

Superchips Model 1815 *Flashpaq* Tuner 2005-2006 V6 and V8 F150/F250 Trucks

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 acquisition¹ 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 PC² 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 1815 FLASHPAQ tuner is setup specifically for your 2005-2006 Ford F150 and F250 V6 and V8 Truck. The 1815 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 are intended for stock vehicles. They include Performance, Towing and 87 Octane tuning for V8's and Performance and Towing tuning for V6's. Check www.flashpaq.com for availability of additional tuning levels.

The Superchips 1815 FLASHPAQ also offers users the following options:

- Raise the Vehicle Top Speed Limiter
- Raise the Engine Rev Limiter (F150 Only)
- Selectable Axle Ratio Size (Correction of Speedometer & Shift Points)
- Selectable Tire Height (Correction of Speedometer & Shift Points)

Log onto www.flashpaq.com for availability of additional tuning levels.

¹ Visit www.flashpaq.com for availability

² Windows XP, 2000 or higher (MAC, UNIX, LINUX Not supported)

Table of Contents

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

Section A: Overview of FLASHPAQ

| | |
|-------------------|--------|
| Hardware Overview | Page 5 |
|-------------------|--------|

Quick Start – Program NOW

| | |
|---|--------|
| Program my vehicle with <i>Superchips</i> | Page 6 |
| Program my vehicle with <i>User Options</i> | Page 7 |
| Program my vehicle to <i>factory stock</i> | Page 8 |

Menu Layout – FLASHPAQ

| | |
|--------------------------------|--------|
| FLASHPAQ Hardware Setup & Info | Page 9 |
|--------------------------------|--------|

Menu Layout – Performance Tuning

| | |
|--------------|---------|
| Read Vehicle | Page 10 |
|--------------|---------|

| | |
|--------------|---------|
| Change Setup | Page 11 |
|--------------|---------|

| | |
|---------------|---------|
| View Settings | Page 12 |
|---------------|---------|

| | |
|-----------------|---------|
| Program Vehicle | Page 13 |
|-----------------|---------|

Menu Layout – Vehicle Diagnostics

| | |
|-------------|---------|
| Diagnostics | Page 14 |
|-------------|---------|

Section B: Troubleshooting

| | |
|-------------------------------------|---------|
| Troubleshooting | Page 15 |
| Frequently Asked Questions (F.A.Q.) | Page 18 |
| Recovery Procedure | Page 19 |
| Error Notifications | |

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

For V8 engines, the "Performance" and "Towing" tuning level requires that you use at least 91 octane fuel. Using a lower octane fuel while the "Performance" or "Towing" Tuning Level is selected for your V8 may cause "pinging" that can be harmful to your vehicle and is not covered under your vehicle warranty nor Superchips 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.

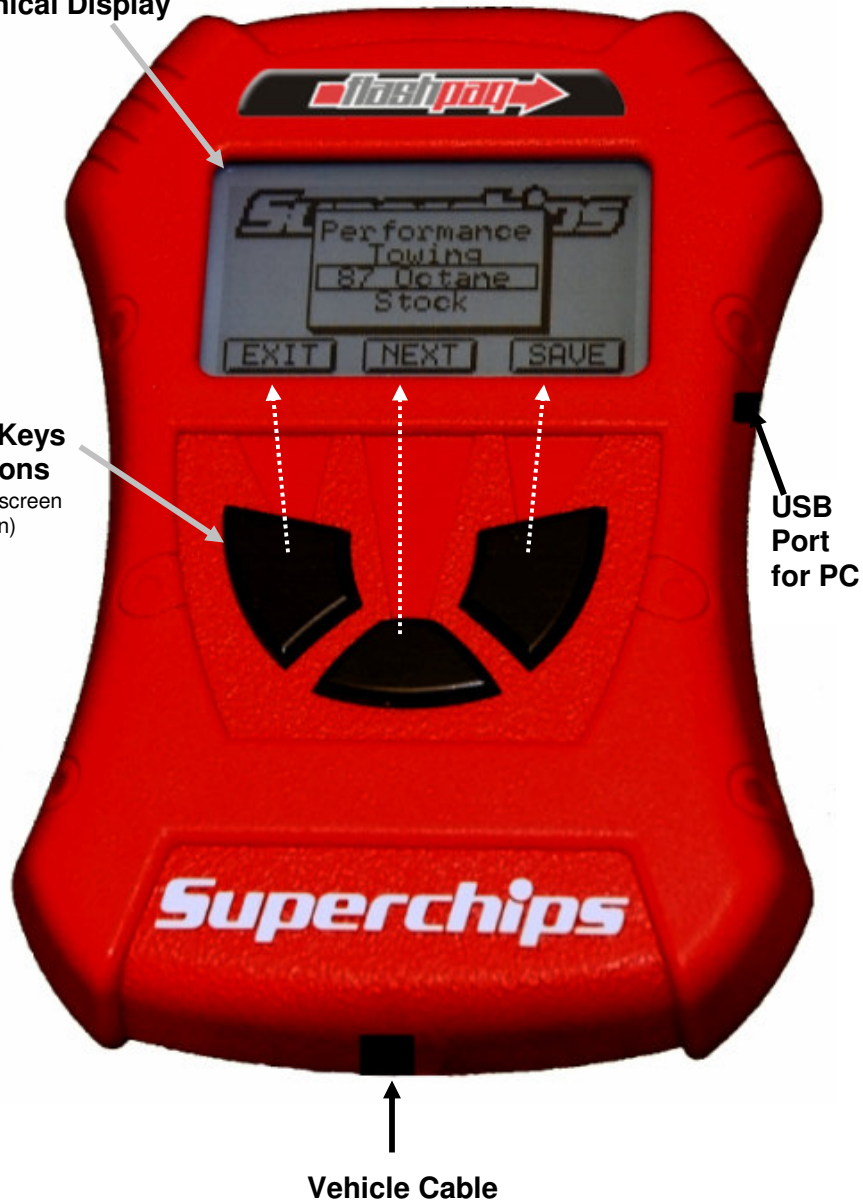
Important Note Regarding Storage of Your Flashpaq Tuner

