

**Superchips Model 2825 *Flashpaq* Tuner**  
**1999-2006 Corvette, 2004-2005 Cadillac CTSV,**  
**1999-2002 Camaro Z28, Firebird Trans Am,**  
**2004-2006 Pontiac GTO**  
**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<sup>1</sup>** – 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
- 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 2825 FLASHPAQ tuner is setup specifically for these 1999-2006 GM car applications. It is comprised of all the past tuning expertise that previously went into our 2724, & 2725 Max Microtuner product lines and now includes cutting-edge technology all rolled up into the 2825 Flashpaq. The 2825 FLASHPAQ houses specialized databases that contain optimally calibrated, individual vehicle application, performance programs which tune BOTH the engine & transmission, where supported. 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 files for stock vehicles. Visit [www.flashpaq.com](http://www.flashpaq.com) and for additional features and product updates. Also, watch for our new Data Acquisition at [www.flashpaq.com](http://www.flashpaq.com).

The Superchips 2825 FLASHPAQ also offers users the following options for most vehicles:

- Adjustable Vehicle Top Speed Limiter
- Adjustable Engine Rev Limiter
- Adjustable Gear Range (proportional correction of speedometer and shift points)
- Adjustable WOT Shift Points, per gear, available for automatic transmissions (where supported)
- Adjustable Shift Firmness, per gear, available for automatic transmissions (where supported)
- Adjustable Electric Cooling Fan temperature set points (when vehicle equipped)

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

<sup>2</sup> Windows XP/2000 or higher (MAC 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 level requires 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 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**

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:

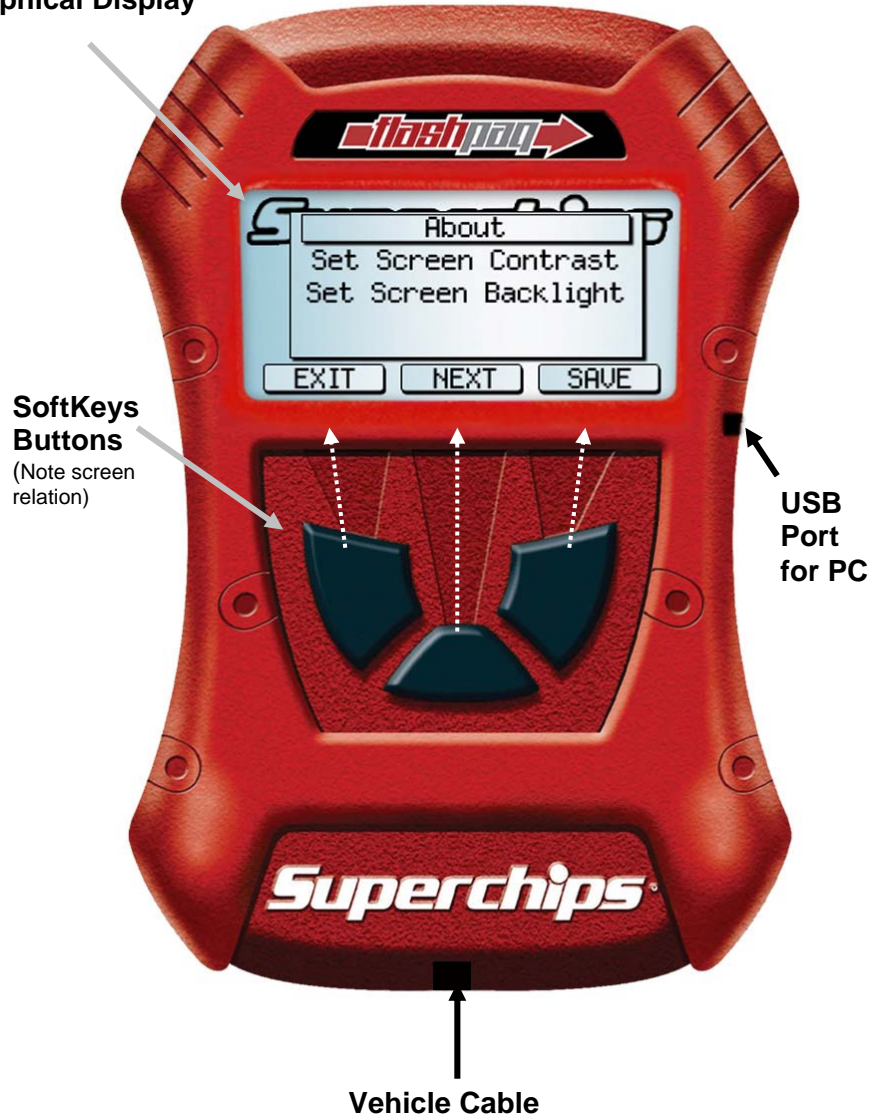
- All power-draining accessories are turned off, including radio, lights, cell phones, etc., The FLASHPAQ Tuner needs full battery voltage to program your vehicle.
- Ensure your vehicle battery is fully charged and not connected to a battery charger.
- Do not leave the FLASHPAQ Tuner connected and unattended 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.

