



2018

V-Flash Instruction Guide for Ksuite 3.0

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Included in the V-Flash Kit

Included within your V-Flash kit is as follows:

- V-FlashV2 Hardware. This hardware is used to connect to all vehicles and is the key part of your V-Flash kit.
- OBDII Cable. This cable is used to connect the V-FlashV2 hardware to the vehicle that you are tuning. OBDII ports can be located in different places but most are located in the driver's foot well or within the center console. For further assistance with OBDII location please contact <u>technical@viezu.zendesk.com</u>
- USB cable. This cable is used to connect the V-FlashV2 hardware to the computer and can be used in any USB port or your PC.
- Pass Through Cable (Thin blue cable). This cable is used to make connection to some ECU's directly to create a communication line. Please only use this cable when instructed by the Viezu Technical Team.

Installation and Updating

To install the Ksuite 3.0 software onto your PC please enter this link into your web browser:

https://viezu.com/software

Allow this link to download in full and then run the execution file.

The software may ask for your permission to run (this will depend on your computers security settings)¹. Click the **Yes** button to proceed with the installation process.



Windows Security prompt, press Yes to proceed with installation

The installation will begin automatically and the installation wizard will start.



K-Suite 3.0 installation wizard, first window

¹ The given image is from a Windows 10 system – other versions of Windows will be very similar, and will mention 'User Account Control'.

The license agreement is provided first in English and then in Italian.

The '*l accept the agreement*' toggle button and the **Next** button will be unavailable <u>until you have scrolled to</u> <u>the very bottom of the License Agreement section</u>.

After scrolling the bottom of the license agreement, select **Next** to proceed.

up - K-Suite			_)
ense Agreement Please read the following important info	rmation before con	tinuing.		<	k
Please read the following License Agree agreement before continuing with the ir		cept the ter	ms of t	this	
LICENSE AGREEMENT AN CONI	ND WARRAN DITIONS	TY TER	MS A	ND ^	
IMPORTANT: Please read of conditions of this license ag with the installation!					ļ
BY USING THIS PRODUC	T, YOU CON	FIRM	OU	<u>R</u> ~	,
○ I accept the agreement					
I do not accept the agreement					
	< Back	Next	>	Car	ncel
up - K-Suite	< Back	Next	>	Car	ncel
rup - K-Suite ense Agreement Please read the following important info			>	Car	k
ense Agreement	rmation before con	tinuing.	-		
ense Agreement Please read the following important info Please read the following License Agree	rmation before con ment. You must ac istallation. aver letto e cc di accettare di c ortati. Il Conce un accordo con sso sostituisce ogni proposta	tinuing. cept the ter essere vir essionario mpleto eco qualsias e/o com	ms of t il pres ncolat ricon i esch i acc	this sente o dai losce usivo ordo	
ense Agreement Please read the following important info Please read the following License Agree agreement before continuing with the in Il Concessionario dichiara di Disclaimer in ogni sua parte e termini e condizioni in esso rip inoltre che questo Disclaimer è con il Concedente e che es precedente, orale o scritto, o	rmation before con ment. You must ac istallation. aver letto e cc di accettare di c ortati. Il Conce un accordo con sso sostituisce ogni proposta	tinuing. cept the ter essere vir essionario mpleto eco qualsias e/o com	ms of t il pres ncolat ricon i esch i acc	this sente o dai losce usivo ordo	

K-Suite 3.0 License Agreement window, before and after

The next window lists changes from the previous versions of K-Suite. Click Next to proceed.

<u></u> الح	etup - K-Suite —		×
]	nformation Please read the following important information before continuing.	4	ß
	When you are ready to continue with Setup, dick Next.		
	Version 3.03	^	
	Bug Fixing		
	Improved device connection		
	Fixed Virtual Reading issues		
	Fixed K-TAG programming issues	- 1	
	Fixed saving last selection in vehicle list	~	
	< Back Next >	Cano	el

The next window lists your installation directory. Please use the default installation suggestion unless advised otherwise.

Click Next to proceed.

🔏 Setup - K-Suite				×
				Â
Select Destination Location				54
Where should K-Suite be installed?			9	Z
Setup will install K-Suite into the fo	ollowing folder.			
To continue, click Next. If you would like to	select a different f	older, click Bro	owse.	
C: KSuite30		B	rowse	
At least 66.2 MB of free disk space is requir	red.			
	< Back	Next >	Canc	el

The next window is a confirmation for your install location. Select **Install** to proceed.

💩 Setup - K-Suite	_		×
Ready to Install Setup is now ready to begin installing K-Suite on your computer.		(K
Click Install to continue with the installation, or dick Back if you want t change any settings.	o review	v or	
Destination location: C:\KSuite30			×
<		>	,
< Back Insta	11	Car	ncel

The installation wizard will now proceed to install the K-Suite 3.0 software onto your computer system.

This process is expected to take less than 5 minutes but usually around 30 seconds.

—		×
	4	K
	Can	cel
		- Can

The installation wizard proceeds to install K-Suite 3.0

During the installation, the installer may pause and present the below window.

Select Yes to continue with the installation.



Once the installation process is completed, the installer will finish on the below window, confirming that the installation has completed and that K-Suite is ready to be run immediately.

Press Finish to complete the installation process and start the K-Suite 3.0 program



The final window of the K-Suite 3.0 installation wizard

Using K-Suite 3.0

After completing the installation, the K-Suite application may automatically begin launch as you close the installer.

! <u>Before opening K-Suite, it is advised that you have the V-Flash utility plugged into your computer</u> system.

Opening K-Suite for the first time & Accepting automatic updates

If this is the first time you have opened K-Suite, or a newer version has become available, the K-Suite software will prompt you to update it shortly before it opens.