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.

Section A – Overview of *flashpaq*

1. Understanding the hardware

Graphical Display

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 Prompts including Vehicle Ignition ON/OFF requests (**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 Prompts including Vehicle Ignition ON/OFF requests (**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. Quick Start – Program my vehicle with *User Options* 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 Prompts including Vehicle Ignition ON/OFF requests (***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 NEXT – adjusts Rev Limiter
 - 7) Press SAVE – Saves Rev Limiter setting & exits
 - 8) Press NEXT – adjusts Speed Limiter
 - You must have Z rated tires to modify the Speed Limiter
 - 9) Press SAVE – Saves Speed Limiter setting & exits
 - 10) Press NEXT – adjusts Axle Size
 - 11) Press SAVE – Axle Size setting & exits
 - 12) 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 Prompts including Vehicle Ignition ON/OFF requests (***DO NOT START VEHICLE!!!***)

Upon completion, remove cable from vehicle –

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

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

Please follow the steps below to program your vehicle

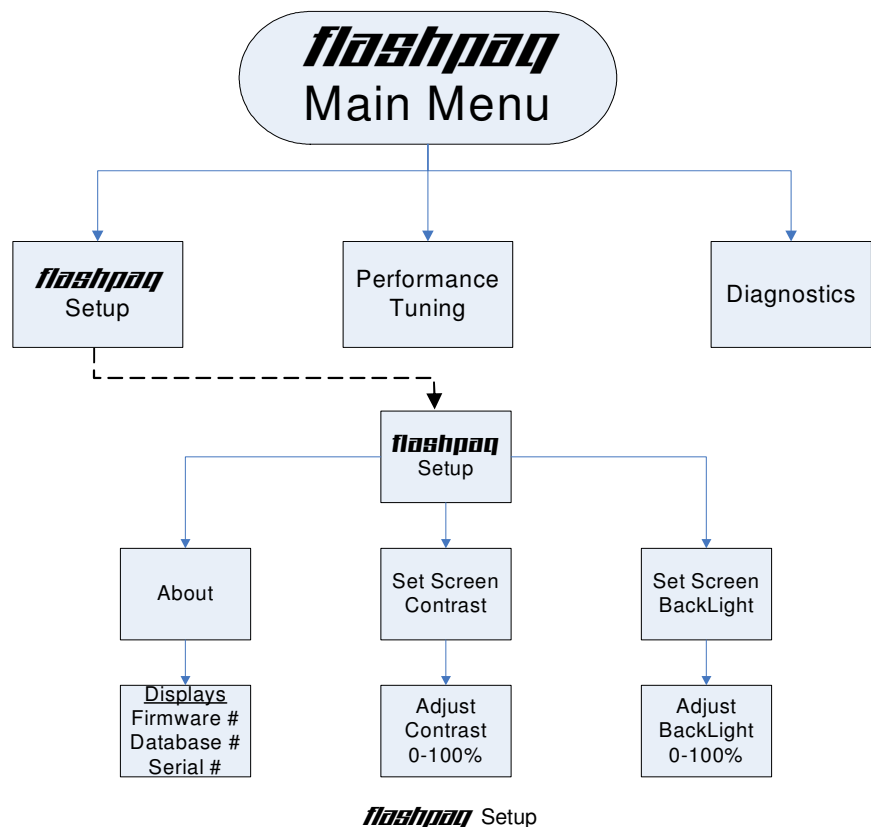
- From the opening screen – Step 1
 - 1) Press ENTER – selects Performance Tuning
 - 2) Press ENTER – selects Change Setup
 - 3) Press ENTER – selects Power Level
 - 4) Press DOWN until Stock is selected
 - 5) Press SAVE – selects the Stock tuning level
 - 6) Press EXIT – returns you to Performance Tuning screen

