Superchips Model 3825 *flashpaq* Tuner
2005-2006 Dodge Magnum R/T, Dodge Charger R/T and Chrysler 300C 5.7L HEMI

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[1] – 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
Custom Application Upgradeable – Download customs
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 3825 FLASHPAQ tuner is setup specifically for your 2005-2006 Dodge LX Hemi. The 3825 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 91 Octane Performance, 87 Octane Economy for stock vehicles. Check www.flashpaq.com and click on the FLASHPAQ icon for additional tuning levels.

The Superchips 3825 FLASHPAQ also offers users the following options:

Adjustable Transmission settings
Adjustable Vehicle Top Speed Limiter
Adjustable Tire Height (Correction of Speedometer)

Log onto www.flashpaq.com for additional updates.

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

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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 on-line Internet auctions nor does it apply to Products purchased used. Follow these procedures to get your refund or replacement.

1. If you are returning a MicroTuner or Flashpaq, use the MicroTuner or Flashpaq 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").

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 on-line 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.

Caution
The "Performance" Tuning Levels require that you use at least 91 octane fuel. Using a lower octane fuel while the "Performance" Tuning Level is selected may cause "pinging" that can be harmful to your vehicle .

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
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.
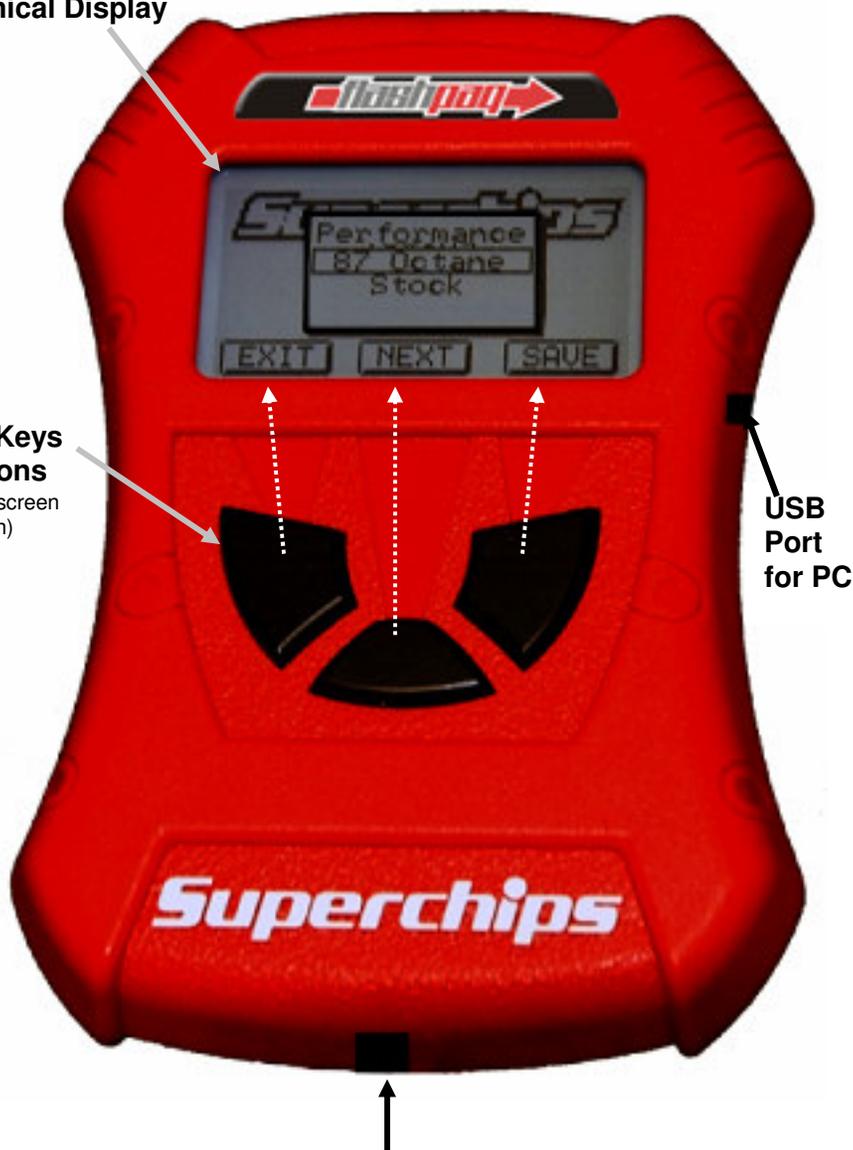
Section A – Overview of *flashpaq*