Issues during the reading and writing process can be caused by an out-of-date system and if Technical Support is required we will require an up to date system to help resolve the issue.

If you start an Online Update please allow the process to complete fully. The only time it will fail will be due to weak internet connection or a system failure. <u>Please check both of these before you begin.</u>

If the software asks you to update, Viezu Technology recommends that you always select the green check to install any available updates.



The updater prompt seen as the program starts. Always keep K-Suite updated to the latest version.

Clicking the green checkmark will proceed to update your software. Allow this process to complete. The software will download the newer and latest version available, and install it automatically.



The software will now continue to open at the latest version available and begin to start up.

The animated K-Suite splash screen will indicate that the software is now loading.



The animated K-Suite splash screen

Getting to Know the System

There are several different options areas of the system we may require you to use. This section of the pack talks you through how to use and when you may be prompted to use them.

Navigating the K-Suite Software

The Version Information to the bottom left of the screen is there for your reference. The Technical Team may ask for it to ensure you are always updated.

8 K-Suite	K	SUITE		- 0 X
KESS	Vehicle List	Protocol List	Settings	Legin 202
			٨L	IENTECH

The main window of the K-Suite 3.0 software

The options displayed on screen are as follows.

- **Vehicle List** will take you to a reference table for the properties and advised configuration when performing tune operations on the supported vehicles.
- **Protocol List** will take you to a reference table for information regarding the ECU present in a supported vehicle, such as the ECU brand, version, type, protocol number, and required accessories for tuning.
- **Settings** provides account management, language selection, Unit-of-measurement selection, software release and legal notes, and a manual update check feature.
- **Support** provides options for downloading logs, acquiring support, and downloading older versions of the K-Suite software.

Each of the available options are described further individually in the following sections of this document.

Vehicle List

The available vehicles selection gives the client all the vehicles available on the system. If any vehicles are greyed out, it means that they are not available on the system. If you are in any doubt about any of the available vehicles please contact the Technical Team who will be more than happy to assist.

	5UI											
KISUITE	K	-55	K	AG								
Vehicle type	Make			Model		Series	Code	Туре	^	Fuel	Year	
Car	Abarth		^	124 Spider						Petrol	2016	
Bike	Alfa Ron	meo		500							2017	0
Truck	Alpina			500 Assetto Co	rse							
Tractor	Aston M	fartin		500 Esseesse								
Boat	Audi			500C								
	Bentley BMW			595 Competizio								
	Buick			695 Tributo Fer	rari							
			•	Grande Punto					~			
Version 1.4 16v MultiAir T		CO ₂ 1	Tier	Engine Fiat	Moc Mult		Code 552532			hp 168	nm 250	
1.4 16v MultiAir T		Euro 6		Fiat	Mult	IAII	002004	00		100	200	
		Laiou										
ECU Brand	ECU Version	ECU Typ	pe	KESSv2 Prt.	Reading	Patch	Acces	ssory	A	ccessory descrip	otion	
Magneti Marelli	8GMK	ECM		576	No	No	14430	OKCAN	0	BDII cable		
				576	No	No						

Clicking in the search field will switch to a tabbed list of the supported vehicles for KESS and K-Tag tools. Typing into the search field will search the supported vehicles and their properties, gradually filtering the output to be relevant to your search query. Selecting the Ksuite tab will show you everything support, so is useful tip if you just want to check quickly if its support and by which tool.

		E Searc	II VCIII	ICIC LIST				Q seat leon 5F 201	101.
Ksur	TE KESS	KTA	G						
Make	 Model 	 Series 	Code	Туре	Fuel	Year	Version	CO Tier 🍵	
Seat	Leon		5F1		Diesel	2015	1.6 TDI 5MT	Euro 6	
Seat	Leon		5F1		Diesel	2015	1.6 TDI 5MT	Euro 6	-
Seat	Leon		5F1		Diesel	2015	1.6 TDI 7AT	Euro 6	Ö
Seat	Leon		5F1		Diesel	2015	1.6 TDI Ecomotive 6MT	Euro 6	0
Seat	Leon		5F1		Petrol	2015	1.8 TSI 6MT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.8 TSI 6MT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.8 TSI 7AT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.8 TSI 7AT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.0 TSI Ecomotive 6MT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.2 TSI 5MT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.2 TSI 6MT	Euro 5	
Seat	Leon		5F1		Petrol	2015	1.2 TSI 7AT	Euro 5	
Seat	Leon		5F1		Petrol	2015	1.4 TGI 6MT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.4 TGI 7AT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.4 TSI 6MT	Euro 5	
Seat	Leon		5F1		Petrol	2015	1.4 TSI 6MT	Euro 5	
Seat	Leon		5F1		Petrol	2015	1.4 TSI 6MT	Euro 5	
Seat	Leon		5F1		Petrol	2015	1.2 TSI 6MT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.2 TSI 7AT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.4 TSI 6MT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.4 TSI ACT 6MT	Euro 6	
Seat	Leon		5F1		Petrol	2015	1.4 TSI ACT 7AT	Euro 6	47
Pont 1	Loop		671		Discol	2015	1 C TOL SMIT	Firm F	

Depending on the tool you have, you can select the tab for your device to filter vehicles specific to it during your search.





The Home button will return you to the main window

Protocol List

The protocol option appears as below. This lists all available vehicles via their family and ECU type.

		Protocol List			6	
Vehicle type Car Bike Truck Truck Tractor Boat	Type EGU Begine TOU Gears Patch All	Make Abarth Alfa Romeo Alpina Aston Martin Audi BMW Bentley Buick Cadillac Chrysler Citroen Dacia		ECU Brand Bosch Magneti Marelli Magneti Marelli	ECU Version ME7.9.10 8CMF 8CMK	8
KESSv2 Prt. 121	Patch No	Accessory 144300KCAN	Accessory description OBDII cable			

Clicking in the search field will switch to a tabbed list of the supported vehicles for KESS and K-Tag tools. Typing into the search field will search the supported vehicles and their ECU properties (Brand, Version, type and Protocol), gradually filtering the output to be relevant to your search query (Just like the vehicle list search).