- From the Performance Tuning screen – Step 2
 - 1) Press DOWN – highlights Program Vehicle
 - 2) Press ENTER – selects Program Vehicle
 - 3) Follow ON SCREEN Prompts including Vehicle Ignition ON/OFF requests (***DO NOT START VEHICLE!!!***)

Upon completion, remove cable from vehicle –

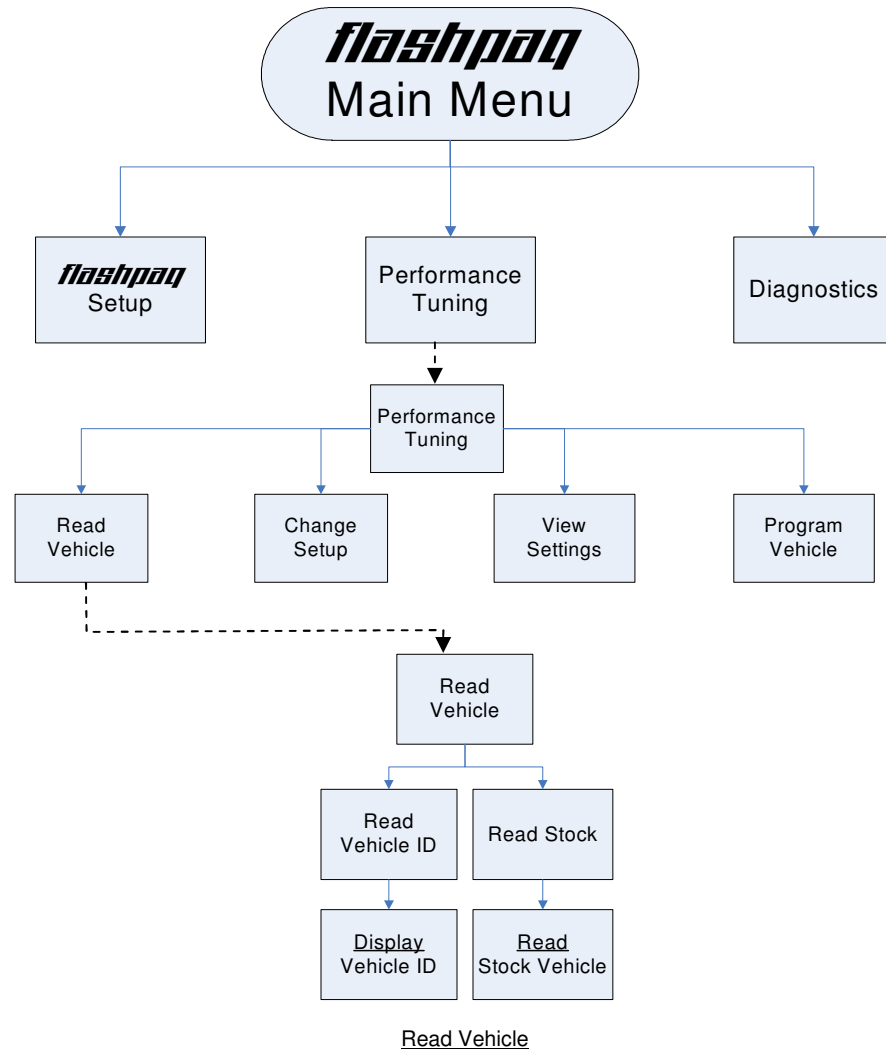
Your vehicle's program is now returned to factory stock. You may now start your vehicle.