**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



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 and 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 (Personal Preference)
  - Set Screen Backlight (Personal Preference)
- Performance Tuning – See Performance Tuning section
  - Read Vehicle
  - Change Settings
  - View Settings
  - Program Vehicle
- Diagnostics – See Diagnostics section
  - Read DTC's (Diagnostic Trouble Codes)
  - Clear DTC's (Diagnostic Trouble Codes)
  - Data Logging (visit [www.flashpaq.com](http://www.flashpaq.com) for updates)

## Section A – Overview of *Flashpaq*

### 4. Quick Start – The Opening Screen

- **From the Opening Screen – FLASHPAQ Setup**
  - 1) Press Enter – Selects FLASHPAQ Setup
  - 2) Press Enter – Selects About
  - 3) Screen Displays:
    - Product Description
    - Product Part Number
    - “Operating Software” Firmware (F/W) Version #
      - Visit [www.flashpaq.com](http://www.flashpaq.com) for latest updates
    - Calibration (Tuning File) Database Version #
      - Visit [www.flashpaq.com](http://www.flashpaq.com) for latest updates
    - Product Serial Number
  - 4) Press EXIT – Returns to the FLASHPAQ Setup Screen
- **From the FLASHPAQ Setup Screen – Set Screen Contrast**
  - 1) Press NEXT – Highlights Set Screen Contrast
  - 2) Press Enter – Selects Set Screen Contrast
  - 3) Press Up - Increases contrast (text/graphics darkness)
  - 4) Press Down – Decreases contrast (text/graphics darkness)
  - 5) Press Save – Stores contrast settings
- **From the FLASHPAQ Setup Screen – Set Screen Backlight**
  - 1) Press NEXT as needed – Highlights Set Screen Backlight
  - 2) Press Enter – Selects Set Screen Backlight
  - 3) Press Up - Increases Backlight (screen brightness)
  - 4) Press Down – Decreases Backlight (screen brightness)
  - 5) Press Save – Stores Backlight settings

## Section A – Overview of *Flashpaq*

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

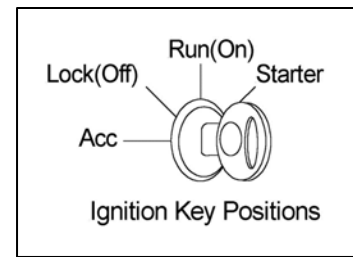
Please follow the steps below to program your vehicle

- **From the opening screen**

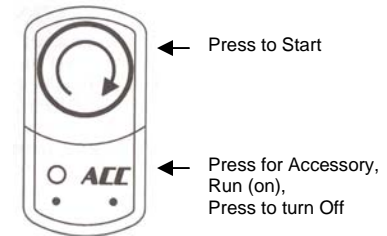
\*\*\* Press NEXT to scroll as needed \*\*\*

  - 1) Press ENTER – selects Performance Tuning
  - 2) Press ENTER – selects Read Vehicle
  - 3) Press ENTER – selects Read Stock
  - 4) Follow ON SCREEN – Turn Vehicle Ignition Switch to Run (On)  
(DO NOT START VEHICLE!!)

