database, Serial Number) — Page 7
Setting the Screen Contrast — Page 7
Setting the Screen Backlight — Page 7

Tuning
Quick Start – Read & Program My Vehicle **Now!!** — Page 8
Quick Start – Return My Vehicle to *Factory Stock* **Now!!** — Page 9

Menu Layout
Tuner Setup – Menu Layout — Page 10
Tuner Setup — Page 10
Read Vehicle – Menu Layout — Page 11
Read Vehicle — Page 11
Change Setup – Menu Layout — Page 12
Change Setup — Page 12
Option Adjustments — Page 12
View Settings – Menu Layout — Page 13
View Settings — Page 13
Program Vehicle – Menu Layout — Page 14
Program Vehicle — Page 14
Advanced Features – Menu Layout — Page 15
Diagnostics — Page 15

Frequently Asked Questions
Frequently Asked Questions (F.A.Q.) — Page 16
Recovery Procedure — Page 22

Superchip & Superchips are registered trademarks of Superchips, Inc.

Refund Policy

If for any reason during the first thirty (30) days after your purchase of a new Superchips product ("Product"), you may return it to the place you bought it for a full refund of the purchase price, credit or a replacement Product at the dealer's discretion. This Guarantee does not apply to products purchased from auctions nor does it apply to Products purchased used. Follow these procedures to get your refund or replacement.

1. If you are returning a Product, use the Product to return your vehicle to the stock settings for the vehicle. Instructions are included in the user manual.
2. Put the Product back in its original packaging.
3. Make a copy of your sales receipt. The sales receipt must be from the location where you purchased your Product and must include the name of the business, its address, and the part number or description of the applicable Superchips Product. Invoices, credit card statements, or sales receipts from an online payment service company will not be accepted.
4. Return the Product in its original packaging with a copy of the sales receipt to the place of purchase.

Superchips, Inc.
Limited Warranty

What is Covered? This warranty covers any defects in materials or workmanship in any product sold by Superchips or its affiliates through its authorized dealers ("Product"). Warranty is valid only for new products purchased through Authorized Dealers; (Proof of purchase is required for all warranty claims).

How Long Does the Coverage Last? This warranty lasts for one (1) year from the date of purchase. Coverage terminates if you sell or otherwise transfer ownership of the Product.

What will Superchips Do? Superchips will repair or replace the defective or malfunctioning Product or any defective or malfunctioning part thereof at no charge. This warranty covers parts and labor only. Superchips will reimburse you for all reasonable shipping charges within the first thirty (30) days of purchase.

What Does This Warranty Not Cover? This warranty does not cover any problem that is caused by abuse, misuse, acts of God, or improper installation or repair by non-Superchips personnel. This warranty does not cover Products purchased used nor does it apply to Products purchased from auctions or entities that are not Superchips' authorized dealers. This warranty does not cover damage to your vehicle. Use of the Product to change the performance characteristics of your vehicle could invalidate the warranty provided by the vehicle manufacturer. Consult your vehicle warranty before using the Product on your vehicle. **SUPERCHIPS SHALL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

How Do You Get Service? If something goes wrong with your Product during the warranty period, use the following procedure to return the Product to Superchips.

1. Call Superchips' Customer Service at 1-888-227-2447 Monday through Friday from 8:00 am to 5:00 pm EST to request a Return Authorization ("RA") number.
2. Mark the outside of the shipping package with the RA number. Packages that are not marked with the RA number will be refused.
3. Make a copy of your sales receipt. The sales receipt must be from the location where you purchased your Product and must include the name of the business where you purchased the Product and the address of such business. Invoices, credit card statements, or sales receipts from an online payment service company will not be accepted.
4. Send the Product, postage paid, the copy of the sales receipt, a brief written description of the problem, and your contact information to:

Superchips, Inc.
1790 East Airport Blvd
Sanford, FL 32773
Attn: Warranty Claims

We will inspect the Product and either repair it or replace it with a new or rebuilt Product. We reserve the right to use refurbished parts when making repairs.

Your Rights Under State Law: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Superchip & Superchips are registered trademarks of Superchips, Inc.

Your Vehicle's STOCK Program

The FLASHPAQ Tuner stores a copy of your vehicle's original stock computer program. To begin, your vehicle's computer must contain the manufacturer's STOCK factory program. If you have used a programmer from another aftermarket company you must use their product to return your computer back to STOCK condition before proceeding. If you have an aftermarket performance-enhancing electronic device installed, it must be removed prior to using the Superchips FLASHPAQ Tuner.

About Maximum Trailer Weight

The original manufacturer of your vehicle has specified a Maximum Trailer Weight for your vehicle. It may be found in your vehicle owner's manual.

This Superchips product is designed to increase your engine power and performance. It does not change the engine, suspension or drive train characteristics that limit the maximum trailer weight your vehicle is designed to tow. Towing trailer weights above the maximum trailer weight specified by the vehicle manufacturer may cause transmission or other damage.

If you wish to tow greater than the maximum trailer weight for your vehicle, modifications to your vehicle may need to be made. Consult your performance auto mechanic for the proper vehicle modifications.

Damage caused by towing weights greater than the maximum trailer weight specified for your vehicle shall not be the responsibility of Superchips Inc.