5. Understanding the Menu Screens



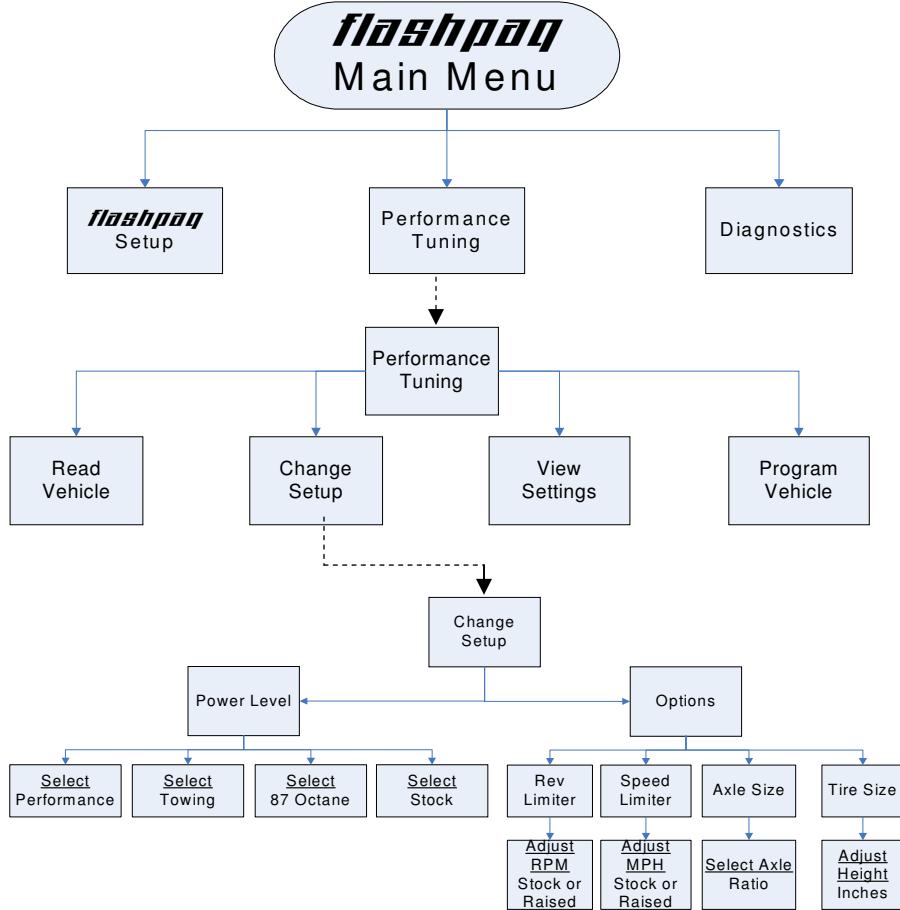
About: Displays Tuner Firmware Version, Database Version, and Serial Number
 Set Screen Contrast: Allows changes to screen text & graphics darkness
 Set Screen BackLight: Allows changes to screen brightness level
 (Adjustable for extreme viewing situations – direct sunlight, nighttime, low lighting)

Section A – Overview of flashpaq



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

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

Towing: Selects Superchips optimum towing tuning for engine & transmission

Note: V8 Performance and Towing tuning requires 91 octane fuel or better.

V6 Performance and Towing tuning is optimized for use with 87 octane fuel.

87 Octane (V8 Only): Selects Superchips optimum tuning for V8 engine & transmission when using 87 octane fuel.

Stock: Selects factory stock tuning for engine & transmission.

