

**Superchips Model 2815 *Flashpaq* Tuner**  
**1996-2008 GM/GMC/Chevrolet/Cadillac/Hummer**  
**1/2, 3/4 & 1 Ton Trucks & SUV Series – V8 Gas Motors**  
**2006 GM/GMC/Chevrolet Trucks - V6 4.3L**

## 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<sup>1</sup> 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<sup>2</sup> 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 2815 FLASHPAQ tuner is setup specifically for 1996-2008 GM vehicle applications. It is comprised of all the past tuning expertise that previously went into our 2714, 2715 & 2716 Max Microtuner product lines and now includes cutting-edge technology all rolled up into the 2815 Flashpaq. The 2815 FLASHPAQ houses specialized databases that contain optimally calibrated, individual vehicle application, performance programs which tune BOTH the engine & transmission. 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.

Superchips calibrations include the all new MileageXS SAVE and 91 Octane Performance, 91 Octane Towing Performance, and 87 Octane Performance for stock vehicles as well as a Factory Stock setting which allows for Superchips user options. Visit [www.superchips.com](http://www.superchips.com) and for additional features and product updates. Also, watch for our new Data Acquisition at [www.superchips.com](http://www.superchips.com).

The Superchips 2815 FLASHPAQ also offers users the following options for most vehicles:

- Adjustable Vehicle Top Speed Limiter
- Adjustable Engine Rev Limiter
- Adjustable Tire Height (proportional correction of speedometer and shift points)
- Adjustable Gear Range (proportional correction of speedometer and shift points)
- Adjustable WOT Shift Points, per gear, available for automatic transmissions (excluding Allison, & 6 Speed)
- Adjustable Shift Firmness, per gear, available for automatic transmissions (excluding 96/97', Allison, & 6 Speed)
- Adjustable Electric Cooling Fan temperate set points (when vehicle equipped – starting in 2005+)

<sup>1</sup> Visit [Superchips.com](http://www.superchips.com)

<sup>2</sup> Windows XP/2000 or higher (MAC Not supported)

## Table of Contents

Product Information	Page 1
Table of Contents	Page 2
Superchips Warranty & Return Policy	Page 3
Dealership Reprogramming	
Vehicle Preparation	Page 4

## Section A: Overview of FLASHPAQ

Hardware Overview	Page 5
Connecting Flashpaq to my vehicle	Page 6
Open Screen Overview	Page 6

## Quick Start – Flashpaq Setup & Info

Part number, Firmware, Database, Serial Number	Page 7
Set Screen Contrast	Page 7
Set Screen Backlight	Page 7

## Quick Start – Program NOW

Program my vehicle with <i>Superchips</i>	Page 8
Program my vehicle with <i>User Options</i>	Page 9
Program my vehicle to <i>factory stock</i>	Page 11

## Menu Layout – FLASHPAQ

FLASHPAQ Hardware Setup & Info	Page 12
--------------------------------	---------

## Menu Layout – Performance Tuning

Read Vehicle	Page 13
--------------	---------

Change Setup	Page 14
--------------	---------

View Settings	Page 16
---------------	---------

Program Vehicle	Page 17
-----------------	---------

## Menu Layout – Advanced Features

Data Logging	Page 18
--------------	---------

## Section B: Frequently Asked Questions

(F.A.Q) Frequently Asked Questions	Page 18
Recovery Procedure	Page 23

**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 care center 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.

**Caution**

The "Performance" and "Towing" Tuning Levels require that you use at least 91 octane fuel. Using a lower octane fuel with the "Performance" or "Towing" tuning level or towing with the "87 Octane" tuning level may cause "pinging" that can be harmful to your vehicle. Do not tow when the "87 Octane" or "Mileage XS SAVE" tuning level is selected."