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. Quick Start – Program my vehicle with *Superchips* **NOW!!!**

Please follow the steps below to program your vehicle

- **From the opening screen – Step 1**

    1) **Press ENTER – selects Performance Tuning**
    2) **Press ENTER – selects Read Vehicle**
    3) **Press ENTER – selects Read Stock**
    4) **Follow ON SCREEN – Vehicle Ignition Switch ON/OFF/ON** *(DO NOT START VEHICLE!!)*
    5) **Press EXIT – returns you to Performance Tuning screen**

- **From the Performance Tuning screen – Step 2**

    1) **Press ENTER – selects Change Setup**
    2) **Press ENTER – selects Power Level**
    3) **Press DOWN as needed – highlights tuning level**
    4) **Press SAVE – selects the highlighted tuning level**
    5) **Press EXIT – returns you to Performance Tuning screen**

- **From the Performance Tuning screen – Step 3**

    1) **Press DOWN – highlights Program Vehicle**
    2) **Press ENTER – selects Program Vehicle**
    3) **Follow ON SCREEN – Vehicle Ignition Switch OFF/ON** (*DO NOT START VEHICLE!!*)

Upon completion, remove cable from vehicle –

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

3. <u>Quick Start – Program my vehicle with *User Options* **NOW!!!**</u>

Please follow the steps below to program your vehicle

- **From the opening screen – Step 1**

  1) **Press ENTER – selects Performance Tuning**
  2) **Press ENTER – selects Read Vehicle**
  3) **Press ENTER – selects Read Stock**
  4) **Follow ON SCREEN – Vehicle Ignition Switch ON/OFF/ON**
       (DO NOT START VEHICLE!!)
  5) **Press EXIT – returns you to Performance Tuning screen**

- **From the Performance Tuning screen – Step 2**

  1) **Press ENTER – selects Change Setup**
  2) **Press ENTER – selects Power Level**
  3) **Press DOWN as needed – highlights tuning level**
  4) **Press SAVE – selects the highlighted tuning level**
  5) **Press ENTER – selects Options**
  6) **Press ENTER – selects Trans Settings**
  7) **Press DOWN as needed – selects Trans Settings**
  8) **Press SAVE – Saves Trans Settings & exits**
  9) **Press ENTER – selects Speed Limiter**
  10) **Press Minus or Plus – adjusts Speed Limiter**
  11) **Press SAVE – Saves Speed Limiter setting & exits**
  12) **Press ENTER – selects Tire Size**
  13) **Press Minus or Plus – adjusts Tire Size Height**
  14) **Press SAVE – Saves Tire Size Height setting & exits**
  15) **Press EXIT – returns you back one screen**

- **From the Performance Tuning screen – Step 3**

  1) **Press DOWN– highlights Program Vehicle**
  2) **Press ENTER – selects Program Vehicle**
  3) **Follow ON SCREEN – Vehicle Ignition Switch ON/OFF/ON**
       (DO NOT START VEHICLE!!)

Upon completion, remove cable from vehicle –

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

4. <u>Quick Start – Return my vehicle to *factory stock* **NOW!!!**</u>

Please follow the steps below to program your vehicle

- **From the opening screen – Step 1**

  1) **Press ENTER – selects Performance Tuning**
  2) **Press ENTER – selects Change Setup**
  3) **Follow ON SCREEN – Vehicle Ignition Switch ON/OFF/ON**
       (DO NOT START VEHICLE!!)
  4) **Press DOWN**
  5) **Follow ON SCREEN – Vehicle Ignition Switch ON/OFF/ON**
       (DO NOT START VEHICLE!!)
  6) **Press ENTER – selects Power Level**
  7) **Press DOWN as needed – select STOCK tuning level**
  8) **Press SAVE – selects the highlighted tuning level**
  9) **Press EXIT – returns you to Performance Tuning screen**

- **From the Performance Tuning screen – Step 2**

  1) **Press DOWN – highlights Program Vehicle**
  2) **Press ENTER – selects Program Vehicle**
  3) **Follow ON SCREEN – Vehicle Ignition Switch OFF/ON**
       (DO NOT START VEHICLE!!)