Important Note Regarding Storage of Your flashpaq Tuner

It is not recommended to store your Flashpaq Tuner in your vehicle in extreme heat, direct sunlight, or extreme cold (temperatures near or below freezing). These conditions can cause malfunction or damage to the Flashpaq Tuner not covered by the Superchips Inc. warranty.

Your Vehicle and Service Centers

If you need to return your vehicle to a service center, restore the vehicle's program to its STOCK program. The service center might reprogram your vehicle with an updated STOCK program without your knowledge. If your vehicle has not been returned to its STOCK program prior to service, the Superchips FLASHPAQ Tuner will no longer be able to program your vehicle. Such a failure is not covered by the Superchips Inc. warranty.

Vehicle Preparation

Before connecting the FLASHPAQ Tuner to your vehicle, make sure that:

- All power-draining accessories are turned off, including radio, lights, cell phones, etc., The FLASHPAQ Tuner needs full battery voltage to program your vehicle.
- Ensure your vehicle battery is fully charged and not connected to a battery charger.
- Do not leave the FLASHPAQ Tuner connected and unattended for any length of time. This prevents unnecessary battery drain.
- Do not remove the programming cable during any programming sequence. Please follow the FLASHPAQ Tuner display screens.

Superchip & Superchips are registered trademarks of Superchips, Inc.

➢ Hardware Overview

Superchip & Superchips are registered trademarks of Superchips, Inc.

➢ Connecting the tuner to My Vehicle

The Tuner plugs into your vehicle's diagnostic port usually underneath the dash below the steering wheel (see white arrow).

Diagnostic port close up

The port and cable are setup to only fit on one way. Typically the wider edge faces the top, as shown above.

➢ Opening screen overview

When the tuner is first powered up, the Opening screen is displayed

- **Tuner Setup**
  - **About**
  - **Set Screen Contrast**
  - **Set Screen Backlight**
- **Tuning**
  - **Read Vehicle**
  - **Change Settings**
  - **View Settings**
  - **Program Vehicle**
- **Advanced Features**
  - **Diagnostic Codes**
  - **Data Logging** (visit www.Superchips.com for updates)

Superchip & Superchips are registered trademarks of Superchips, Inc.

flashpaq Overview and Setup

➢ About

*** Press **NEXT** to scroll as needed ***

- From the Opening screen
  1) Press **ENTER** – after selection of Tuner Setup
  2) Press **ENTER** – after selection of About

  Screen Displays:
  - *Product description*
  - *Product part number*
  - *"Operating software" Firmware Version #*
    Visit www.superchips.com for latest updates
  - *"Calibration (Tuning File)" Database Version #*
    Visit www.superchips.com for latest updates
  - *Product Serial Number*

  3) Press **OK** – Returns to the previous screen
  4) Press **EXIT** – Returns to the Opening screen

➢ Setting the Screen Contrast

- From the Tuner Setup Screen
  1) Press **ENTER** – after selection of Set Contrast
  2) Press **DOWN/UP** & **SAVE** – adjusts screen contrast to increase or decrease (text/graphics darkness)

➢ Setting the Screen Backlight

- From the Tuner Setup Screen
  1) Press **ENTER** – after selection of Set Backlight
  2) Press **DOWN/UP** & **SAVE** – adjusts screen Backlight to increase or decrease (screen brightness)
  3) Press **EXIT** – returns to Opening screen

Superchip & Superchips are registered trademarks of Superchips, Inc.

Tuning

➢ **Quick Start** – Read & Program My Vehicle **Now!!!**

*** Press **NEXT** to scroll as needed ***
*** Press **PLUS/MINUS** to adjust settings ***

- From the Opening screen
  1) Press **ENTER** – after selection of Tuning
  2) Press **ENTER** – after selection of Read Vehicle
  3) Press **ENTER** – after selection of Read Stock
  4) Press **OK -** Follow ON SCREEN – Prompts including Vehicle Ignition ON requests ***(DO NOT START VEHICLE!!)***

  5) Press **OK** – the Stock Files are Saved!!!
  6) Press **EXIT** – returns to the previous screen

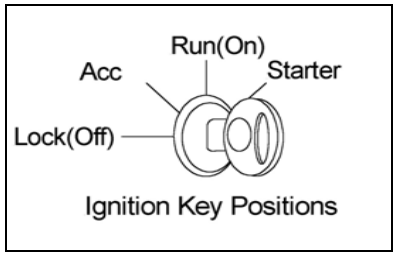
- From the Tuning screen
  1) Press **ENTER** – after selection of Change Setup
  2) Press **SAVE** – to select the tuning file
  3) Press **YES** – Adjust the user options?
  4) Press **SAVE** – to adjust Tire Height option
  5) Press **SAVE** – to adjust Speed Limiter option
  6) Press **YES** – to save option changes
  7) Press **YES** – Done changing the Settings?

- From the Tuning screen
  1) Press **ENTER** – after selection of Program Vehicle
  2) Press **YES** – Program with the tuning file?
  3) Press **YES** – Install the tuning file?
  4) Follow ON SCREEN – Prompts including Vehicle Ignition ON/OFF requests *(DO NOT START VEHICLE!!)*

  5) Press **OK** – Turn ignition switch off and remove Key

Upon completion, remove cable from vehicle

Your vehicle is now programmed with Superchips tuning! You may now start your vehicle.



Superchip & Superchips are registered trademarks of Superchips, Inc.