**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'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.

**Your Vehicle and Service Centers**

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

### Section A – Overview of *flashpaq*

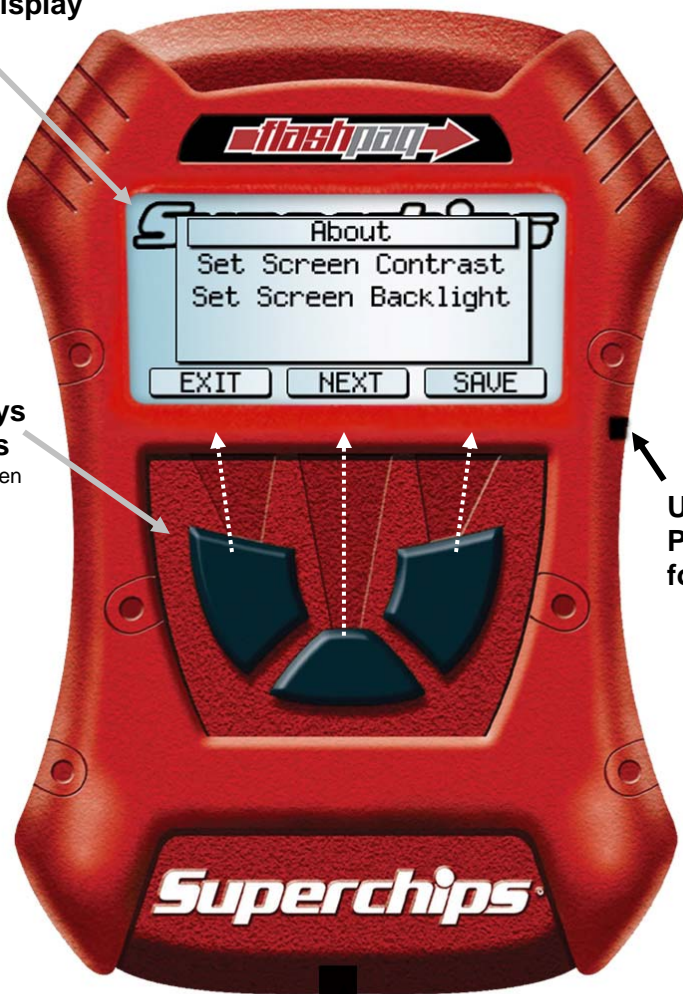
#### 1. Understanding the hardware

Graphical Display

SoftKeys Buttons  
(Note screen relation)

USB Port for PC

Vehicle Cable



The screen text on your particular *flashpaq* Tuner may differ from the example above.

### Section A – Overview of *flashpaq*

#### 2. Connecting Flashpaq to my vehicle



Diagnostic port close up

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

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

#### 3. The Opening Screen

When a Flashpaq is first powered up, the opening screen is displayed



- **FLASHPAQ Setup – See Flashpaq Setup section**
  - About
  - Set Screen Contrast
  - Set Screen Backlight
- **Performance Tuning – See Performance Tuning section**
  - Read Vehicle
  - Change Settings
  - View Settings
  - Program Vehicle
- **Advanced Features – See Advanced Features section**
  - Diagnostic Codes
  - Data Logging (visit [www.superchips.com](http://www.superchips.com) for updates)

## Section A – Overview of *Flashpaq*

### 4. Quick Start – The FLASHPAQ Setup

#### From the Opening Screen - FLASHPAQ Setup

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

- 1) Press Enter – after selection of FLASHPAQ Setup
- 2) Press Enter – after selection of About
- 3) Screen Displays:
  - Product Description
  - Product Part Number
  - “Operating Software” Firmware (F/W) Version #
    - Visit [www.superchips.com](http://www.superchips.com) for latest updates
  - Calibration (Tuning File) Database Version #
    - Visit [www.superchips.com](http://www.superchips.com) for latest updates
  - Product Serial Number
- 4) Press OK – Returns to the previous Screen
- 5) Press EXIT – Returns to the Opening Screen

#### ▪ From the FLASHPAQ Setup Screen – Set screen Contrast

- 1) Press ENTER – after selection of FLASHPAQ Setup
- 2) Press ENTER – after selection of Set Contrast
- 3) Press DOWN/UP & SAVE – adjusts screen Contrast to increase or decrease (text/graphics darkness)

#### ▪ From the FLASHPAQ Setup Screen – Set screen Backlight

- 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 Flashpaq opening screen

## Section A – Overview of *Flashpaq*

### 5. Quick Start – Program my vehicle with Superchips NOW!!!

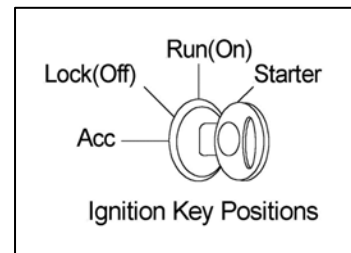
#### Please follow the steps below to program your vehicle

#### ▪ From the opening screen

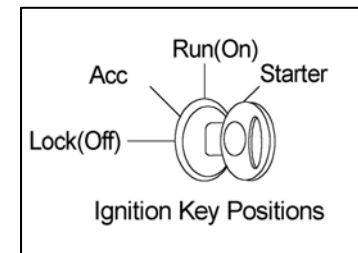
\*\*\* Press NEXT to scroll as needed \*\*\*

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

#### Most 1996-2003



#### Most 2003-2008



- 1) Press OK - when the ignition on, Reading will start
- 2) Press OK - when prompted Stock Files are Saved
- 3) Press EXIT – returns you to previous screen
- 4) Press ENTER – after selection of Change Setup
- 5) Press SAVE – selects the highlighted tuning file
- 6) Press NO - to answer “Adjust User Options”  
(You will be returned to the Performance Tuning screen)
- 7) Press ENTER – after selection of Program Vehicle
- 8) Press YES – to confirm the tuning file
- 9) Press YES – to Install the tuning file
- 10) Follow ON SCREEN – Prompts including Vehicle Ignition ON/OFF requests (**DO NOT START VEHICLE!!**)

Upon completion, remove cable from vehicle, as instructed on screen

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

Section A – Overview of *Flashpaq*6. Quick Start – Program my vehicle with *User Options NOW!!!*