N -	UIIL	Search Protoco	l List			
KESS	KTAG					
Vehicle type	Make	ECU Brand	ECU Version	ECU Type	KESSv2 Prt.	â
Car	Abarth	Magneti Marelli	8GMK	ECM	576	
Car	Abarth	Magneti Marelli	8GMK	ECM	576	0
Car	Abarth	Magneti Marelli	8GMK	ECM	532	
Car	Abarth	Magneti Marelli	8GMK	ECM	532	
Car	Abarth	Bosch	ME7.9.10	ECM	121	
Car	Abarth	Magneti Marelli	8GMF	ECM	243	
Car	Abarth	Magneti Marelli	8GMF	ECM	243	
Truck	Aebi Schmidt	Bosch	EDC16C39	ECM	302	
Bike	Aeon	Delphi	MT05.02	ECM	583	
Tractor	Agco	Motorola	CM554	ECM	562	
Tractor	Agco	Bosch	EDC7UC31	ECM	223	
Tractor	Agco	SisuTronic	EEM2	ECM	448	
Truck	Agrale	Bosch	EDC7C1	ECM	284	
Truck	Agrale	Bosch	EDC7C1-12.72	ECM	191	
Truck	Agrale	Bosch	EDC7C1-15.75	ECM	191	
Truck	Agrale	Continental	CM2220A	ECM	518	
Truck	Alexander Dennis	Continental	CM2150E	ECM	290	
Car	Alfa Romeo	Bosch	M1.5.5	ECM	4	
Car	Alfa Romeo	Bosch	EDC15C5	ECM	3	
Car	Alfa Romeo	Bosch	ME7.3.1	ECM	5	
Car	Alfa Romeo	Bosch	EDC15C7	ECM	1	
Car	Alfa Romeo	Bosch	EDC16C39	ECM	55	47
4	Alfa Damaa	Daaah	ED01600	5014	6.4	

Depending on the tool you have, you can select the tab for your device to filter ECU information specific to your vehicle or tool during your search.

uite							
K	5υιτ	E Search Pr	otocol List				
KESS	KTAG	-					
RESS		And and a second s					
Vehicle type	Make	ECU Brand	ECU Version	ECU Type	Group	K-TAG Prt.	
	Make	ECU Brand Magneti Marelli	ECU Version 8GMK	ECU Type ECM	Group FREESCALE MPC5xxx	K-TAG Prt. 734	î 🏠

Settings

The Settings page allows you to view and modify aspects of the K-Suite program.

! <u>There are sections of the options window that you should avoid modifying unless under the</u> <u>specific instruction of Viezu Technical Support</u>

₭-Suite				×
KSUITE	Settings			
				^
<u>, 0</u> , ,	Account Management	My Tools	Language	Ô
₩.Ŷ.	Unit of measurement	Release Notes	Updates	
	Legal notes			
				TECH

Account Management

The account management section lists account and subscription information.

If the account management option is greyed out, ensure that your device is connected to your computer system.

My Tools

The My Tools section lists device version, serial number and customer code. It will also list a summary of the supported protocols by vehicle and a subscription status summary.

Language

The language section provides a selection of 6 languages.

```
Viezu Technologies
```

K SUITE				
-				Â
	1taliano	🛟 English	Français	
	Deutsch	🖲 Español	Português	
			ALIE	TECH

Unit of Measurement

The Unit of Measurement section provides switches for the measurement types given in the software.

The enabled units of measurement is entirely down to personal preference. You may prefer to enable and/or disable provided units relevant to your geographic location.

KSUITE	Units of Measurement		
	Enable parameter display on veh	icle list.	*
	Engine displacement (cm³) Engine displacement (cui) Engine Power (kW) Horse Power (PS/CV) Horse Power (hp) Engine Torque (Nm) Engine Torque (ftlb)		
			ALIENTECH

Release Notes

The Release notes page will not something needed, but you can view it if you would like.

Updates

The Updates section provides a button to manually check for available updates which will attempt to update the software if an update is available.



The manual update button will return this message box if no update is available.

Viezu always recommends that you are running the latest version of the K-Suite 3.0 software. The manual update feature can assist with this.

Legal Notes

The Legal notes section will provide Licence and Privacy Agreement summaries for your information.

Support

The support window for the K-Suite software is a means to contact Alientech.

This window is particularly useful for Master dealers, but for clients dealers should contact Viezu for support.



LOG

Accessing the logs of the KESS/KTAG device is an essential part troubleshooting if there is an issue with the reading or writing. For this reason, it is important that you know how to access the log files stored on the device.

Clicking on the LOG button in the Support window will begin the logs



The K-Suite software accesses your attached device for its logs.

- **Download Last LOG** Button Collects the most recent log from the device and provides a save window for a .KLG log file.
- **Download All LOG** Button Collects all available logs from the device and provides a save window for a .KLG log file².



Viezu Technologies <u>are very likely to request log files</u> for a recent Read/Write operation in conjunction with the ID and Read files.

This is to assist us in any support tickets that you may submit.

Support Area

The support area options are intended for master dealers primarily.

If you should require support, we ask that you contact Viezu Technologies using <u>technical@viezu.zendesk.com</u> or any of the methods described in the last section of the document.

² The KESS device may not support a download of all logs.

KESS Button

Should your KESS device be connected properly via USB and be detected, the KESS button on the main widow will have a red outline highlight.