Change Setup – Options

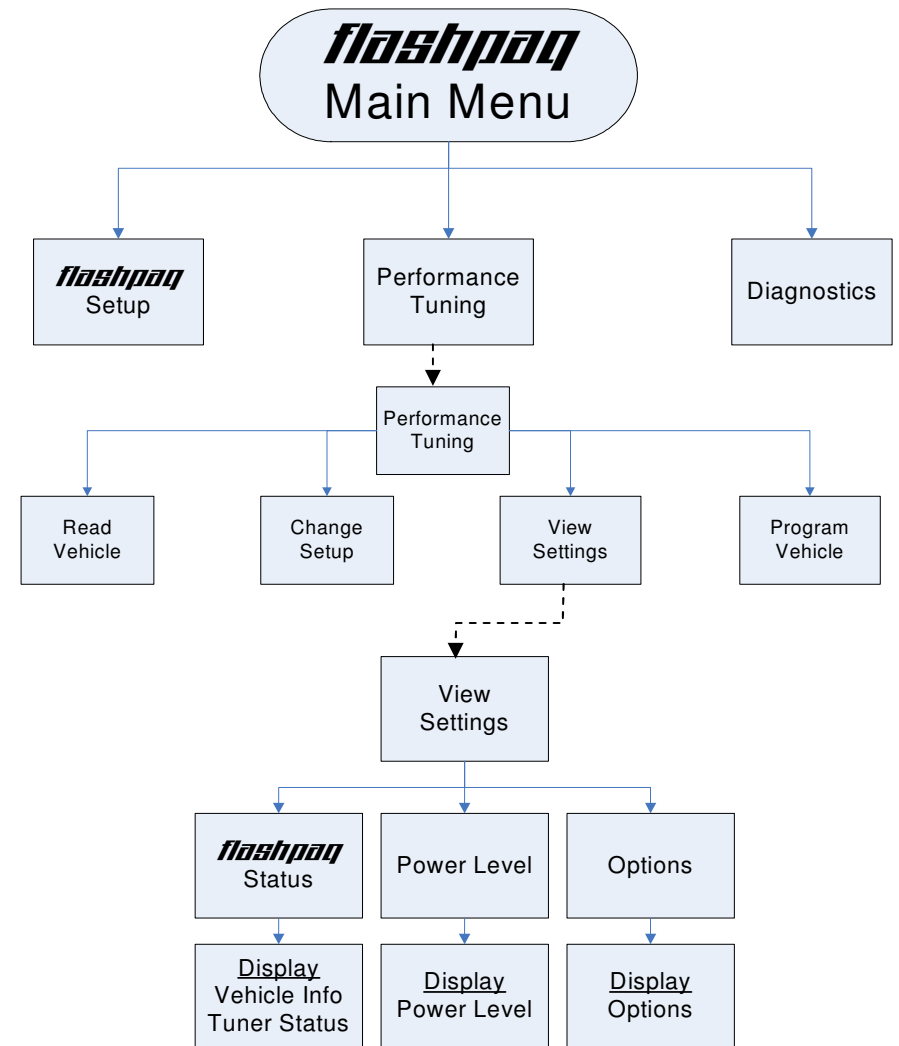
Rev Limiter: Allows selection of a raised engine rev limiter. (F150 Only)

Speed Limiter: Allows selection of a raised vehicle speed limiter.

Axle Size: Allows changes to axles for correction of speedometer & shift points.

Tire Size: Allows changes to vehicle tire height for speedometer correction.

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)

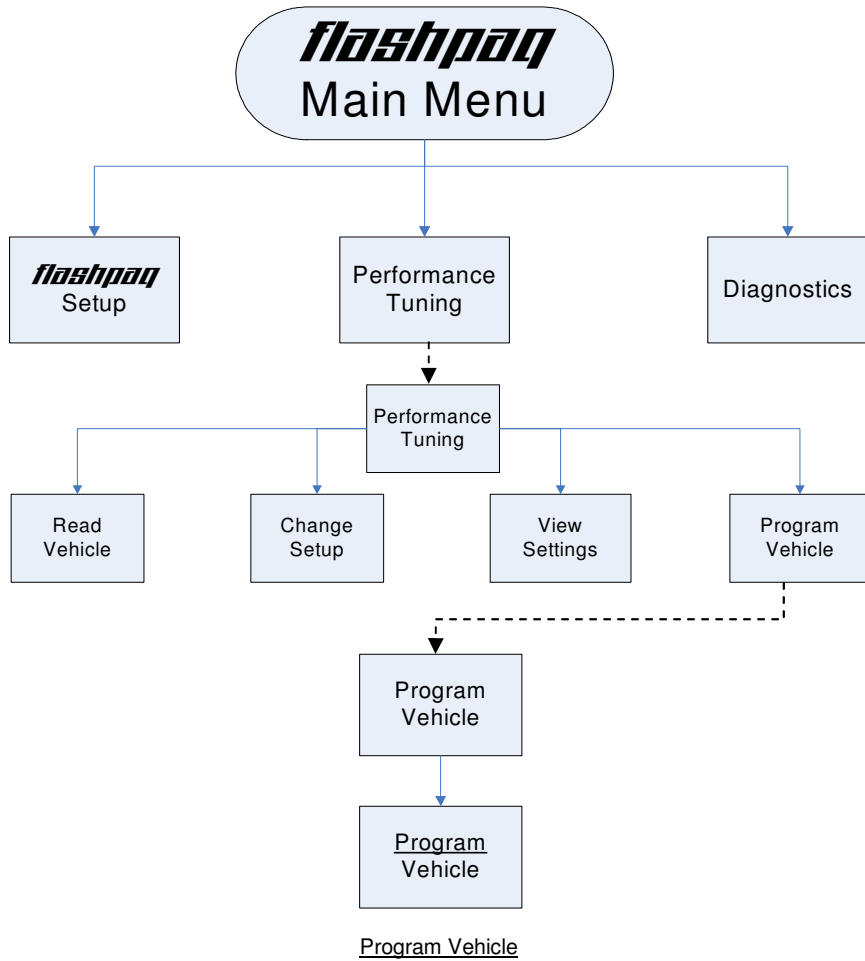
Display Power Level: Displays stored user selection from Change Setup - Power Level.