Tuning

➢ **Quick Start** – Return my vehicle to *factory stock* **NOW!!!**

*** Press **NEXT** to scroll as needed ***

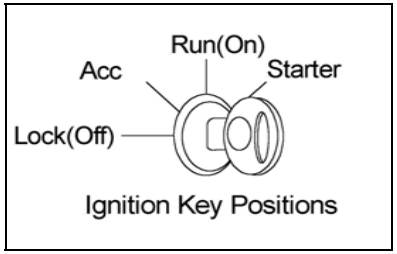
- From the Opening screen
  1) Press **ENTER** – after selection of Tuning
  2) Press **ENTER** – after selection of Change Setup (Scroll down to STOCK)
  3) Press **SAVE** – after selection of STOCK
  4) Press **YES** – Done Changing the Settings?

- From the Tuning screen
  1) Press **ENTER** – after selection of Program Vehicle
  2) Press **YES** – Program with Stock file?
  3) Press **OK** – after turning ignition on
  4) Press **OK** - Follow ON SCREEN – Prompts including Vehicle Ignition ON/OFF requests ***(DO NOT START VEHICLE!!)***

  5) Press **OK** – after turning ignition off & key is removed

Upon completion, remove cable from vehicle.

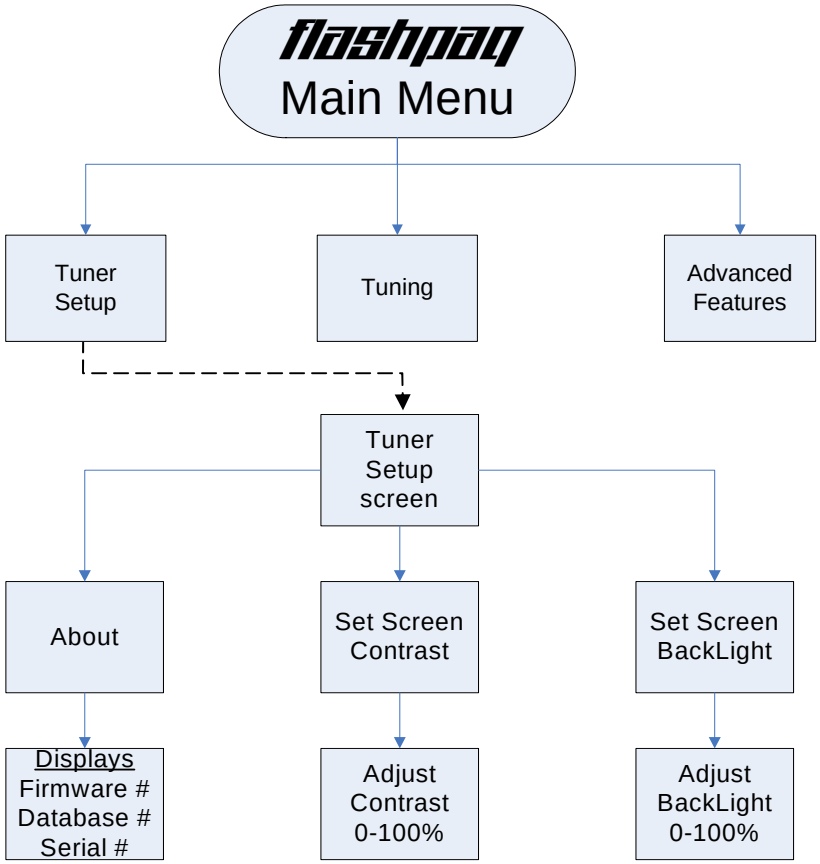
Your vehicle's program is now returned to factory stock. You may now start your vehicle.



Superchip & Superchips are registered trademarks of Superchips, Inc.