Most 1999-2006



Push button  
2005-2006 Corvette



- 5) Press OK when the ignition is on, Reading will start
  - 6) Press OK when prompted Stock Files are Saved
  - 7) Press EXIT – returns you to the previous screen
- **From the Previous Screen**
    - 1) Press ENTER – selects Change Setup
    - 2) Press ENTER – selects Power Level
    - 3) Press SAVE – after selection of the tuning level
    - 4) Press No to answer “Adjust User Options”  
(You will be returned to the Previous screen)
  - **From the Previous Screen**
    - 1) Press ENTER – selects Program Vehicle
    - 2) Press YES – final confirmation for vehicle program
- (If your vehicle needs multiple files they will be loaded automatically)
- 3) Follow ON SCREEN – Turn the ignition off and remove key
  - 4) Press ENTER – programming confirmation will occur

**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!!!

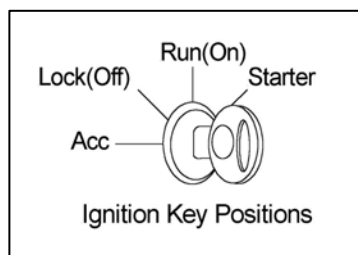
Please follow the steps below to program your vehicle

- From the opening screen – Step 1

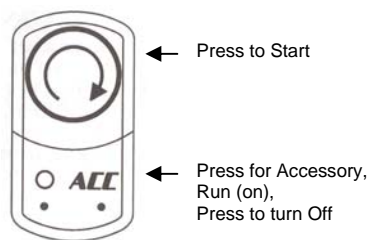
\*\*\* Press NEXT to scroll as needed \*\*\*

- 1) Press ENTER – selects Performance Tuning
- 2) Press ENTER – selects Read Vehicle
- 3) Press ENTER – selects Read Stock
- 4) Follow ON SCREEN – Turn Vehicle Ignition Switch to Run (On)  
(DO NOT START VEHICLE!!)

Most 1999-2006



Push button  
2005-2006 Corvette



- 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 Previous Screen

(Please see next page for Steps 2 & 3)

Section A – Overview of *Flashpaq*

- From the Previous Screen – Step 2

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

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

- 1) Press ENTER – selects Change Setup
- 2) Press ENTER – selects Power Level
- 3) Press SAVE – selects the highlighted tuning level
- 4) Press YES – selects Adjust User Options
- 5) Press SAVE – after selection Axle (Gear) Ratio  
(Select Stock unless aftermarket gears are installed)
- 6) Press SAVE – after selection of measured Tire Height  
(Select Stock unless aftermarket tires are installed)
- 7) Press SAVE – after selection Full Throttle Shift Point 1-2
- 8) Press SAVE – after selection Full Throttle Shift Point 2-3
- 9) Press SAVE – after selection Full Throttle Shift Point 3-4
- 10) Press SAVE – after selection Shift Pressure 1-2
- 11) Press SAVE – after selection Shift Pressure 2-3
- 12) Press SAVE – after selection Shift Pressure 3-4
- 13) Press SAVE – after selection Radiator Cooling Fan
- 14) Press SAVE – after selection Engine Rev Limiter
- 15) Press SAVE – adjusts Vehicle Speed Limiter
- 16) Press YES – Are you done with user options?

- From the Previous Screen – Step 3

- 1) Press ENTER – selects Program Vehicle
- 2) Press YES – Program with selected file
- 3) Press YES – Final confirmation: Install selected file

(DO NOT START VEHICLE!!)

- 4) Press OK after turning Ignition Off & Removing Key

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!!!

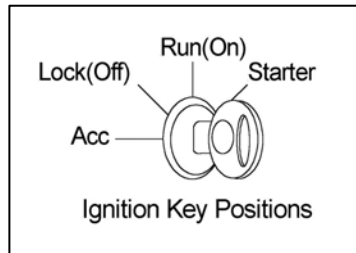
Please follow the steps below to program your vehicle

- From the opening screen – Step 1

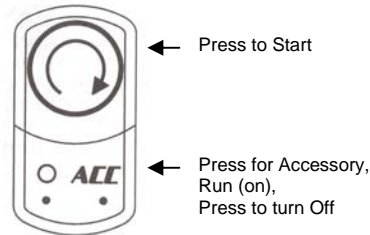
\*\*\* Press NEXT to scroll as needed \*\*\*

- 1) Press ENTER – selects Performance Tuning
- 2) Press ENTER – selects Change Setup
- 3) Press SAVE – selects Stock
- 4) Press ENTER to select Program Vehicle
- 5) Press YES to program vehicle with Stock file
- 6) Follow ON SCREEN – Turn Vehicle Ignition Switch to Run (On)  
(DO NOT START VEHICLE!!)