(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.

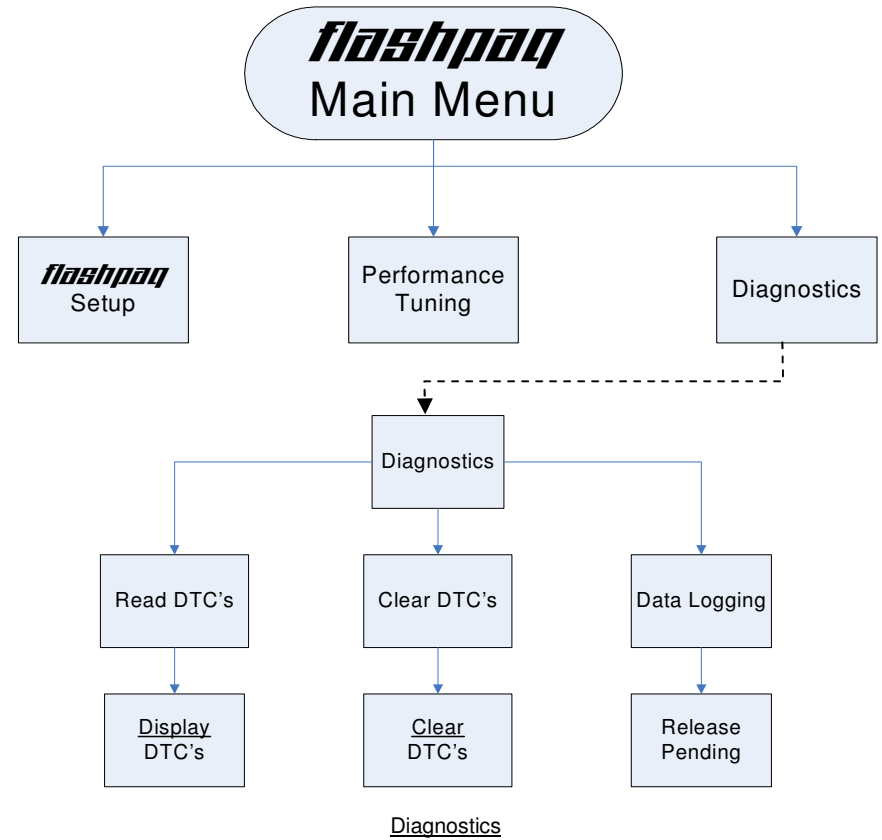
(This feature is for display only, to make changes see Performance Tuning - Change Setup)

Section A – Overview of *flashpaq*



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*



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: For availability visit www.Flashpaq.com

Section B – TROUBLESHOOTING**A. 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 FLASHPAQ Tuner into another Ford vehicle. 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 Ford vehicle, call Superchips Customer Service at 407-585-7000 to ask for a Return Authorization (RA) to send the FLASHPAQ Tuner in for inspection. (See Step B, 4 in this section for details.)

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: XXXXXXXXXXXX**

- 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: 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 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 XXXXXXXXXXXX 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.

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 XXXXXXXXXXXX and give this to the Superchips customer service representative. If you require a Return Authorization (RA) please See Step B, 4 in this section for details.

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 call Superchips Customer Service at 407-585-7000 to ask for a Return Authorization (RA) to send the FLASHPAQ Tuner in for inspection. (See Step B, 4 in this section for details.)

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 call Superchips Customer Service at 407-585-7000 to ask for a Return Authorization (RA) to send the FLASHPAQ Tuner in for inspection. (See Step B, 4 in this section for details.)

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 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.

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 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 may have different types of vehicle computers in his truck 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 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 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.

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 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: _____

Serial number on back of flashpaq Tuner: _____

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.