Menu Layout

➢ Tuner Setup – Menu Layout



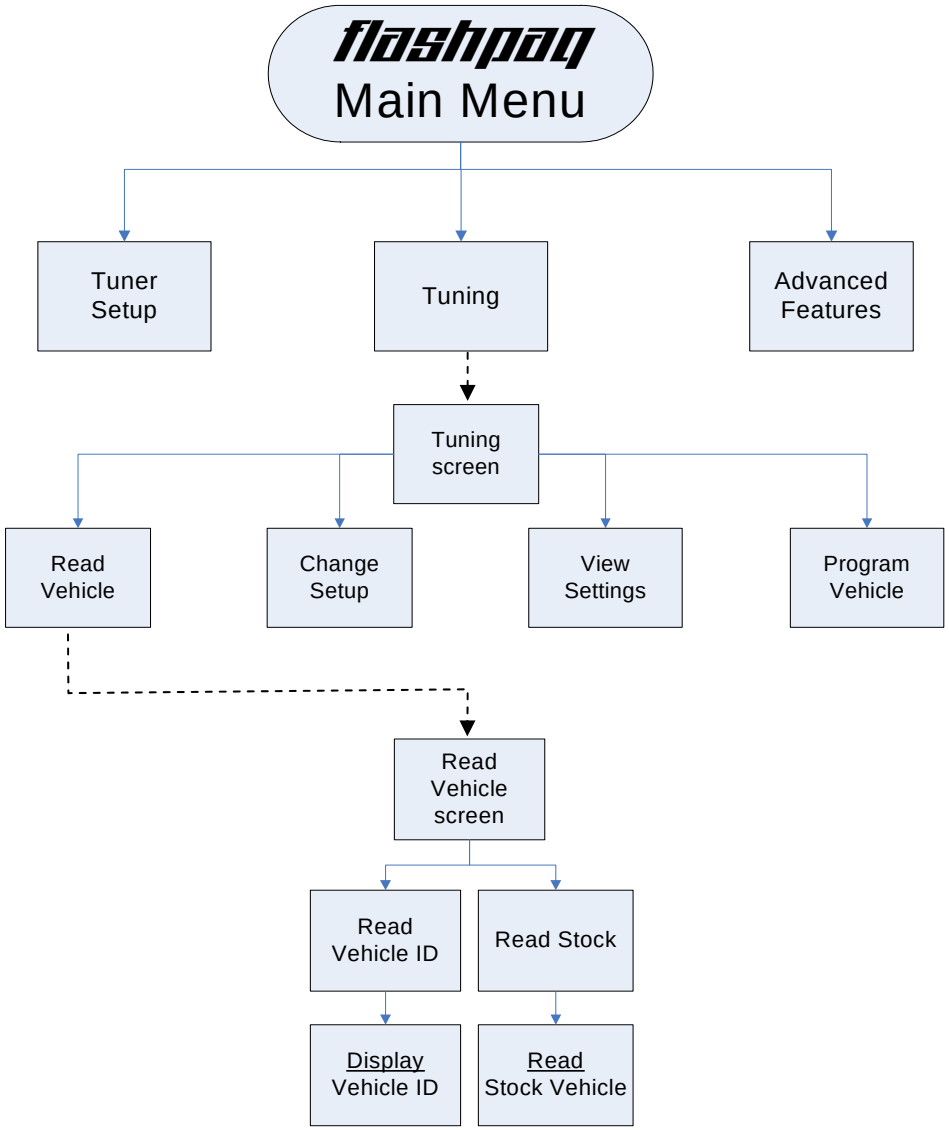
➢ Tuner Setup

About: Displays Tuner Firmware Version, Database Version, and Serial Number
Visit www.superchips.com for latest updates
Set Screen Contrast: Allows changes to screen text & graphics darkness
Set Screen BackLight: Allows changes to screen brightness level
(Adjustable for extreme viewing situations – direct sunlight, nighttime, low lighting)

Superchip & Superchips are registered trademarks of Superchips, Inc.

Menu Layout

➢ Read Vehicle – Menu Layout



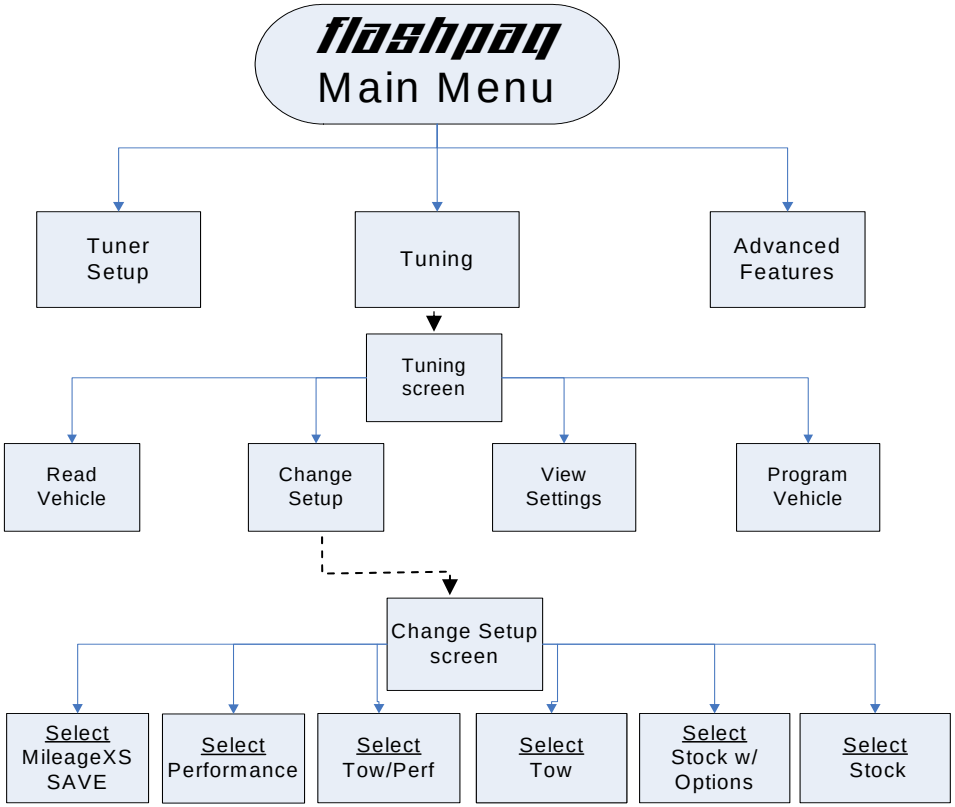
➢ Read Vehicle

Display Vehicle ID: Displays vehicle identification from the connected vehicle
Read Stock Vehicle: Reads the factory stock file(s) from the connected vehicle

Superchip & Superchips are registered trademarks of Superchips, Inc.