Upon completion, remove cable from vehicle –

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

5. Understanding the Menu Screens

flashpaq
Main Menu

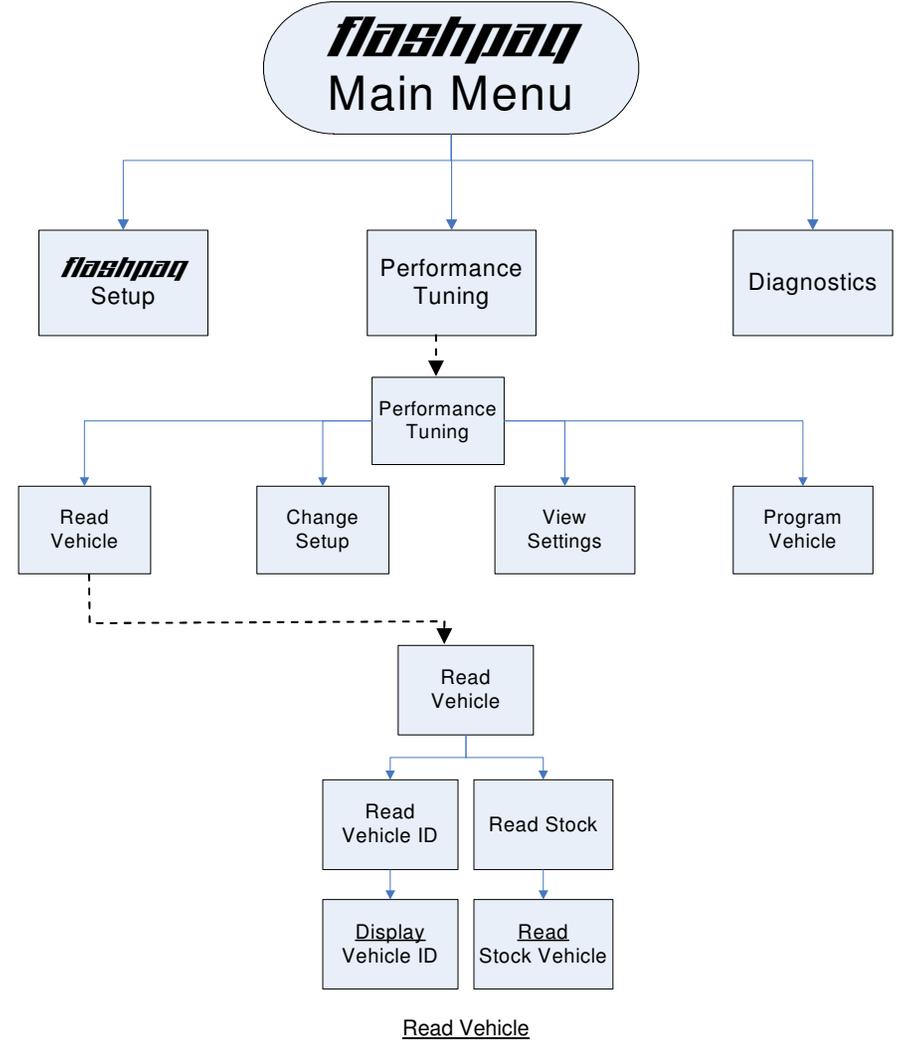| flashpaq Setup	Performance Tuning	Diagnostics

flashpaq
Setup

About	Set Screen Contrast	Set Screen BackLight

Displays Firmware # Database # Serial #	Adjust Contrast 0-100%	Adjust BackLight 0-100%