Most 1999-2006



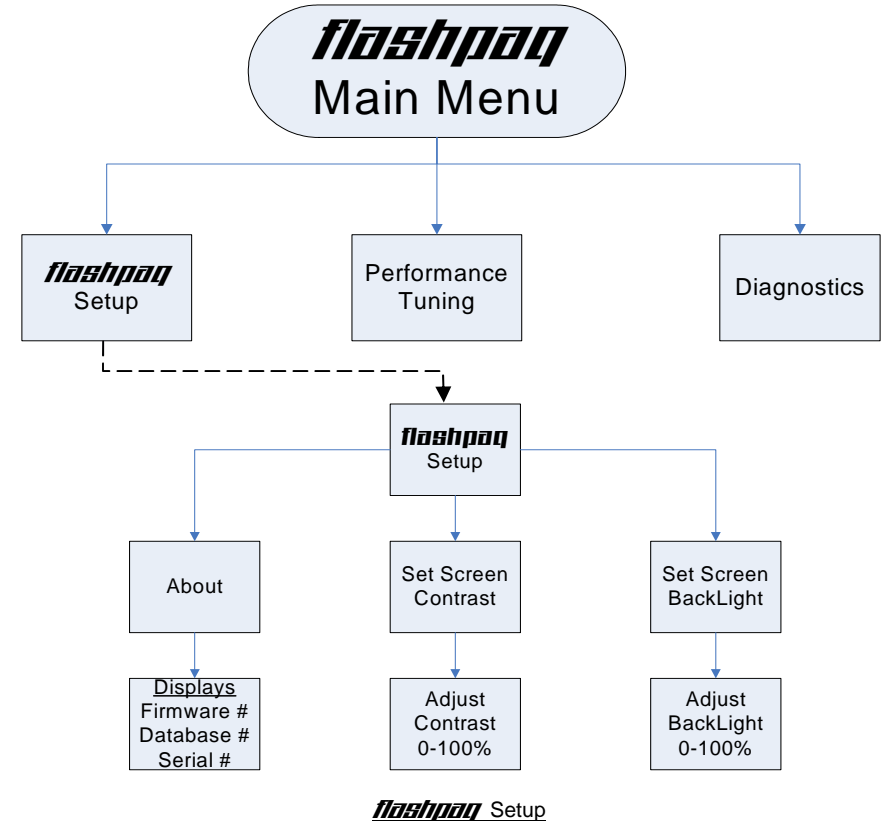
Push button  
2005-2006 Corvette



- 7) Press OK when the ignition is on, programming will start  
(After programming is completed you will be prompted)
- 8) Press OK after turning Ignition Off & removing the key

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

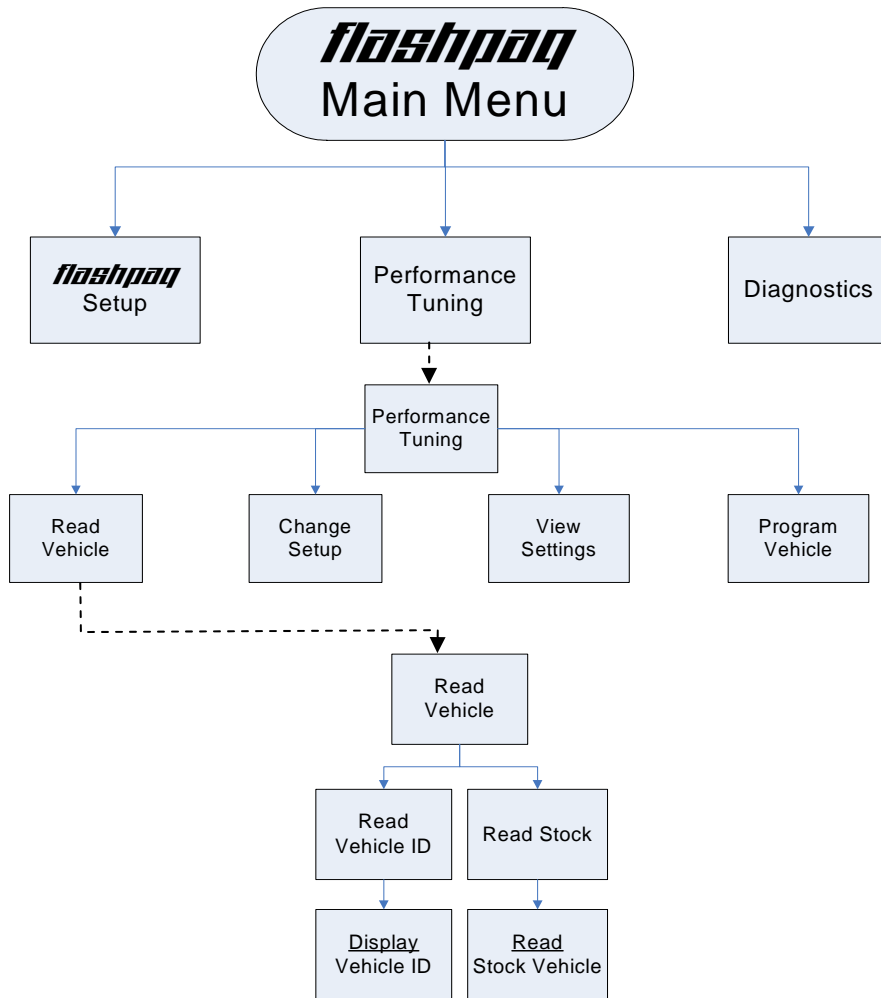
Visit [www.flashpaq.com](http://www.flashpaq.com) for latest updates