To begin any operations via OBD on the ECU of a vehicle, **clicking the red-highlighted KESS button will bring you to the below window.**

KESSv2					- 🗆 X
			KESS		
Vehic	cles				
		ä			
Proto	ocols				
	Engine	Gearbox	Patch	Tricore-ST	COMING SOON
					Offline mode
Custome	er code: C9841 - Serial: K15030348				Software: 3.03 - Firmware: 6.008
					ALIENTECH

The KESS Button on the main window is the first step in selecting your vehicle and proceeding into the tuning process.

No action is taken on the ECU even after your vehicle is selected.

For more information on starting the vehicle selection and tuning process, see the later section: *Before Tuning*

Before Tuning

Before you begin the tuning process there are things that you will need to check.

- You will need to have a steady state battery charger connected to the vehicle before you begin communicating with the vehicle, something that is putting out at least 12V/25amps is sufficient.
- You always need an internet connection to use the K-Suite software.
- You will need to ensure your computers charge is good or that you are connected to a power source.
- Any Bluetooth, Parrot or Aftermarket stereos may affect communication dependent on how they are wired in, please ensure that all of these are turned off or disconnected. Any phones that may be connected to In Car Bluetooth will need to be disconnected.
- Ensure heaters, stereos and any interior/exterior lights are switched off as they can drain battery power from the vehicle whilst you are communicating.
- When you are communicating to the vehicle do not open any windows, doors, bonnet or boot as this can disrupt the communication to the ECU also.
- If the vehicle is a manual, ensure it is in neutral, if it is an Automatic; ensure the vehicle is in PARK. Not doing this could lose vital information for gearing.
- <u>**Do not**</u> add any unsafe keyboard symbols such as _ , () or any other such punctuation into the file name as this can corrupt the file. Keep the file names as text and numbers nothing more.
- Some vehicles, for example Audi RS4's and R8's have two ECUS', one master and one slave. You will
 be prompted if this is the case on screen before you read the ECU. Always remember to read the
 MASTER first and SLAVE second, save both with different names, by adding the word MASTER OR
 SLAVE to the end of the file name will work and to email both reads to us for modifications.
- Some vehicle will require you to read injector codes after reading the file. If this is the case you will also have the selection of TOOL in the programming screen as shown. Select tool, then READ INJ CODES. This guide explains how to code the injectors when programming.

Beginning the tuning procedure

To begin the tuning procedure, from the main K-suite window, click on the KESS button to proceed to a Vehicle Selection window. Select the vehicle type from the 5 options available to proceed to a Vehicle Selection List.³



Selecting a Vehicle

The vehicle selection screen operates the same way to the Vehicle List from the main window, but allows you to proceed towards tuning operations (ID, Read, Write, etc) based on a vehicle selection you make.

The Green/Red light under "Enabled" indicates the state of your K-suite license. This shows if your current license has this protocol enabled. We recommend that you keep the tool in license.

	(And States		
Make	K	46	_	Model		Series	Code	Type ^		Year	
Abarth Alfa Romeo Alpina Aston Martin Audi Bentley BMW Buick				500 500 Assetto 500 Esseess 500C 595 Compet 695 Tributo	e zione Ferrari				Petro	2016 2017	0
Version		C02	Tier	Engine	Mode	1	Code		hp	nm	
1.4 16v MultiAir Tu 1.4 16v MultiAir Tu		Euro 6 Euro 6		Fiat	Multi/	Air	5525326	8	<mark>168</mark>	250	
ECU Brand	ECU Version	150117			1 12 11 1						
		ECU T	уре	KESSv2 Prt.	- Enabled	Rea No	ding Patch	Accesso 144300K		Accessory description OBDII cable	

³ The KESS/KTAG button presents you with a Vehicle Selection window that *looks* identical to the Vehicle List window from the main form, but the windows are actually different.

For example purposes, the vehicle on which the screenshots provided are based is a

Seat Leon (1M1) Petrol 2000 1.8 T 6MT

Typically, for a selected vehicle only one ECU will be available (The lower-left selection pane). K-Suite will select the first available by default, but you may have to select another.

For the Units of Measurement, more or fewer values may be listed for you based on the settings given under the *Main Window -> Settings -> Unit of Measurement* (See a previous subsection: *Unit of Measurement* for more information)

Use the selection panes to highlight every applicable detail for your vehicle, and then press the green checkmark button in the bottom-right to begin.

KESS	KTAG													
Make				Model		Series	Code	Туре	^	Fuel		Year		
Porsche			^	lbiza ST			6J8			Diesel		1999		n
Renault				Ibiza ST			6P8			Petrol		2000		0
Rover				Inca			6K9					2001		
Saab				Leon			1M1					2002		
Saleen				Leon			1P1					2003		
Saturn				Leon			5F1					2004 2005		
Scion Seat				Leon Cupra			1M1					2005		
			-	Leon Cunra			1P1		+					
Version	COF	Tier	^	Engine	Mode		Code			cm ³	hp	nm	ftlb	
1.8 4AT	Euro 3			VW Group	EA211		APP			1781	177	235	173	
1.8 5MT	Euro 3			VW Group	EA211		ARY							
1.8 T 6MT	Euro 3		=											
1.8 T Syncro 6MT	Euro 3		1											
1.8 T 6MT	Euro 4													
1.8 T Syncro 6MT	Euro 4													
	U Version EC	U Type		KESSv2 Prt.	 Enabled Active 	Re Ye	ading Patch				Accessory BDII cable	description		
				39				144300						

Additionally available is a vehicle **tuning manual lookup** for your selected vehicle, accessible by clicking on the open-book image positioned above the green checkmark. This will open a window containing a manual specific to the vehicle you have selected. In the manual, special considerations and the required cable type will be listed.

You should always read the manual prior to tuning as it can contain critical important information for the

tuning process.