flashpaq Setup
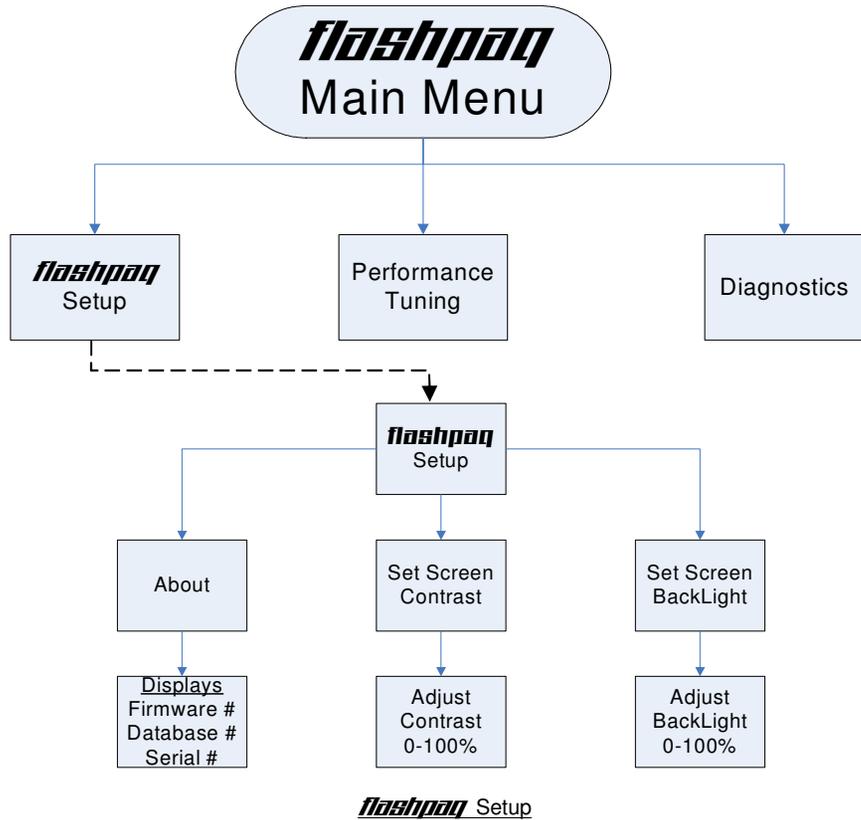
About: Displays Tuner Firmware Version, Database Version, Serial Number
Set Screen Contrast: Allows changes to screen text & graphics darkness
Set Screen BackLight: Allows changes to screen brightness level
  (Adjustable for extreme viewing situations – direct sunlight, nighttime, low lighting)