Please follow the steps below to program your vehicle

- From the opening screen

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

\*\*\* Press Plus/Minus to adjust settings \*\*\*

- 1) Press ENTER – after selection of Performance Tuning
  - 2) Press ENTER – after selection of Read Vehicle
  - 3) Press ENTER – after selection of Read Stock
  - 4) Follow ON SCREEN – Prompts including Vehicle Ignition ON/OFF requests (**DO NOT START VEHICLE!!**)
  - 5) Press OK - when the ignition on, Reading will start
  - 6) Press OK - when prompted Stock Files are Saved
  - 7) Press EXIT – returns you to Performance Tuning screen
- 
- 1) Press ENTER – after selection of Change Setup
  - 2) Press SAVE – after selection of the highlighted tuning file
  - 3) Press YES – adjust User Options
  - 4) Press SAVE – adjusts Axle Size
  - 5) Press SAVE – adjusts Tire Height Setting
  - 6) Press SAVE – adjusts 1-2 WOT Shift Point
  - 7) Press SAVE – adjusts 2-3 WOT Shift Point
  - 8) Press SAVE – adjusts 3-4 WOT Shift Point
  - 9) Press SAVE – adjusts 1-2 Shift Pressure
  - 10) Press SAVE – adjusts 2-3 Shift Pressure
  - 11) Press SAVE – adjusts 3-4 Shift Pressure
  - 12) Press SAVE – adjusts Fan Temp Setting
  - 13) Press SAVE – adjusts Rev Limiter Setting
  - 14) Press SAVE – adjusts Speed Limiter Setting
  - 15) Press YES – Done Changing user option settings?
- 
- 1) Press ENTER – after selection of Program Vehicle
  - 2) Press YES – Program with selected tuning file
  - 3) Press YES – Final confirmation: Install selected file
  - 4) Follow ON SCREEN – Prompts including Vehicle Ignition ON/OFF requests (**DO NOT START VEHICLE!!**)

Upon completion, remove cable from vehicle, as instructed on screen

**Your vehicle is now programmed with Superchips and user options!**  
**You may now start your vehicle.**

Section A – Overview of *Flashpaq*7. Quick Start – Return my vehicle to *factory stock NOW!!!*

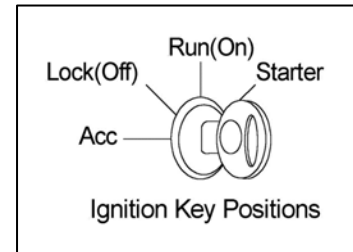
Please follow the steps below to program your vehicle

- From the opening screen

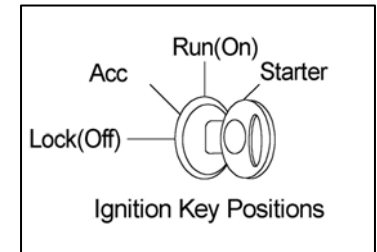
\*\*\* Press NEXT to scroll as needed \*\*\*

- 1) Press ENTER – after selection of Performance Tuning
  - 2) Press ENTER – after selection of Change Setup
  - 3) Press SAVE – after selection of Stock w/ Options
- 
- 4) Press ENTER – after selection of Program Vehicle
  - 5) Press YES - to program vehicle with Stock file
  - 6) Follow ON SCREEN – Prompts including Vehicle Ignition ON/OFF requests (**DO NOT START VEHICLE!!**)