		-		
		Family	39	
		Standard Fu	nctions	
	ID	Available		
	READING	Available		
	WRITING	Available		
	RECOVERY	Available		
		Cables ava	ilable	
		ription	Item number	
	OBDII Cable		144300KCAN	
		Instruct		
		Instruct	ons	
1. Connect the cable to the	KESSv2;			
2. Connect the cable to the				
		ructions provided by the softw	re to identify the ECU, then save this ID file to yo	our computer;
4. Proceed with reading /				
After completing the read	d / write operations, disconnect the cable	from the vehicle and then from	the KESSV2.	
ID				

After selecting a vehicle and confirming your selection with the green checkmark on the Vehicle List screen, you are presented with a small list of operations.

KESS	Programming			
Selected Protocol	Selected file	Operations		
VAG/PORSCHE		ID READING		
ECU Data	File Data	WRITING RECOVERY SETUP		
	_	Selection	Cancel	
		Battery voltage: 13.90V		
			ALIEN	TECI

- ID Performs an ID operation on the ECU. The ID shows the current software version. If reading is not available, Viezu will need a copy of the ID file.
- **READING** Performs a read of the ECU, providing a file that Viezu Technologies will need during the mapping process. Some vehicles will not have a read option please see the above point.
- WRITING Performs a write operation for a given ECU map file (Usually a stock/original or a tuned map)
- **RECOVERY** Performs a recovery operation on a given ECU. DO NOT perform this operation unless under the advice of Viezu Technical supports.
- **SETUP** The setup operation is for modifying the speed and method of connection to the vehicle. Viezu recommends that you <u>do not</u> use this operation unless instructed to do so by Viezu Technical.
- **TOOLS** If available, will have multiple different functions for example Injector Reads and Delete Errors. See KESS specific vehicle manuals for more information.

For each vehicle, a different selection may be present. For example, some vehicles may not allow READING of their ECU.

If you are unsure which option to select, contact Viezu Technical support (See final section of this document for contact details).

! <u>A battery stabiliser is an absolute requirement when performing any of the given operations on a vehicle.</u>

ID-ing a Vehicle

A first step when tuning a vehicle is to perform and ID operation. The ID is used to identify the ECU present in the vehicle, and the properties surrounding it. All this information will be very useful in the tuning and/or mapping process, and so the K-Suite application will provide you with an ID file.

After selecting ID from the previously given window for selection of operations, clicking the *Selection* button will proceed into the ID process, with the first window given below. Some vehicles will not have a read option – **if reading is not available, please just send us the ID file.**

*

A battery stabiliser is an absolute requirement when performing an ID of a vehicle.

The first window is a warning that your battery stabiliser must be connected. You can confirm that your stabiliser is working as the given *Battery Voltage* (Lower-middle of the window) will fluctuate just below 14V (± 1V). The recommended absolute minimum voltage is 12.4V.

A healthy voltage will sit **above 12.5V but below 14V**.

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE		ATTENTION! For the proper working of the family, connect a stabilized recharger to	
ECU Data	File Data	the vehicle's battery.	
		OK	
		Battery voltage: 13.90V	
			FC

Throughout the ID procedure, you will be prompted to turn the ignition on and off. This is to ensure communication between the device and ECU is stable before any actions are taken.

Continue in the ID process, turning the ignition on or off as instructed. Click the **OK** button after you have modified the ignition.

KESS	Programming	
Selected Protocol	Selected file	Operations
VAG/PORSCHE		Turn the ignition on, check the connections and press OK to continue.
ECU Data	File Data	
		OK Cancel
		Battery voltage: 13.93V
		ALIENTECH

The ID operation will now execute. The KESS device will communicate with the ECU to establish a working connection and to read some basic information about it. This process may take several minutes to complete.

KESS	Programming	
Selected Protocol	Selected file	Operations
/AG/PORSCHE		Please wait: Starting communication
CU Data	File Data	Starting communication
		Remaining time: 0 h 0 min 0.4 sec
		Battery voltage: 13.90V

As the ID operation completes, you may be prompted to modify the ignition to on/off several more times. Proceed as instructed on-screen and confirm with the **OK** button.

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE		Turn the ignition off.	
ECU Data	File Data		
		ОК	Q
		Battery voltage: 13.93V	

The final screen of the ID process provides a brief summary of the operation, listing some of the information received from the ECU.

This ID information is very important to the tuning/mapping task, and you will be asked to save the ID information to an ID File upon clicking the **OK** button.

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE		HW 0261207440	
ECU Data	File Data	SW 1037360646 Upg. SW 06A906032HN 0001 Engine 1.8L R4/5VT	
HW 0261207440 SW 1037360646 Upg. SW 06A906032HN 0001 Engine 1.8L R4/5VT			
		ОК	
		Battery voltage: 13.90V	

Save your ID file in a sensible place with a sensible name.

We recommend that you save the file with a name containing the <u>licence plate number of the vehicle</u> followed by the letters 'ID'.

K Save As						×
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Organize 👻 New fold	ler					0
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), Downloads), Recent Places), V-Flash Tuning au						
 ☐ Libraries ☐ Documents → Music ☐ Pictures ☐ Videos 						
	•					Þ
File <u>n</u> ame: Save as <u>t</u> ype: Text t	file (*.txt)					• •
Hide Folders				Save	Cancel	

Save as: [Licence_Plate] ID

The ID procedure is now complete, and you will have saved your ID file in a sensible place. Viezu Technologies will request this file during the mapping procedure, alongside the read file you will collect from the READING operation covered in the next section.

Reading a Vehicle

The Read operation procedure is similar to the ID operation procedure in several respects

- You will be asked to modify the ignition (Place it on or off) several times throughout the procedure
- You will be asked to wait as the file is read, and a growing orange bar will be displayed
- You will be asked to save a Read file at the end

Accessing the Reading operation can be done by selecting the READING option in the window given after the vehicle selection window (The exact same way we access the ID operation).