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)

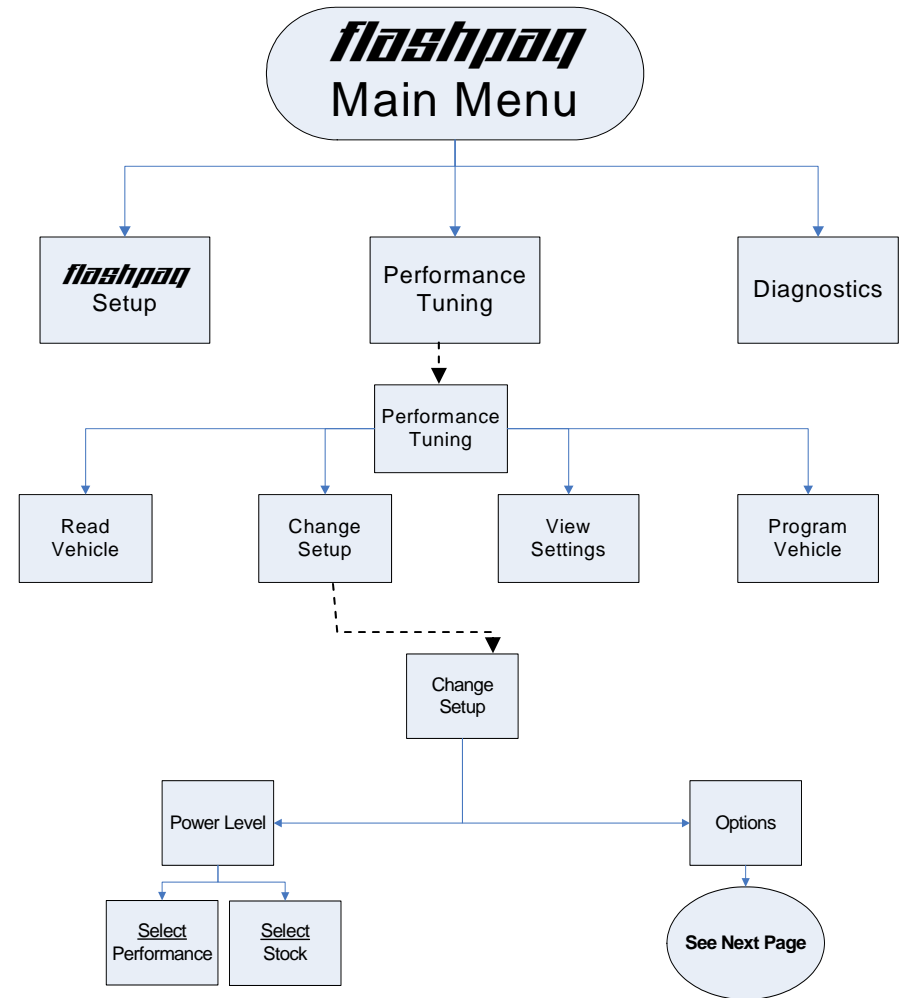
Section A – Overview of *flashpaq*



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*



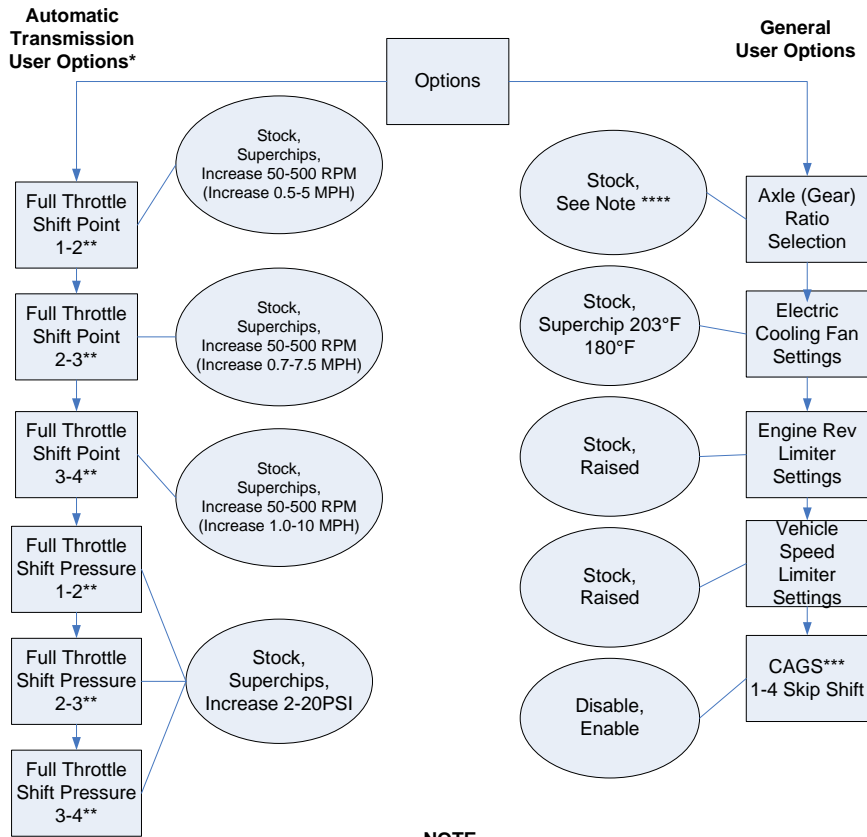
Change Setup – Power Level

Performance: Selects Superchips optimum performance tuning for engine & transmission.  
You must use at least 91 octane with this tuning.