Section A – Overview of *flashpaq*

flashpaq
Main Menu

flashpaq Setup	Performance Tuning	Diagnostics

Performance Tuning

Read Vehicle	Change Setup	View Settings	Program Vehicle

Read Vehicle

Read Vehicle ID	Read Stock

Display Vehicle ID	Read Stock Vehicle

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

Section A – Overview of *flashpaq*

flashpaq
Main Menu

flashpaq Setup | Performance Tuning | Diagnostics

Performance Tuning

Read Vehicle | Change Setup | View Settings | Program Vehicle

Change Setup

Power Level | Options

Select Performance | Select 87 Octane | Select Stock

Trans Settings | Speed Limiter | Tire Size

Select Option | Adjust MPH Min-Max | Adjust Height Min-Max
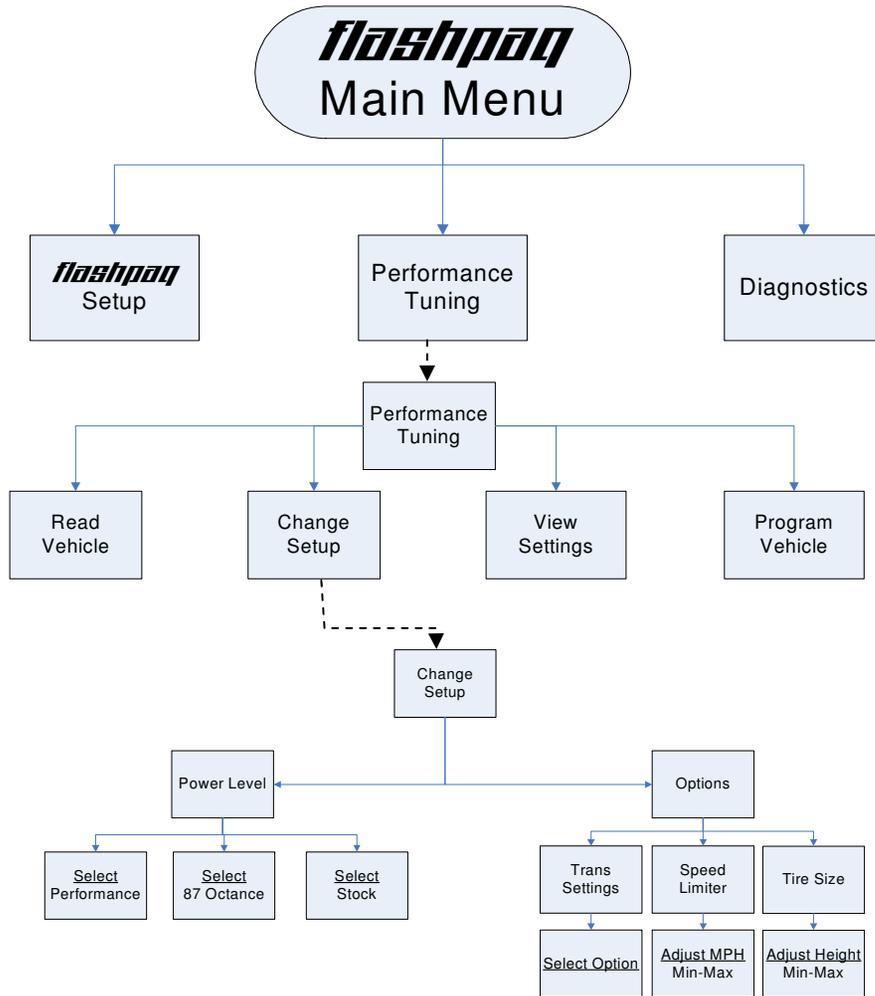
Change Setup – Power Level

Performance: Selects Superchips optimum performance tuning for engine & transmission
  Performance program requires at least 91 octane fuel.
87 Octane: Selects Superchips optimum 87 octane tuning for engine & transmission
Stock: Selects factory stock tuning for engine & transmission.

Change Setup – Options

Trans Settings: Allows selection of transmission performance modes.
  See the next section, Section A for additional information.
Speed Limiter: Allows changes to the vehicle top speed limiter
  (Adjustable in 1 MPH increments)
Adjust Height: Allows changes to vehicle tire height for speedometer correction.
  (Adjustable in ¼ inch increments)

Section A – Overview of *flashpaq*

Transmission Options:

The 3825 has a new option set to allow for user adjustable options for transmission settings as well as the standard options. The new option set is detailed below:

Transmission Settings Menu:

Stock Settings
Superchips Sport
Superchips Perf.
Custom Settings

Stock Settings:
     Use this setting to keep your vehicle at stock transmission settings or if you have performance programmed your transmission you can set it back to stock.

Superchips Sport:
     This setting will allow you to set your vehicle up with a pre-determined Sport setting. This will include Paddle Shifting with Auto Kickout, reduced torque management, and stock Wide Open Throttle (WOT) shifting, typically the shifts complete well below 5800 RPM. (See below for more details)

Superchips Perf:
     This setting will allow you to set your vehicle up with a pre-determined Perf setting. This will include Paddle Shifting with Gear Hold, reduced torque management, and stock Wide Open Throttle (WOT) shifting, typically the shifts complete well below 5800 RPM. (See below for more details)

Custom Settings:
     This setting will allow you to set your vehicle up with all of the possible options, mentioned above, independently. The menu setup is detailed below:

Custom Settings Menu:

Torque Management
Paddle Shift Mode
Shift Point Settings

Torque Management:
     This setting will allow you to heavily reduce torque-management (a reduction of approximately 80-90% depending on vehicle) for heavy throttle to WOT shifting. This is selected by answering yes to the "Reduce Torque-management?" question.