*

! <u>A battery stabiliser is an absolute requirement when performing a READING operation on a vehicle.</u>

KESS	Programming			
Selected Protocol	Selected file	Operations		
VAG/PORSCHE		ID READING		
ECU Data	File Data	WRITING RECOVERY		
HW 0261207440 SW 1037360646 Upg SW 064906032HN 0001 Engine 1.8L R4/5VT		SETUP		
		Selection	Cancel	Q
		Battery voltage: 13.90V		
			ALIEN	TEC

After selecting READING, continue into the procedure by clicking the **Selection** button.

As mentioned, you will be required to turn the ignition of the vehicle to an on or off position several times, as with the ID operation.

Do as instructed, and continue into the procedure by clicking the **OK** button.

KES S	Programming	
Selected Protocol	Selected file	Operations
VAG/PORSCHE		Turn the ignition on, check the connections and press OK to continue.
ECU Data	File Data	
HW 0261207440 SW 1037360646 Upg. SW 06A906032HN 0001 Engine 1.8L R4/5VT		
		OK Cancel
		Battery voltage: 13.90V
		ALIENTEE

The read operation begins with a communications test in the form of a general ID operation. For this reason, it is sometimes possible to forge the ID operation and instead continue directly to a read, but this will not yield an ID file.

KESS	Programming	
	Programming	
Selected Protocol	Selected file	Operations
VAG/PORSCHE		Please wait: Starting communication
ECU Data	File Data	Starting communication
HW 0261207440		
SW 1037360646 Upg. SW 06A906032HN 0001		
Engine 1.8L R4/5VT		
		Remaining time: 0 h 0 min 0.6 sec
		Battery voltage: 13.90V

Upon completion of the reading procedure, a summary ECU information screen (The same information as that provided by the read) is provided, and then you will be prompted to save the read file.

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE		HW 0261207440	
ECU Data	File Data	SW 1037360646 Upg. SW 06A906032HN 0001	
	File Data	Engine 1.8L R4/5VT	
HW 0261207440 SW 1037360646 Upg. SW 06A906032HN 0001 Engine 1.8L R4/5VT			
		OK	
		Battery voltage: 13.86V	
			LENTECH

From here, click **OK** to continue with the reading procedure.

KESS	Programming		
Selected Protocol VAG/PORSCHE	Selected file	Operations Proceed with the reading?	
ECU Data	File Data	Freedom are reduing.	
HW 0261207440 SW 1037360645 Upg SW 064906032HN 0001 Engine 1 &L RM/SVT			
		OK Cancel	
		Battery voltage: 13.90V	
		ALIENT	CCI

Eventually, the read operation will begin.

This process will take on average around 20 minutes. The period will depend entirely on the vehicle, its age, the health of the ECU, and more potential factors.

! <u>It is critically important that this process be allowed to complete uninterrupted and with a</u> <u>stabilised power supply.</u>

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE		Reading ECU	
ECU Data	File Data		
HW 0261207440 SW 1037360646 Upg. SW 06496032HN 0001 Engine 1.8L R4/5VT			
		Remaining time: 0 h 19 min 54 sec	
		Battery voltage: 13.90V	
		ALIENTE	-

A prompt to Erase Errors may be given towards the end of the read procedure.

Remnant Fault Codes may be present on the ECU, and this option is a sort of housecleaning task. Click the **OK** option and continue with the removal of left-over fault codes.

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE		Turn off ignition off to continue. Erase errors?	
ECU Data	File Data	Liuo civio:	
HW 0261207440 SW 1037360646 Upg SW 064906032HN 0001 Engine 1.8L R4/SVT			
		OK Cancel	
		Battery voltage: 12.55V	
		ALIENT	FC

Sending and a Receiving modified files to Viezu

There is two ways to send and receive files.

One way is to use our automated 24 hour pay as you go service at http://www.viezu-client-files.com/

This service allows you to submit and pay for your file online. Please note as this is a pay as you go service you can't use any keys that you have pre-brought on your account.

Alternatively, you can email the file to us and use credits that you have on your account.

Emailing the File

When emailing the file to us, keep the subject title as simple as possible, "Vehicle License Plate" is a general suggestion. Include the file submission form in your email

Without these details we will not provide the modified file for you. We take all of the above into consideration when creating the modified file. For example, an engine with a bigger/hybrid Turbo may be able to run more Boost Pressure whereas an engine with high mileage would be given less to take into account wear and tear on the engines components. In this email we also ask that you include any additional information. For example:

Vehicle is used to tow a caravan Client wants performance and/or economy Client has a flat spot around a certain RPM

All of this information helps us to achieve the best possible modifications for your client. Once all the relevant information has been received the modified file will be produced. The Service Level Time is 60 minutes on receiving the original read.

Receiving the File

Once the modified file has been created for your client, you will receive the file back via email. The file name will be as you saved it,

For example; "AB01 2CD VPERF" This is the modified file you will need to save to your computer, do not change the name of the file when saving.

Save the file to a location you have set aside for your Tuning Work and do not alter the File Type when saving. Once saved in the appropriate place, you have received the file and you are ready to write back to the vehicle.

Writing a Vehicle

Before you begin the writing process, there are a few things that you will need to ensure are done correctly.