Change Setup – Options

**See Next Page**

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



**NOTE**

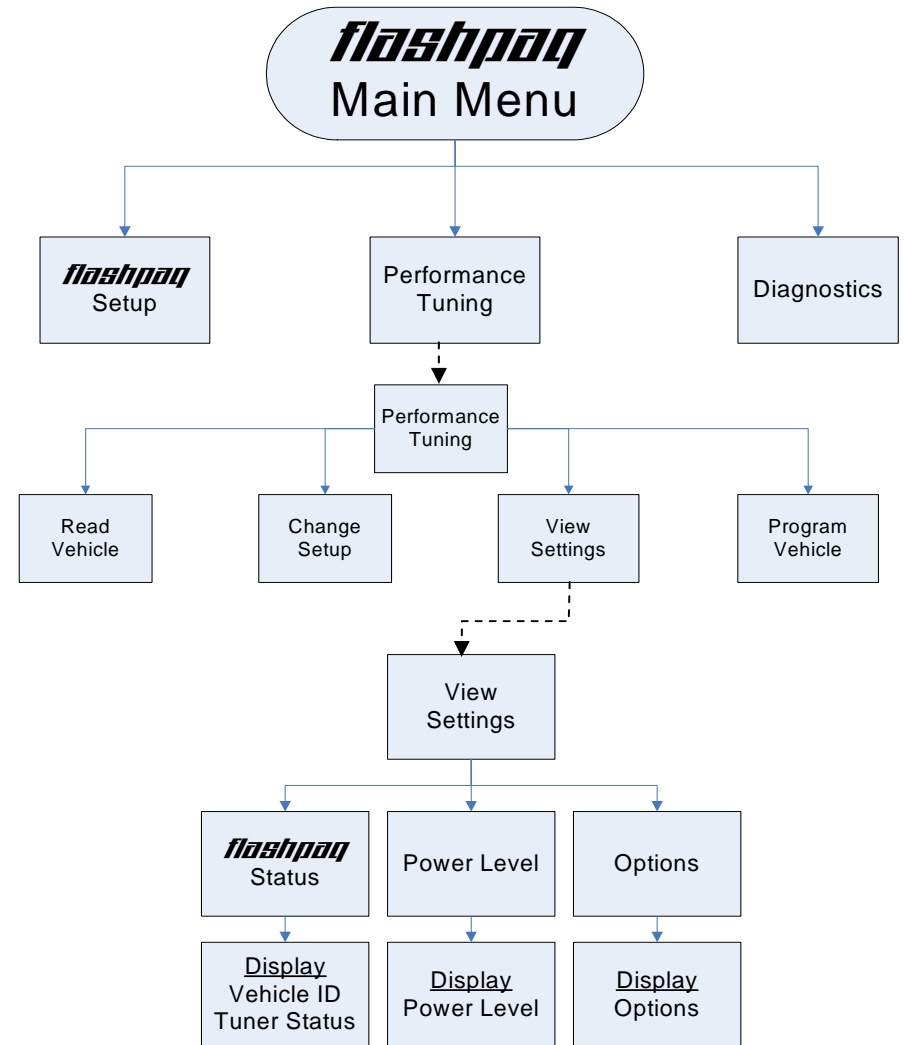
\* Most automatic transmissions are supported and tuned.

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