Most 1996-2003



Most 2003-2008

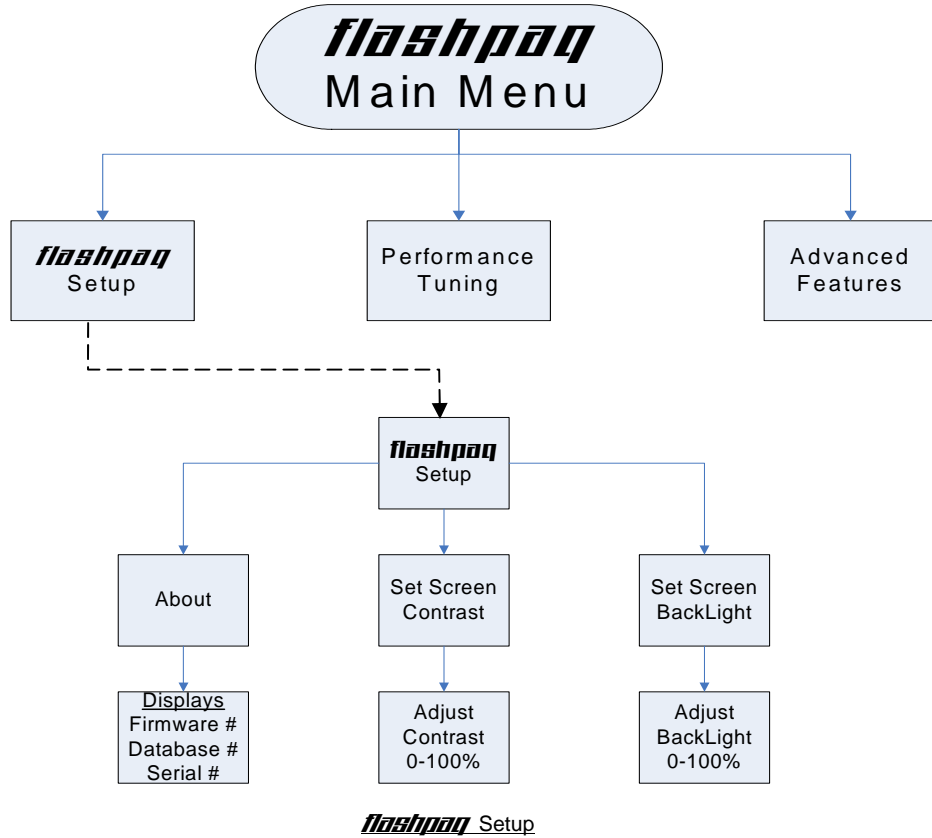


Upon completion, remove cable from vehicle, as instructed on screen

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

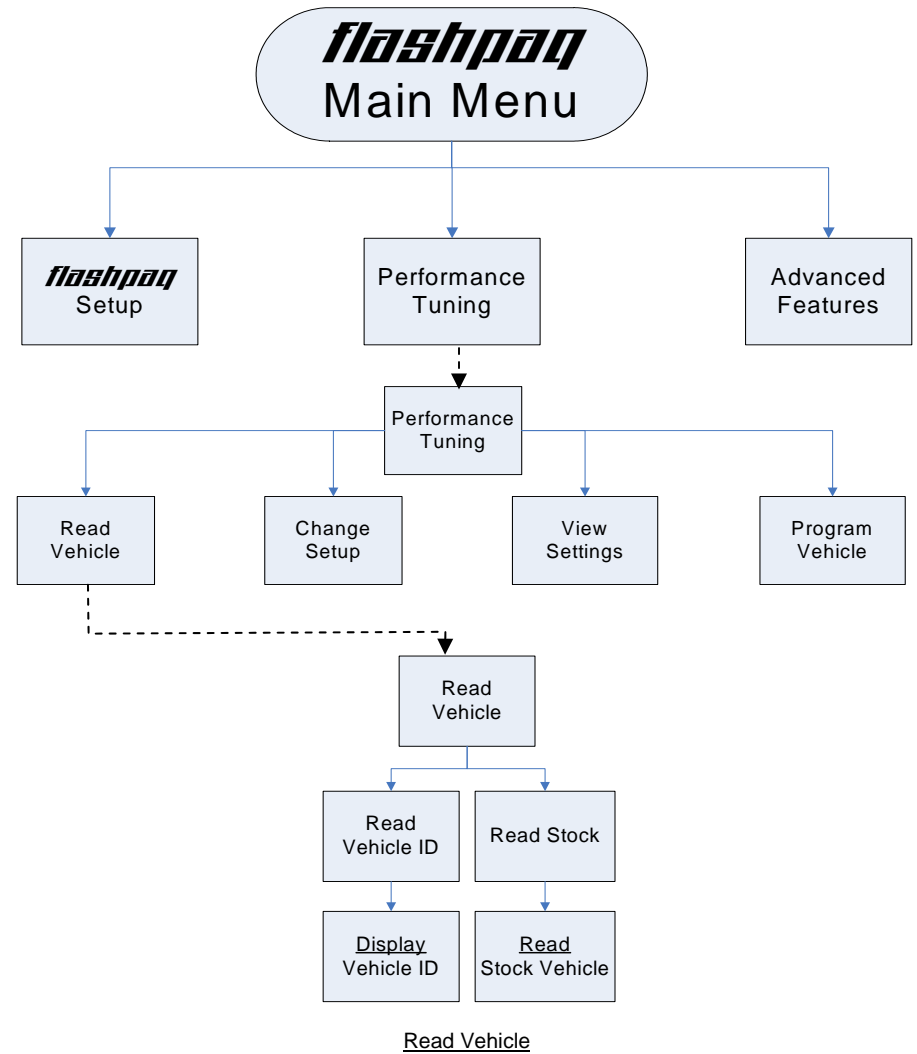
Section A – Overview of *flashpaq*

8. Understanding the Menu Screens



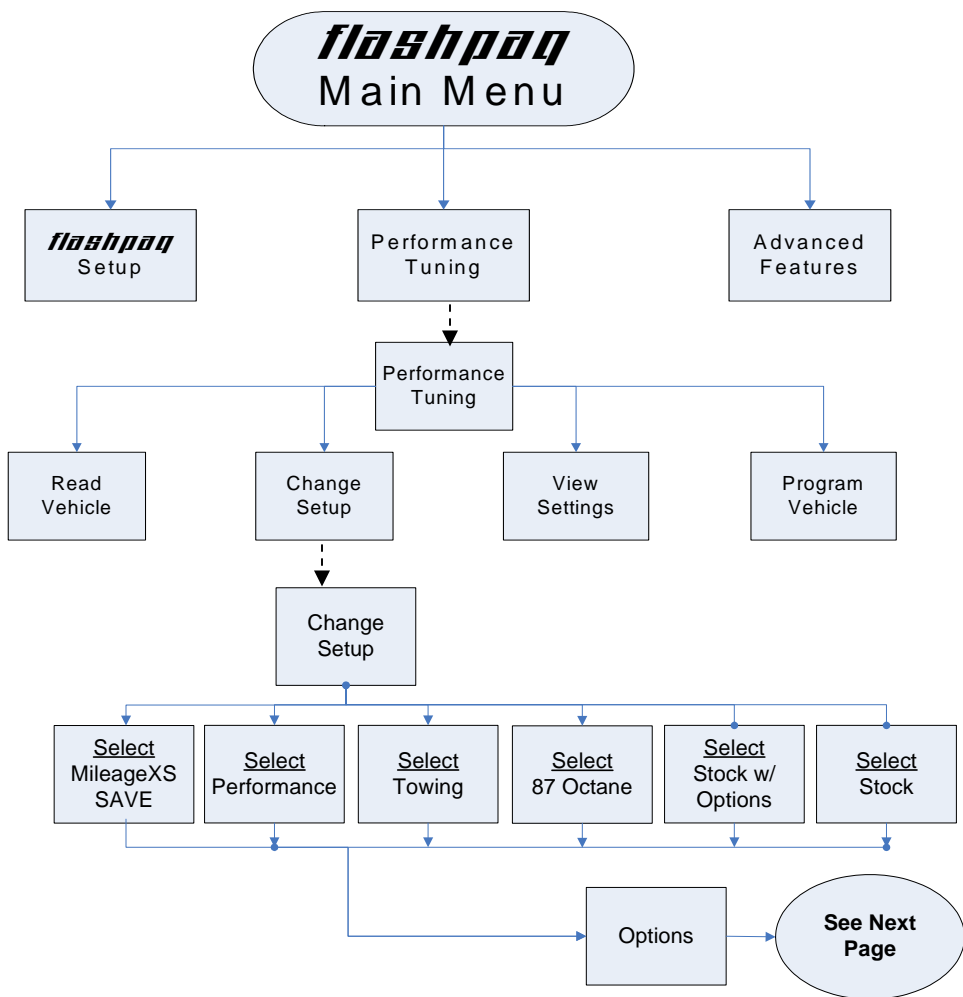
**About:** Displays Tuner Firmware Version, Database Version, Serial Number  
 Visit [www.superchips.com](http://www.superchips.com) for latest updates  
 Set Screen Contrast: Allows changes to screen text & graphics darkness  
 Set Screen BackLight: Allows changes to screen brightness level  
 (Adjustable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

Section A – Overview of *flashpaq*