- Ensure there is a good steady state battery charger on the vehicle before connecting to the vehicle, writing to the ECU draws voltage from the battery and vehicle dependent can run the voltage very low. Should the battery level drop to a low enough level, usually below 11volts, you can cause damage to the ECU, which at worst case can leave you with an immobilized vehicle. If you are ever unsure please contact the Viezu Technical Team.
- Ensure that there are no stereos or heaters, heated seats, lights (including interior and exterior) are turned on. Make sure they are off before you start communicating.
- Ensure that any phones connected to a Bluetooth system are disconnected as communication between them can cause an issue when writing.
- **Do not** open any doors, bonnet, boot, windows or remove any sensors from the engine when you are communicating. Doing anything of this nature could damage the ECU.
- If the vehicle is a manual, ensure it is in neutral, if it is an Automatic; ensure the vehicle is in PARK. Not doing this could lose vital information for gearing – unless instructed by the Ksuite manual to do otherwise.
- Some vehicles, for example Audi RS4's and R8's have two ECUS', one master and one slave. You will
 be prompted if this is the case on screen before you write to the ECU. Always remember to write
 the MASTER first and SLAVE second. DO NOT START THE VEHICLE UNTIL YOU HAVE PROGRAMMED
 BOTH ECUs please see the Ksuite manual for more information.

In order to write the modified file back to the vehicle you will need to select the vehicle in exactly the same way that you did for reading. You will also need to remember to select the exact same vehicle and engine type that you did when you took the read. Not selecting the correct vehicle could cause an issue in the programming process.

If you are ever unsure, do not proceed and contact the Viezu Technical Team.

After the KESS Vehicle Selection screen, you are prompted to select an operation. Proceed as with the ID and READING operations described previously by selecting **WRITING** then clicking **Selection**.

To hand (On your computer system), you may need:

- 1. The modified map file (Mod file The modified (mapped) file)
- 2. An original read file (Original, or stock read An original read of the vehicle)

KESS	Frogramming		
Selected Protocol VAG/PORSCHE	Selected file	Operations ID	
ECU Data	File Data	READING WRITING RECOVERY SETUP	
		Selection Cancel	
		Battery voltage: 13.97V	

Before you are given any information regarding the writing process, you are prompted to select a file.

This is the selection of the *MODIFIED* map file. Select a modified map (mod file) in the file selection window⁴ and click **Open**.

😋 🔾 🗢 📕 🕨 Demo	Folder	✓ ⁴ → Search Der	no Folder	
Organize 🔻 New fo	lder		9== -	(
🔆 Favorites	A Name	Date modified	Туре	
🧮 Desktop	Demo VPERF	14/02/2018 14:12	File	
 V-Flash Tuning a Libraries Documents Music Pictures Videos 				
19 Computer المعالية (C:)	• •	m		

⁴ The modified file will usually be named with the license plate number, the tuning type (e.g. VPERF, VBLUE, VBLEND)

After selecting your mod file, the application may prompt you to supply an original file (An original read of the vehicle, sourced by a KESS READ operation). If you are asked by Ksuite to do this then follow these steps:

A file selection window will prompt you to select the original file.



Select the original file and proceed by clicking **Open⁵**.

Open			×
😋 🔾 🗢 📙 🕨 Demo Folder	· •	Search Demo	Polder 👂
Organize 🔻 New folder			i≡ - □ 0
☆ Favorites	Name	Date modified	Туре
🧮 Desktop	Demo VPERF	14/02/2018 14:12	File
🗼 Downloads	SEAT LEON ID	11/12/2017 10:30	Text Document
🔛 Recent Places	SEAT READ	11/12/2017 10:40	File
 W-Flash Tuning a Eibraries Documents Music Pictures Videos 			
🖳 Computer			
🏭 TI30804900A (C:) 🔻 🔨	III		
File <u>n</u> ame	E SEAT READ		•
		Open	Cancel

⁵ In this example, the original read file sourced from the READING operation described previously.
In the next stages, you will be asked to confirm that you have a battery stabiliser attached to your power source, and to cycle the ignition (On and Off) several times.

! <u>A battery stabiliser is an absolute requirement when performing a WRITING operation on a vehicle.</u>

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	ATTENTION! For the proper working of the family, connect a stabilized recharger to	
ECU Data	File Data	the vehicle's battery.	
	HW: 0261207440 SW: 1037360646		
	-		
		ОК	
		Battery voltage: 13.93V	
		ALIENT	FC

After following the tasks detailed on screen, the KESS device will begin with an ID operation to confirm that the selected files are suitable.

īv2			
KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	ECU identification: Communication in progress	
ECU Data	File Data	communication in progress	
	HW: 0261207440 SW: 1037360646		
		Battery voltage: 13.97V	
		ALIEN TEC	

The output of the ID operation is then presented for your reference. Click **OK** to continue.

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	HW 0261207440 SW 1037360646	
ECU Data	File Data	Upg. SW 06A906032HN 0001 Engine 1.8L R4/5VT	
HW 0261207440 SW 1037360646 Upg, SW 06A906032HN 0001 Engine 1.8L R4/5VT	HW: 0261207440 SW: 1037360646		
		ОК	
		Battery voltage: 13.93V	

The proceeding screens are the final confirmations before the Write operation executes.

- Please double-check that your battery stabiliser is connected and functioning. A battery stabiliser is an absolute requirement for the WRITING operation.
- Ensure that the power supply to your computer system is plugged in (Not running from battery). A computer failure during the writing process may cause the vehicle not to start. NEVER trust how long a laptop battery says its has left.

Click **OK** to continue with the writing operation when you are ready to proceed.

	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	Proceed with the writing?	
ECU Data	File Data		
HW 0261207440 SW 1037360646 Upg. SW 06A906032HN 0001 Engine 1.8L R4/5VT	HW: 0251207440 SW: 1037360646		
		ОК No	Q

A final prompt will ask you to compare the HW values listed on the left half of the screen. If the values match, the ECU and the designated file to be written (Mod file) are compatible.

Click **OK** to proceed.