Paddle Shift Mode:
     This setting will allow you to choose what style of shift lever control to use.

Paddle Shift Mode Menu:

| |
|---|
| Stock Setting |
| Paddle Auto Kick |
| Paddle Hold Gear |

Stock Setting: This setting allows the paddle shifter to function as stock, like a standard column shift, where you can select a gear (if available).

Paddle Auto Kick: This settings allows the paddle shifter to function as stock where any gear can be selected (if available), but the ECU will cause the transmission to shift once a WOT shift point has been hit.

Paddle Hold Gear: This is the same as above, except you can choose any gear at any time (if available), and it will stay in that gear until manually shifted out.

Shift Point Settings: This setting allows the transmission to be set for higher WOT shift points, which will complete shifts below 6250 rpm. This setting will also raise the REV limit to allow for higher RPM shift points.

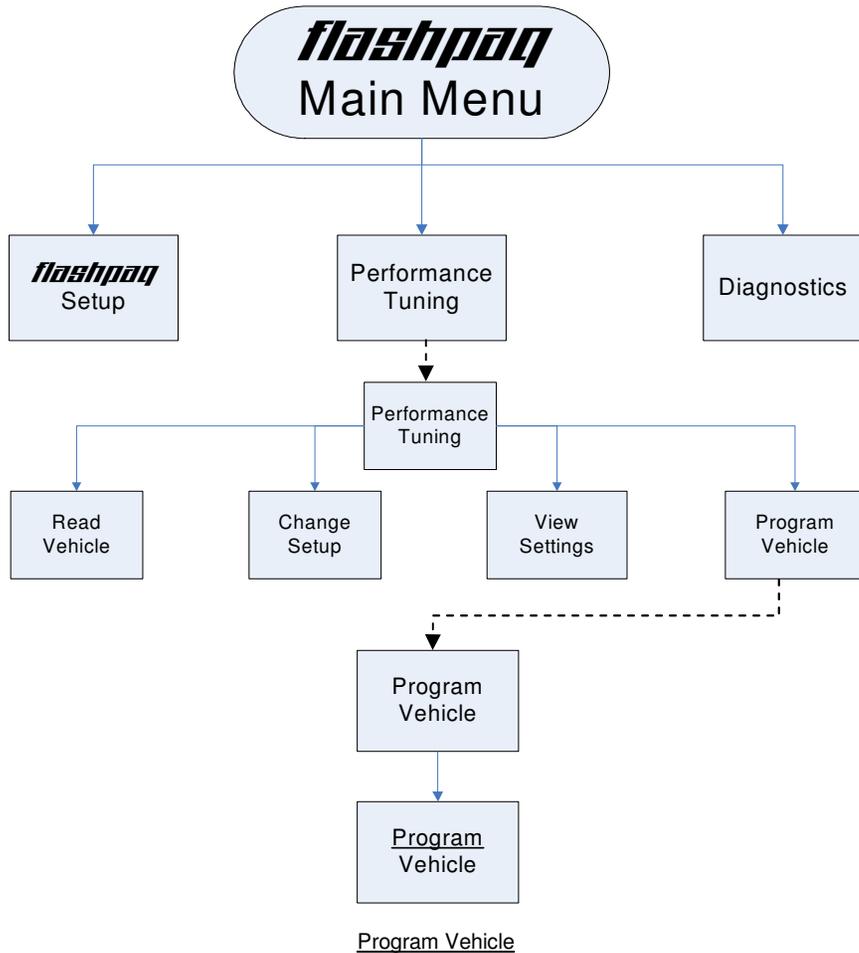**Section A – Overview of *flashpaq***

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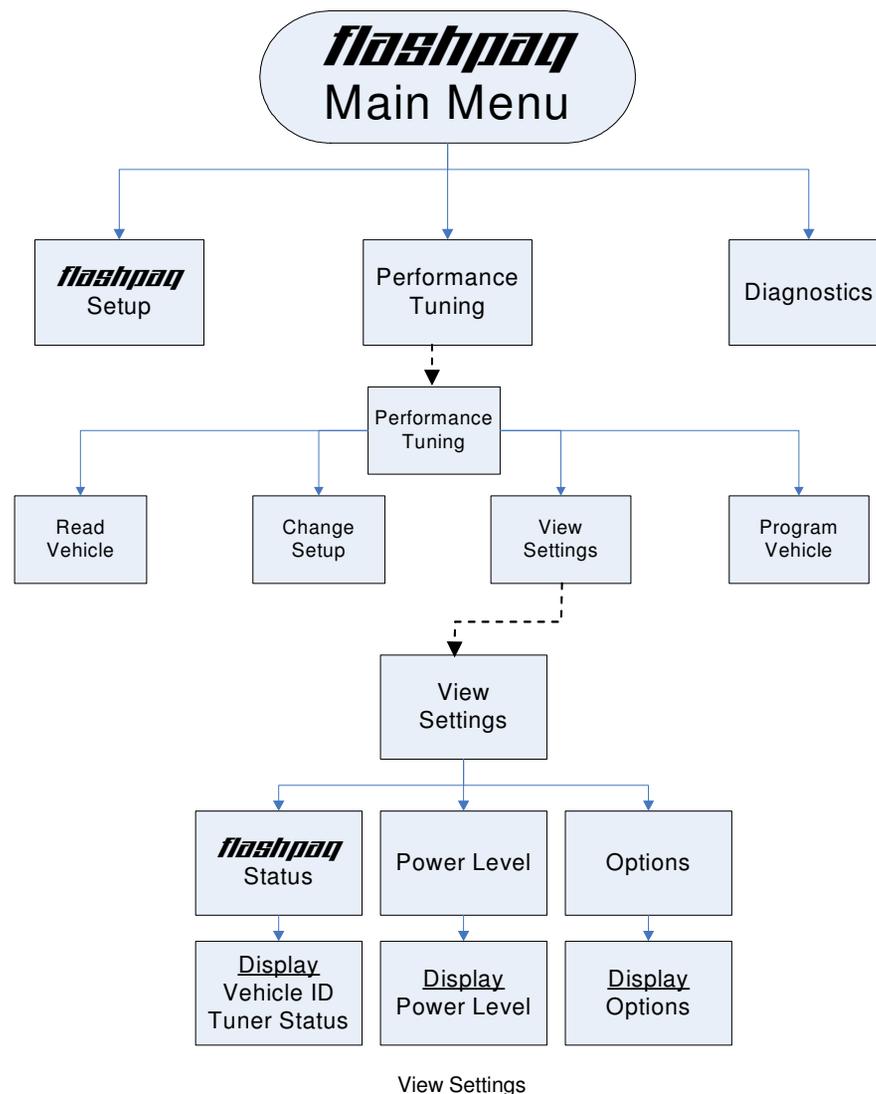
Display Vehicle ID & Tuner Status: Displays stored vehicle ID & tuner programming status
   (This feature displays previously read data, no communications with the vehicle occur)
Display Power Level: Displays stored user selection from Change Setup - Power Level.
   (This feature is for display only,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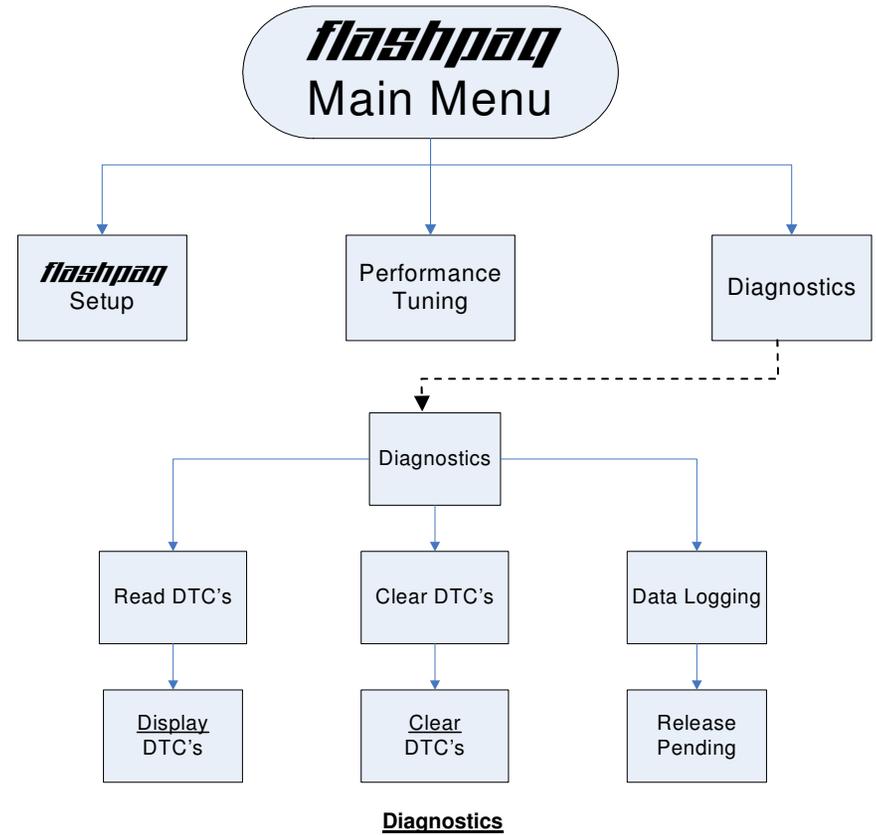Display Options: Displays current settings user has selected from Change Setup – Options.
   (This feature is for display only, to make changes see Performance Tuning - Change Setup)