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

### Section A – Overview of *flashpaq*



#### Change Setup – Power Level

**MileageXS SAVE:** Selects Superchips optimum economy tuning, 87 octane is recommended.

Towing is not allowed with this tuning.

**Performance:** Selects Superchips optimum performance tuning for engine & transmission.

You must use at least 91 octane with this tuning.

**Towing:** Selects Superchips optimum towing tuning for engine & transmission.

You must use at least 91 octane with this tuning.

**87 Octane:** Selects Superchips 87 octane performance tuning for engine & transmission.

Towing is not allowed with this tuning.

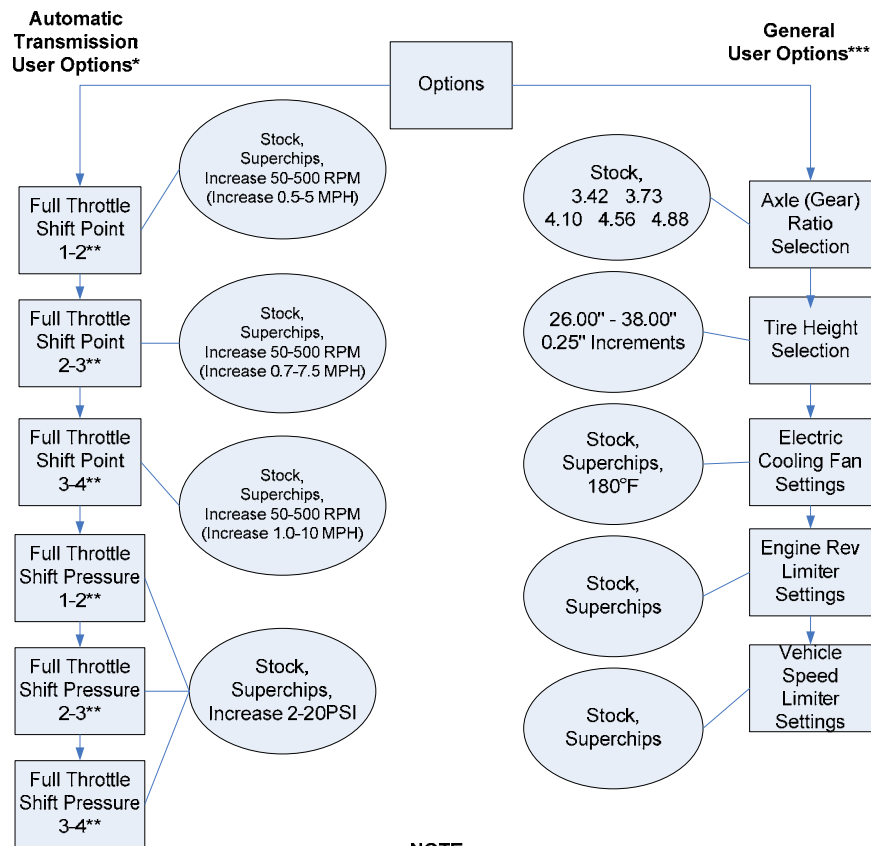
**Stock w/ Options:** Selects factory stock tuning while allowing user option changes.