Menu Layout

➢ Change Setup – Menu Layout



➢ Change Setup

MileageXS SAVE: Selects Superchips optimum economy tuning.
Note: With MileageXS SAVE tuning installed you MUST NOT tow or haul.
Performance: Selects Superchips optimum performance tuning.
Note: With Performance tuning installed you MUST NOT tow or haul.
Tow/Perf: Selects Superchips mid-range tuning.
Note: With Tow/Perf tuning installed you can safely tow/haul up to 6000 lbs.
Tow: Selects Superchips tow safe program tuning.
Note: With Tow tuning installed you can safely tow/haul up to the OEM's listed maximum towing limit.
Stock w/ Options: Selects factory stock tuning while allowing user option changes.
Stock: Selects factory stock tuning.

➢ Option Adjustments

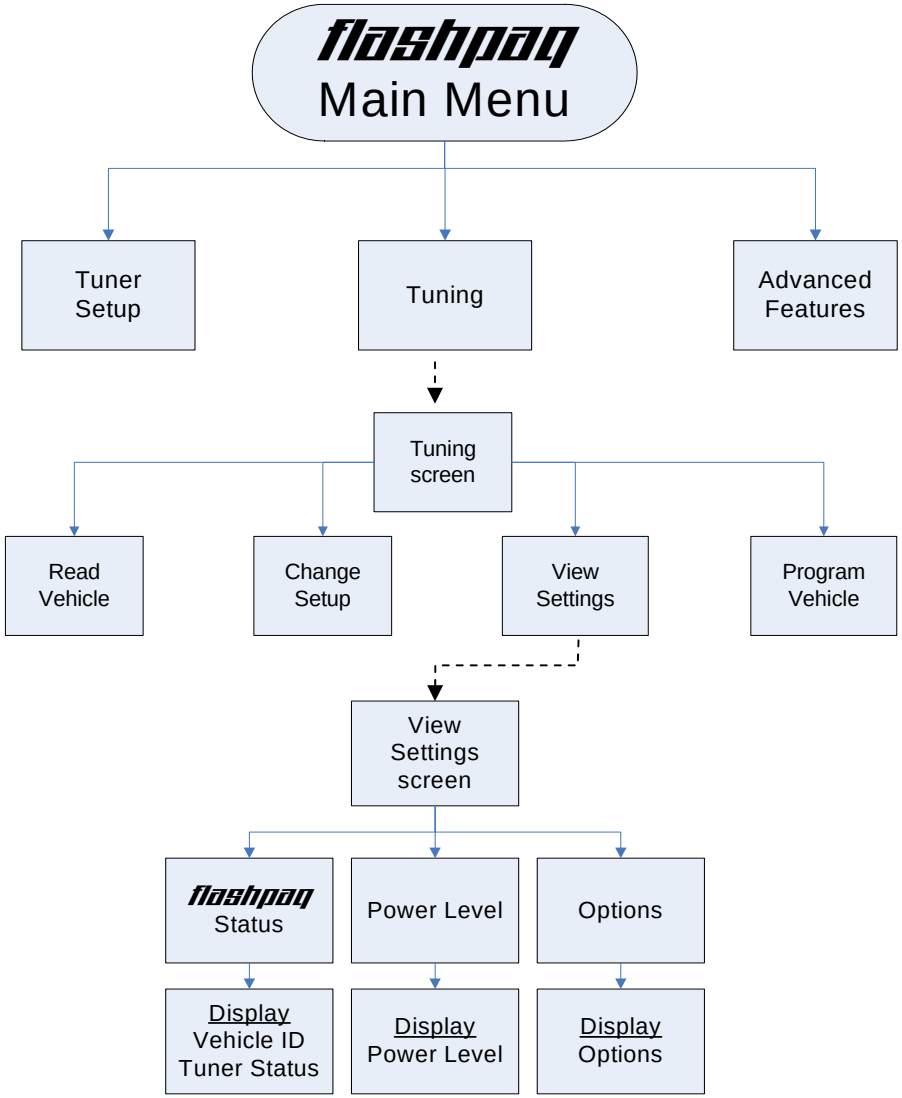
***Speed Limiter:** Allows selection of a raised vehicle speed limiter.
***Tire Height:** Allows changes for after-market tires for speedometer correction.

***Note:** This option is not available on some applications.

Superchip & Superchips are registered trademarks of Superchips, Inc.