\*\*\* CAGS only available on Manual Trans

\*\*\*\* Gear selections vary with vehicle: typical range is 2.73 to 4.10

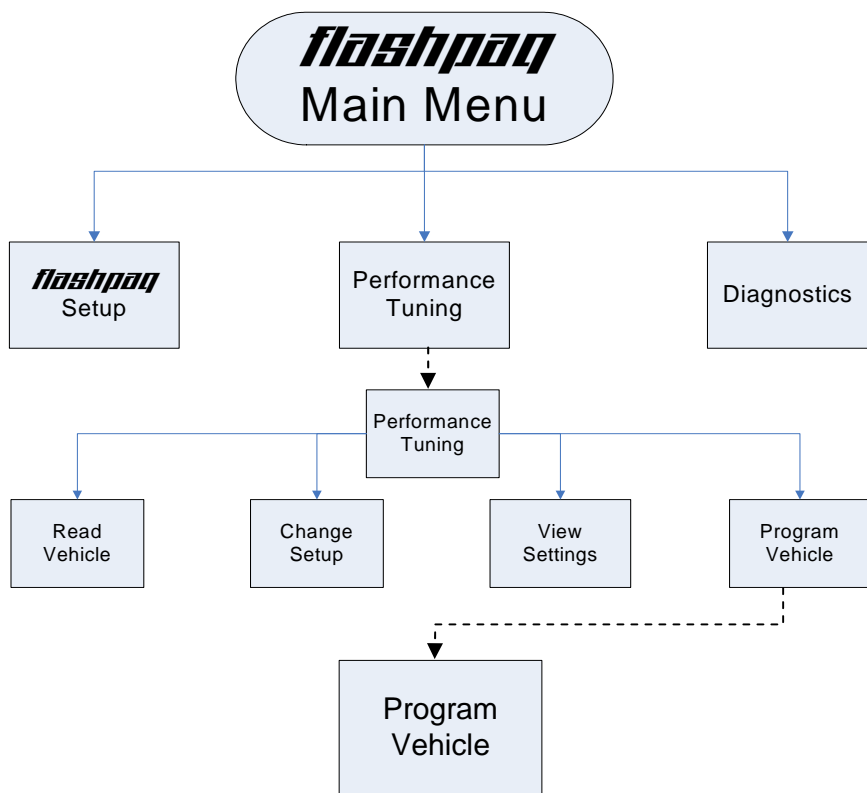
**Section A – Overview of *flashpaq***



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)