**Stock:** Selects factory stock tuning for engine, transmission, and user options.

#### Change Setup – Options

**See Next Page**

### Section A – Overview of *flashpaq*



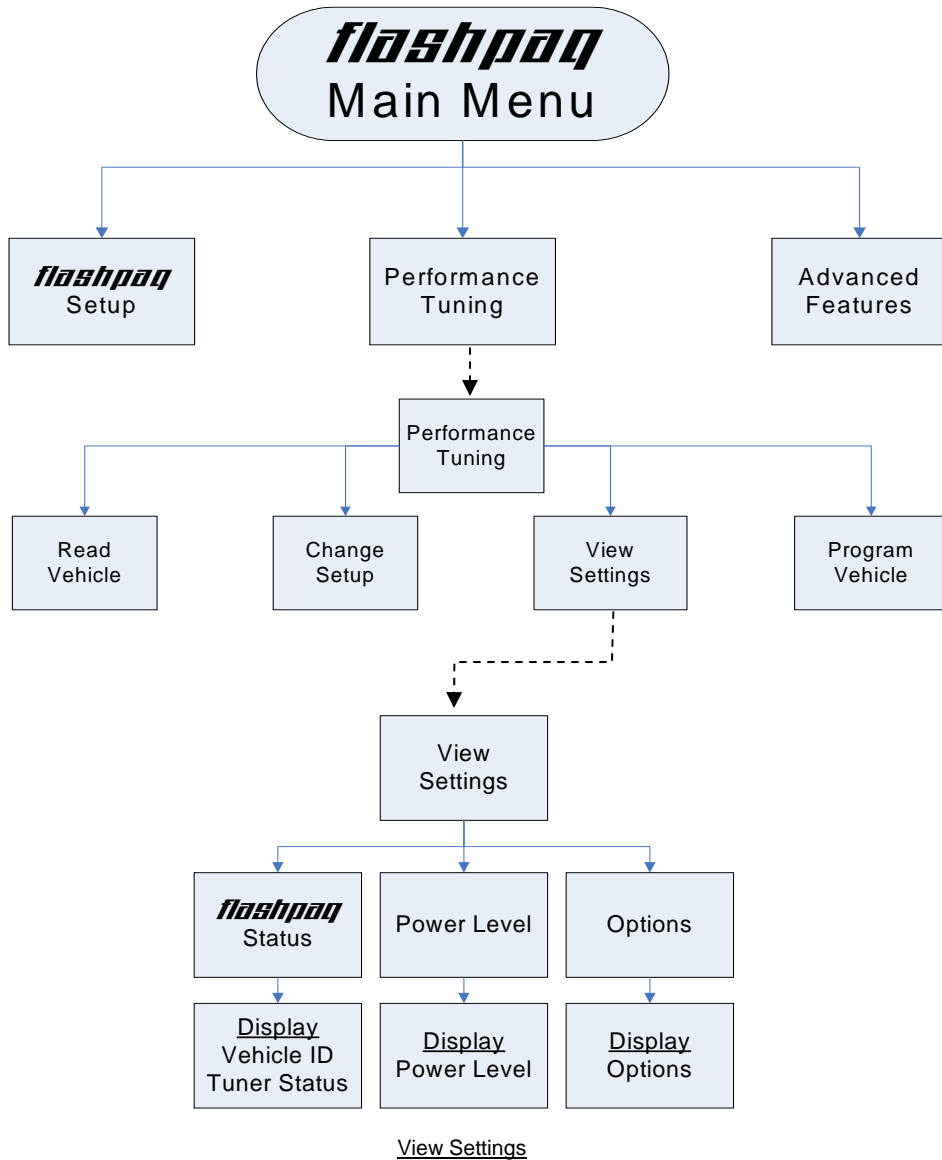
#### **NOTE**

\* Most automatic transmissions are supported and tuned, except Allison & 6 Speed Transmissions (Allison & 6 Speed equipped vehicles benefit from engine tuning only)

\*\* Full Throttle is also known as "WOT" – Wide Open Throttle.  
WOT Shift Points & Shift Pressures also proportionally affect part throttle operation, as well