Section A – Overview of *flashpaq*

flashpaq Main Menu

- flashpaq Setup
- Performance Tuning
  - Performance Tuning
    - Read Vehicle
    - Change Setup
    - View Settings
    - Program Vehicle
      - Program Vehicle
        - Program Vehicle
- Diagnostics

Program Vehicle

Program Vehicle: Programs vehicle based on Change Setup – <u>Power Level and Options.</u>
 (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*

flashpaq Main Menu

- flashpaq Setup
- Performance Tuning
- Diagnostics
  - Diagnostics
    - Read DTC's
      - Display DTC's
    - Clear DTC's
      - Clear DTC's
    - Data Logging
      - Release Pending

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.flashpaq.com for availability

Section B – TROUBLESHOOTING

A. 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, typically this fuse is labeled #51, 20 amp.

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

B. 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...
>
> Call Superchips!
>
> Use Code #E-XX (XX=a two digit number)
>   Or
> Use Code #T-XX (XX=a two digit number)
>
> Record this File
> Name: XXXXXXXXXX

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.flashpaq.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.   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

C. 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: 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 FLASHPAQ 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.

D. 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 Service at 407-585-7000 for a Return Authorization number to send the FLASHPAQ Tuner in for inspection.

E. 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 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.

F. 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.

G. 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.flashpaq.com and click on the FLASHPAQ icon.

H: 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.flashpaq.com and click on the FLASHPAQ icon.

I. 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.

J. 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.

K. Communications Error
If the FLASHPAQ 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 FLASHPAQ Tuner will need to be returned to Superchips.

Frequently Asked Questions (F.A.Q.)

L. 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.

M. My friend's vehicle 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 vehicle may have different types of vehicle computers in his vehicle which may require more or less time to do certain operations.

N. 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.

O. My friend's vehicle has the same engine but is tuned differently, why?
Each vehicle configuration has been optimized for the best tuning. Your friend's vehicle may have different types of vehicle computers, thus requiring different tuning.

Recovery Procedure

In the event of an error 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.

Error 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, an error message will be displayed on the unit. Please make note of the message displayed and contact Superchips Customer Service.

Superchips Inc.

Superchips Inc.

If it is necessary to return your *flashpaq* Tuner to **Superchips**, please take a moment 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.

 If an RA number has been 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 your FlashPaq: _____

E-mail address: _____

If in "Needs Update" Mode or Error Messages Please List
File/Error #1:
File/Error #2:
File/Error #3:

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.