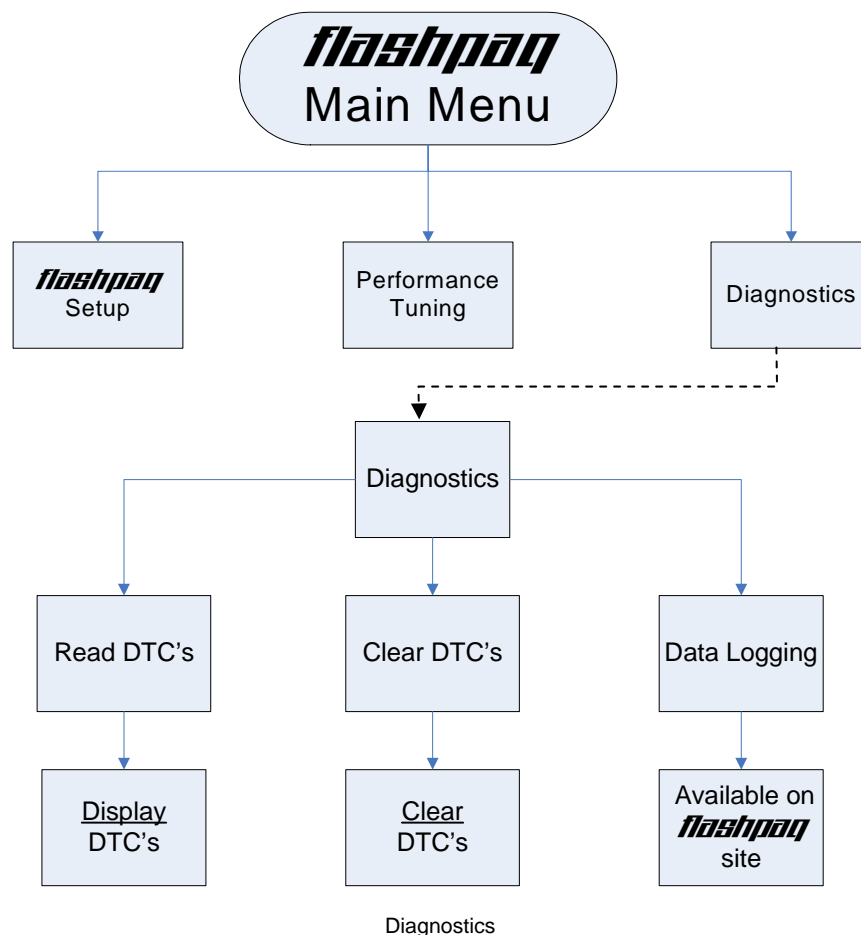
Section A – Overview of *flashpaq*



Program Vehicle

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.flashpaq.com](http://www.flashpaq.com) for application availability.  
 (Please visit us to ensure your product is always up to date with the latest & greatest!)

**Section B – Frequently Asked Questions****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.

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 vehicle. If the FLASHPAQ Tuner powers up, your car 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 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: XXXXXXXXXXXX**

- 2) If you have internet access follow below, if not skip to step 4
- 3) From any PC running Windows 98SE or higher
  - a. Connect to the internet
  - b. Go to [www.flashpaq.com](http://www.flashpaq.com)
  - c. Click on "existing customers" link.
  - d. Follow on screen prompts
    - i. Plug in your supplied FLASHPAQ to PC USB cable
    - ii. Install software drivers, as prompted
    - iii. Run the application to update your tuner
    - iv. Close Internet
    - v. Disconnect tuner
    - vi. Return to vehicle for programming
- 4) Call Superchips customer service and request a RA #
  - a. Superchips will issue a RA#
  - b. Please include your Proof Of Purchase (POP)
  - c. Return ship the tuner to Superchips

**Section B – Frequently Asked Questions****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 to discuss your issue. Your FLASHPAQ can be updated via the internet at [www.flashpaq.com](http://www.flashpaq.com) rather than be returned for service.

**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.

**Section B – Frequently Asked Questions****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](http://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](http://www.flashpaq.com) and click on the FLASHPAQ icon.

**Section B – Frequently Asked Questions****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 car 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 car may have different types of vehicle computers in his car 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 car has the same engine but is tuned differently, why?**

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

### Recovery Procedure

In the event of an unexpected status 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/Code 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 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: \_\_\_\_\_

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

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