Menu Layout

➢ View Settings – Menu Layout



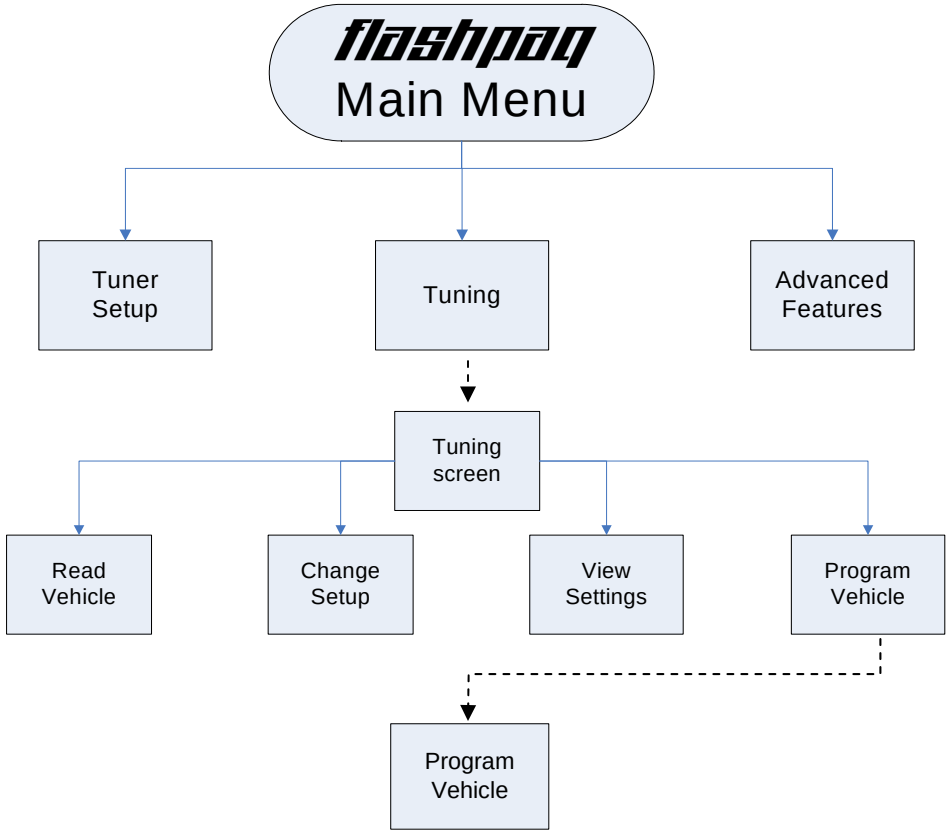
➢ View Settings

Display Vehicle ID & Tuner Status: Displays stored vehicle ID & tuner programming status (This feature displays previously read data, no communications with the vehicle occur)
Display Power Level: Displays stored user selection from Change Setup - Power Level. (This feature is for display only, to make changes see Performance Tuning - Change Setup)
Display Options: Displays current settings user has selected from Change Setup – Options. (This feature is for display only, to make changes see Performance Tuning - Change Setup)

Superchip & Superchips are registered trademarks of Superchips, Inc.

Menu Layout

➢ Program Vehicle – Menu Layout



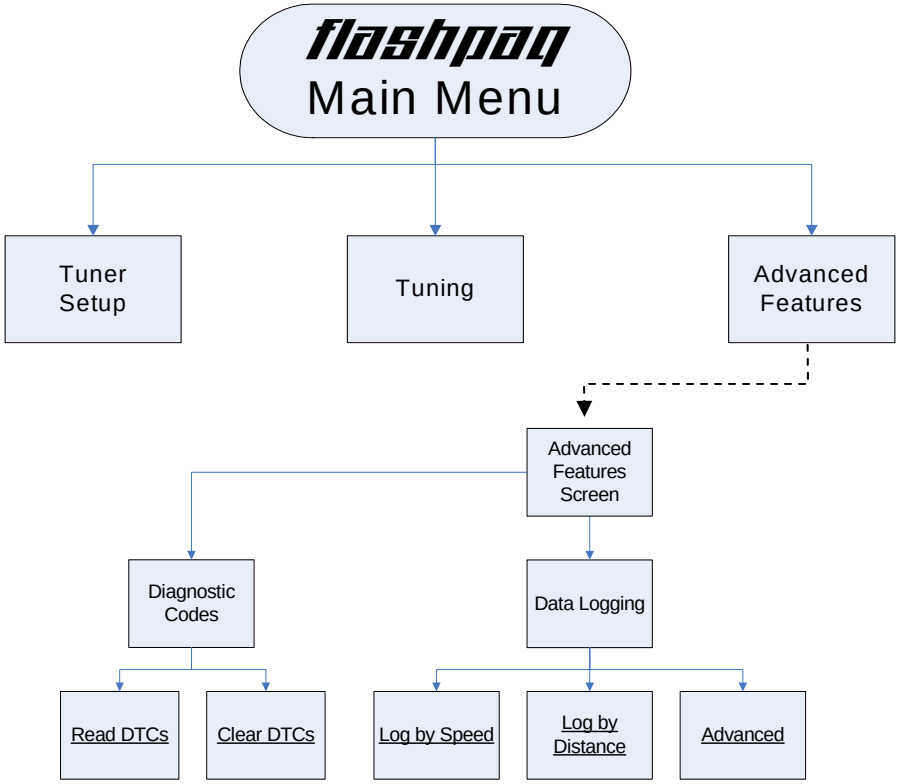
➢ Program Vehicle

Program Vehicle: Programs vehicle based on Change Setup – Power Level and Options. (This feature is for live vehicle programming; an active vehicle connection to tuner is required. Superchips optimum tuning will be installed without modification unless the user changes settings in Power Level – Options)

Superchip & Superchips are registered trademarks of Superchips, Inc.

Menu Layout

➢ Advanced Features – Menu Layout



➢ Diagnostics

Display DTC's: Reads & displays DTC's (Diagnostic Trouble Codes) from connected vehicle. (This feature is for live vehicle diagnostics; an active vehicle connection to tuner is required. Vehicle DTC's, if present, will be displayed along with a full text description, when available)

Clear DTC's: Clears current DTC's (Diagnostic Trouble Codes) from connected vehicle. (This feature is for live vehicle diagnostics; an active vehicle connection to tuner is required. Vehicle DTC's, if present, will be cleared. If DTC's reoccur, this could indicate a vehicle malfunction or problem condition)

Data Logging: Log onto www.superchips.com for additional updates containing Data Acquisition.
(Please visit us to ensure your product is always up to date with the latest & greatest!)