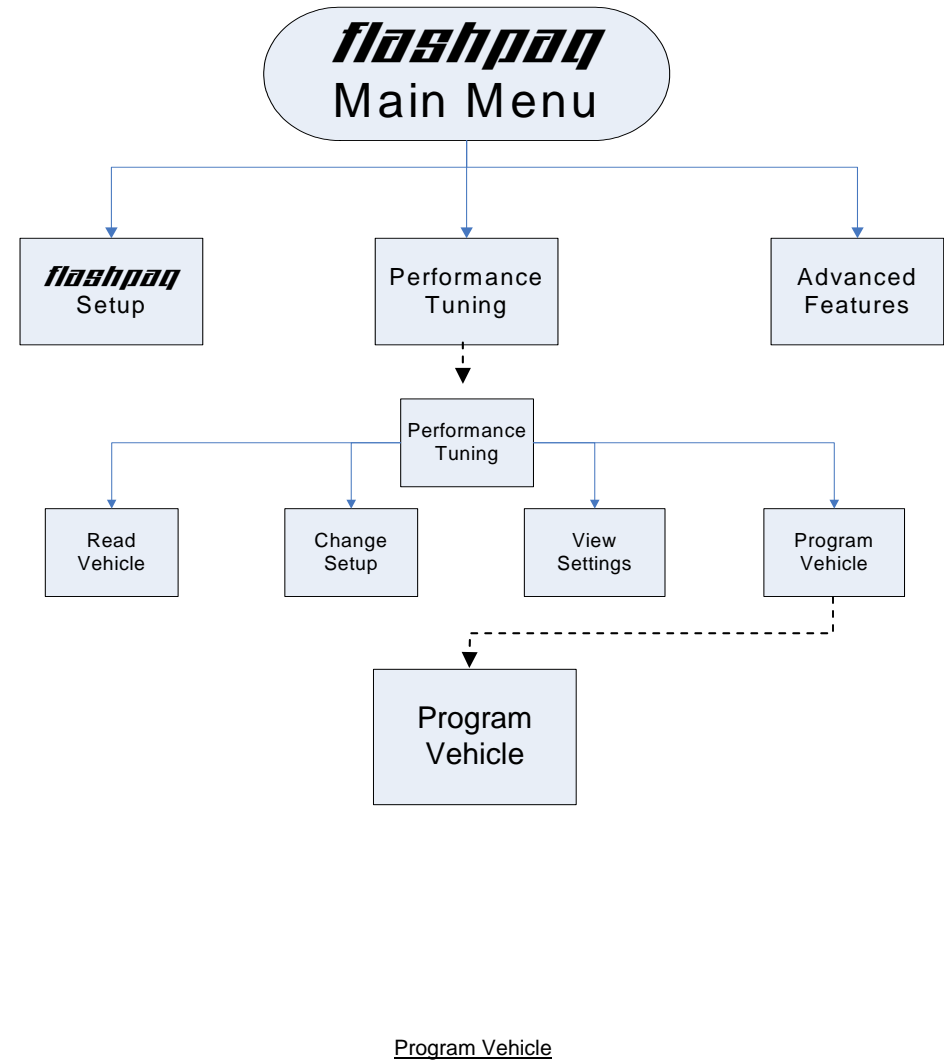
\*\*\* Most applications support all options (above) except "Fans"  
(Example: Electric Cooling Fans are in most 2006-2008, some 2005)  
(Example: 1996 & 1997 vehicles do not support Shift Pressures)

Section A – Overview of *flashpaq*



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)