Superchip & Superchips are registered trademarks of Superchips, Inc.

Frequently Asked Questions

A. Measuring my tire in order to adjust my "Tire Size" setting.
Solution: Measure your "Tire Size" vertically, and place a ruler or a flat level item on the top of your tire in order to measure accurately. Measure your vehicle's Tire in inches and round up to the nearest quarter of an inch. Note: "Tire Size" includes tire and rim.

See the picture below as an example of how to measure your specific vehicle's tire.

B. Blank Display Screen when plugged into vehicle
Solution: Your diagnostic port may share power with the Cigar Lighter fuse. Please check the owner manual & replace if bad.

If a blown fuse is not found, check the pin connectors in your vehicle diagnostic connector. Make sure that none of these pins have been pushed out of the connector body.
(Note: Typically not all pins are present in this connector)

If still no resolution, plug your tuner into another supported vehicle. If the tuner powers up, your vehicle has something wrong with either the pins/wiring harness or there is still a blown fuse in that circuit of the vehicle.

If your Tuner fails to power up on a second supported vehicle, call Superchips Customer Service at 407-585-7000 to ask for a Return Authorization (RA) to send the Tuner in for inspection.

Superchip & Superchips are registered trademarks of Superchips, Inc.

Frequently Asked Questions

C. FLASHPAQ 'Tuner Requires an Update'
Solution: Your FLASHPAQ Tuner does not have the calibration files necessary to tune your vehicle; therefore a database update may be necessary.

1) Write down any screen prompted text, such as

   Tuner Requires
   an Update...

   Please visit
   www.superchips.com
   to update your tuner!

2) If you have internet access follow below, if not skip to step 4
3) From any PC running Windows XP, 2000 or higher
   a. Connect to the internet
   b. Go to www.superchips.com
   c. Click 'New Users' or 'Existing Users' (if previously registered)
   d. Follow on screen prompts
      i. Install software drivers, as prompted
      ii. Run the application to update your tuner
      iii. Plug in your supplied USB cable to your PC
      iv. When prompted by setup plug in the USB cable to Flashpaq
      v. Close Internet
      vi. Disconnect tuner
      vii. Return to vehicle for programming
4) Call Superchips customer service and request a RA #
   a. Superchips will issue a RA#
   b. Please include your Proof Of Purchase (POP)
   c. Return ship the tuner to Superchips

D. <u>Vehicle Requires a Factory (Dealer) Update</u>
If your Tuner has found your vehicle box code and it is problematic to tune, the following messages will be displayed:

Vehicle Requires
a Factory Update

Call Superchips!
Use Code #E-XX (XX=a two digit number)

Record this File
Name: XXXXXXXXXX

Solution: Superchips has found that some stock applications have numerous problems that have been fixed with an updated stock program available from a dealer for your vehicle. An update of the stock program in your vehicle is required before your Tuner may be used on your vehicle.

You may call Superchips Customer Service for confirmation that a dealer updated file is available and instructions about how to have the stock files for your vehicle updated. Write down both the Code number (#E-XX) and the File Name XXXXXXXXXX and give this to the Superchips customer service representative.

Superchip & Superchips are registered trademarks of Superchips, Inc.

Frequently Asked Questions

E. <u>Unsupported application</u>
If your particular vehicle or engine type is not currently supported by the Tuner, the following error messages will be displayed:

This application
is unsupported

currently! Call
us if incorrect.

Call Superchips!
Use Code #E-36

Solution: Check year, model and engine to verify the Tuner being used is correct for the application. If not, return it to the dealer from which it was purchased for the correct Tuner. If the vehicle is correct for the Tuner being used, call Superchips Customer Service at 407-585-7000 for a Return Authorization number to send the Tuner in for inspection.

F. <u>Non-Stock File Application</u>
If the Tuner has checked your file and cannot match it to a stock file the following messages will be displayed:

Vehicle File is
Not Stock...

Call Superchips!
Use Code #E-43

Solution: This may be because another programmer has been previously used to reprogram the vehicle. The vehicle computer must be reprogrammed with a valid stock program before trying to use the Superchips Tuner. You may call Superchips Customer Service for instructions about how to have the stock files for your vehicle updated. Write down both the Code number (#E-XX) and the File Name XXXXXXXXXX and give this to the Superchips customer service representative.

G. <u>Locked Vin Number</u>
As long as Tuner programming is in a vehicle, the tuner is "locked" to that vehicle. If an attempt is made to use your "locked" Tuner on a different vehicle the following messages will be displayed:

Locked VIN
is mismatched!

Not the Original
Vehicle/Program

Call Superchips!
Use Code #E-37

Solution: Return the original vehicle back to stock before using the Tuner on a different vehicle or purchase another Tuner for use on a second vehicle.

Superchip & Superchips are registered trademarks of Superchips, Inc.

Frequently Asked Questions

H. Not original Program ID

If the Tuner is "VIN locked" to a vehicle and that vehicle has been updated at the dealership to a different Box Code (identification number) without first using the Tuner to *Return the Vehicle to Stock,* the following messages will be displayed:

Not the Original
Program ID

Not the Original
Vehicle/Program

Call Superchips!
Use Code #E-38

Solution: Your Tuner can only be unlocked if it is able to return the 'VIN locked' vehicle to stock. Since a dealership has replaced Superchips tuning with updated stock tuning, you will need to visit www.superchips.com and click on the FLASHPAQ icon.

I. Checksum Error

If the Tuner is "VIN locked" to a vehicle and that vehicle has been updated at the dealership to the same Box Code (identification number) without first using the Tuner to *Return the Vehicle to Stock,* the following messages will be displayed:

Not the Original
Program Checksum

Not the Original
Vehicle/Program

Call Superchips!
Use Code #E-39

Solution: Your Tuner can only be unlocked if it is able to return the 'VIN locked' vehicle to stock. Since a dealership has replaced Superchips tuning with stock tuning, you will need to visit www.superchips.com and click on the FLASHPAQ icon.

J. Upload Error

If the Tuner cannot detect the ignition is in the on position the following messages will be displayed:

Problem with
uploading!

Please retry

Call Superchips!
Use Code #E-XX (XX=a two digit number)

Solution: Make sure Ignition is ON ***(DO NOT START VEHICLE!)***. Retry again. It is possible that your vehicle's battery charge is low, please check and correct, if necessary.

Superchip & Superchips are registered trademarks of Superchips, Inc.

Frequently Asked Questions

K. Ignition ON Error

If the Tuner cannot detect that the ignition is in the ON position, the following messages will be displayed:

Cannot Detect
Ignition On

Please retry

Call Superchips!
Use Code #E-31

Solution: Make sure Ignition key is turned completely forward in the ON position ***(DO NOT START VEHICLE!)***. Check to see if pins are pushed out of the diagnostic connector. It is possible that your vehicle's battery charge is low, please check and correct, if necessary.

L. Communications Error

If the Tuner looses communications the following messages will be displayed:

Communications
Error!!!

Please retry

Call Superchips!
Use Code #E-XX

Solution: Make sure Ignition is ON ***(DO NOT START VEHICLE!)***. Retry again. It is possible that your vehicle's battery charge is low, please check and correct, if necessary. If it still fails, then contact Superchips. The Tuner will need to be returned to Superchips.

Frequently Asked Questions (F.A.Q.)

M. The Tuner did not program same number of files as saved

This is normal. The Tuner communicates with all the necessary modules on the vehicle to gain the information needed to correctly operate. It may be necessary to save additional files that are not programmed to allow for correct tuning.

N. My friend's truck has the same engine but programs or reads at different speeds.

Each vehicle configuration has been optimized to the fastest and safest method of operation. Your friend's truck may have different types of vehicle computers in his truck which may require more or less time to do certain operations.

O. Why do similar vehicle types have different numbers of files?

Even similar vehicles can have different configurations and quantities of computers. The Tuner communicates with all the necessary computer modules in the vehicle to gain the information needed to operate correctly.

Superchip & Superchips are registered trademarks of Superchips, Inc.

<This page intentionally left blank>

Superchip & Superchips are registered trademarks of Superchips, Inc.

Recovery Procedure

In the event of a status message during a programming sequence, the Tuner will attempt to recover the vehicle to the original stock program. It is necessary to carefully follow the screen prompts, possibly requiring multiple “Ignition OFF” and “Ignition ON” sequences, to correctly return the vehicle to stock settings.

Status Notification

When recovery is completed your vehicle is returned to factory stock. You are now able to start your vehicle normally. You may now attempt to use the Tuner to program your vehicle again or to program another vehicle (the tuner is now reset and not locked to a vehicle). Follow the on-screen prompts. In the event that recovery is unsuccessful, or for any reason the Tuner fails to complete its programming cycle, a Status message will be displayed on the unit. Please make note of the message displayed and contact Superchips Customer Service.

Superchip & Superchips are registered trademarks of Superchips, Inc.

<This page intentionally left blank>

Superchip & Superchips are registered trademarks of Superchips, Inc.

If it is necessary to return your Tuner to Superchips, please take a moment to copy and fill out this form. The following information will be necessary to process your request.

Check list:

- ☐ Complete this form and have it available when you contact Superchips.
- ☐ Contact Superchips Customer Service @ 407.585.7000 to obtain an RA number.
- ☐ An RA number must be issued, enter the RA number on the bottom of this form.
- ☐ Attach a photocopy of your purchase receipt to this form.
- ☐ Attach this form to the product being returned to Superchips.

Name:_____

Street Address: _____

City: _____ **State**: _____ **Zip**: _____

Home Phone:_____ **Other phone**: _____

Place of purchase: _____

Date of Purchase: _____

Vehicle Year: _____ **Vehicle Make**: _____

Vehicle Model: _____

VIN Number: _____

Transmission: ☐ **Automatic** ☐ **Manual**

Tuner model: _____

If in "Needs Update" Mode or there is a Status Message Please List:
File/Status #1:
File/Status #2:
File/Status #3:

Serial number on back of Tuner: _____

E-mail address: _____

RA Number:_____

Prior to returning any product to Superchips, you must obtain an RA number; please contact Superchips customer service at 407.585.7000.

Please attach a photocopy of sales receipt here.

Superchip & Superchips are registered trademarks of Superchips, Inc.