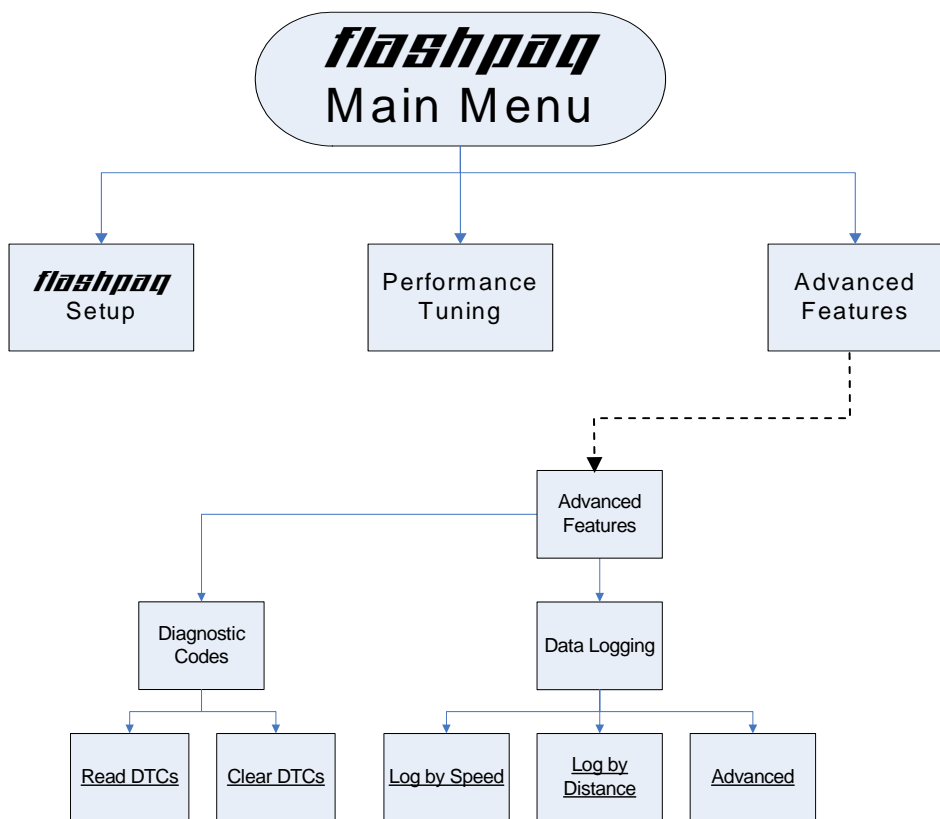
Section A – Overview of *flashpaq*



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)



**Section A – Overview of *flashpaq***



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:** Visit [www.superchips.com](http://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!)

**Section B – (F.A.Q) 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 radio/cluster/underhood lamp 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 FLASHPAQ Tuner into another GM/GMC/Chevrolet/Cadillac Truck or SUV. If the FLASHPAQ Tuner powers up, your truck has something wrong with either the pins/wiring harness or there is still a blown fuse in that circuit of the vehicle.

If your FLASHPAQ Tuner fails to power up on a second GM/GMC/Chevrolet/Cadillac Truck or SUV, call Superchips Customer care center at 407-585-7000 to ask for a Return Authorization (RA) to send the FLASHPAQ Tuner in for inspection.

**Section B – (F.A.Q) 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](http://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](http://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 care center and request a RA #
  - a. Follow the check list on the last page of this instruction manual
  - b. Ensure you fill out the form completely on the last page
  - c. Return ship the tuner to Superchips

**D. Vehicle Requires a Factory (Dealer) Update**

If your FLASHPAQ 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: XXXXXXXXXXXX**

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 FLASHPAQ Tuner may be used on your vehicle.

You may call Superchips Customer care center 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 XXXXXXXXXXXX and give this to the Superchips customer care representative.

**Section B – (F.A.Q) Frequently Asked Questions****E. Unsupported application**

If your particular vehicle or engine type is not currently supported by the FLASHPAQ 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 FLASHPAQ Tuner being used is correct for the application. If not, return it to the dealer from which it was purchased for the correct FLASHPAQ Tuner. If the vehicle is correct for the FLASHPAQ Tuner being used, call Superchips Customer care center at 407-585-7000 to discuss your issue. Your FLASHPAQ can be updated via the internet at [www.superchips.com](http://www.superchips.com) rather than be returned for service.

**F. Non-Stock File Application**

If the FLASHPAQ 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 FLASHPAQ Tuner. You may call Superchips Customer care center 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 XXXXXXXXXXXX and give this to the Superchips customer care representative.

**G. Locked Vin Number**

As long as FLASHPAQ Tuner programming is in a vehicle, the tuner is "locked" to that vehicle. If an attempt is made to use your "locked" FLASHPAQ 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 FLASHPAQ Tuner on a different vehicle or purchase another FLASHPAQ Tuner for use on a second vehicle.

## Section B – (F.A.Q) Frequently Asked Questions

### **H. Not original Program ID**

If the FLASHPAQ 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 FLASHPAQ 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 FLASHPAQ 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](http://www.superchips.com) and click on the FLASHPAQ icon.

### **I: Checksum Error**

If the FLASHPAQ 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 FLASHPAQ 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 FLASHPAQ 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](http://www.superchips.com) and click on the FLASHPAQ icon.

### **J. Upload Error**

If the FLASHPAQ 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.

## Section B – (F.A.Q) Frequently Asked Questions

### **K. Ignition ON Error**

If the FLASHPAQ 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 FLASHPAQ Tuner loses 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 FLASHPAQ Tuner will need to be returned to Superchips.

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

This is normal. The FLASHPAQ 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 FLASHPAQ Tuner communicates with all the necessary computer modules in the vehicle to gain the information needed to operate correctly.

### **P. My friend's truck has the same engine but is tuned differently, why?**

Each vehicle configuration has been optimized for the best tuning. Your friend's truck may have different types of vehicle computers, thus requiring different tuning.

**Recovery Procedure**

In the event of a status message during a programming sequence, the FLASHPAQ 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 FLASHPAQ 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 FLASHPAQ 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 care center.*

If it is necessary to return your **flashpaq** 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 care center @ 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: \_\_\_\_\_

Serial number on back of **flashpaq** Tuner: \_\_\_\_\_

E-mail address: \_\_\_\_\_

**RA Number:** \_\_\_\_\_

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

If in "Needs Update" Mode or there is a Status Message Please List:

File/Status #1:

File/Status #2:

File/Status #3:

**Please attach a photocopy of sales receipt here.**