KESS	Programming	
Selected Protocol	Selected file	Operations
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	Attention!
ECU Data HW 0261207/400 SW 1037360646 Upg SW 06496032HN 0001 Engine 1.8L R4/5VT	File Data HW: 0261207440 SW: 1037360646	Make sure the file is correct for the selected car. If the file is incorrect the ECU may be damaged. Continue?
		OK Cancel
		Battery voltage: 13.93V
		ALIENTEO

The writing operation will now execute. This process could take several minutes to an hour⁶.

KESS	Programming	
Selected Protocol	Selected file	Operations
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	Please wait: Starting communication
ECU Data	File Data	Statung communication
HW 0261207440 SW 1037360646 Upg. SW 06A906032HN 0001 Engine 1.8L R4/5VT	HW: 0261207440 SW: 1037360646	
		Remaining time: 0 h 0 min 0.6 sec
		Battery voltage: 13.97V
		ALIENTEO

Allow this process to complete uninterrupted.

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	ECU programming	
ECU Data	File Data	Demo VPERF	
HW 0261207440 SW 1037360646 Upg. SW 06A906032HN 0001 Engine 1.8L R4/5VT	HW: 0261207440 SW: 1037360646		
		Remaining time: 0 h 9 min 3 sec	
		Battery voltage: 13.90V	

Once the operation is completed, you may be prompted with the option to 'Erase Errors'.

Remnant Fault Codes may be present on the ECU, and this option is a sort of housecleaning task. Click the **OK** option and continue with the removal of left-over fault codes.

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	Turn off ignition off to continue. Erase errors?	
ECU Data	File Data	Eldse enois?	
HW 0261207440 SW 1037360646 Upg. SW 06A906032HN 0001 Engine 1.8L R4/SVT	HW: 0261207440 SW: 1037360646		
		OK Cancel	
		Battery voltage: 13.86V	
		ALIEN	TECH

The writing operation is almost complete, and some final tasks to ensure the safety of the ECU and to collect logging files must be performed.

Proceed as instructed on screen if required to cycle the ignition, and click **OK** when ready.

KESS	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	Turn the ignition on, check the connections and press OK to continue.	
ECU Data	File Data		
HW 0261207440 SW 1037360646 Upg. SW 064906032HN 0001 Engine 1.8L R4/5VT	HW: 0261207440 SW: 1037360646		
		ОК	
		Battery voltage: 13.90V	
		ALIENT	FCL

A final communication task is performed to ensure the ECU file provided was written successfully. This will take a couple of seconds.

KESS	Programming	
Selected Protocol	Selected file	Operations
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	Please wait: Communication in progress
ECU Data	File Data	communication in progress
HW 0261207440 SW 1037360646 Upg, SW 06A906032HN 0001 Engine 1.8L R4/5VT	HW: 0261207440 SW: 1037360646	
		Battery voltage: 13.90V

A confirmation message confirms that you have completed the writing operation.

Do not stop here! Please click **OK** to update a log file.

KESS	Programming		
Selected Protocol VAG/PORSCHE	Selected file	Operations ECU writed successfully.	
	C:\Users\Linda\Desktop\Demo	ECO writed successionly.	
ECU Data	File Data		
HW 0261207440 SW 1037360646 Upg. SW 066496032HN 0001 Engine 1.8L R4/5VT	HW: 0261207440 SW: 1037360646		
		ок	Q
		Battery voltage: 13.93V	
			NTEC

Viezu Technical support will require the logs stored from your device should any issues arise with the resultant written file.

For accessing these log files, please refer to *Main Window > Support > LOG*, or refer to the LOG section in this document.

	Programming		
Selected Protocol	Selected file	Operations	
VAG/PORSCHE	C:\Users\Linda\Desktop\Demo	Please wait: Processing LOG file	
ECU Data	File Data	Processing LOG me	
HW 0261207440 SW 1037360646 Upg. SW 06A906032HN 0001 Engine 1.8L R4/5VT	HW: 0261207440 SW: 1037360646		
		Remaining time: 0 h 0 min 2.9 sec	
		Battery voltage: 13.90V	

You will be returned to the operation select window. The write operation has now completed.

Programming Injector Codes

Some vehicles, as discussed at the beginning of this guide, require you to read and code fuel injectors.

You will need to see the Ksuite manual to see if you do need to read injector read.

before reading the ORI file you will need to then select the Tool option on ID/READING/WRITING/RECOVERY screen.

You will then have the option to read Injectors, please click this, and then the unit will read the injectors. Please follow the onscreen instructions for further details.

After writing the modified file back to the vehicle you will need to then select the Tool option on this home screen.

You will then have the option to Codify Injectors, please click this, and then select the read of the injectors you took before writing and then open.

The V-Flash will then perform a short task and inform you once it has completed.

For further information on this subject, please contact technical@viezu.zendesk.com.

Programming injector codes is accessed in the same way as the ID, READING and WRITING operations.

After **clicking the red-outlined KESS button** (And a KLINE/CAN selection if present), select *TOOL* from the operations list and click **Selection**.

*

				MESS
			Programming	KESS P
		Operations	Selected file	Selected Protocol
		ID READING WRITING	File Data	RENAULT BOSCH EDC16+ CAN
		RECOVERY TOOL		
	Cancel	Selection		
		Battery voltage: 12.19V		
ECH	ALIENT	Dettary ronage. 12.15V		
E	ALIENT			

The available tools allow you to read and write the injector codes, and to perform a manual erasure of errors (As is automatically suggested at the end of the read/write operations).

KESS F	rogramming			
Selected Protocol RENAULT BOSCH EDC16+ CAN EOU Data	Selected file File Data	Operations READ INJECTOR CODES WRITE INJECTOR CODES ERASE ERRORS		
		Selection	Cancel	Q
		Battery voltage: 12.16V	ALIEN	TECH

Select the operation you are looking for and follow the instructions on screen, as you have done with ID, READING and WRITING operations.

Recovering a Vehicle

Recovery mode is only to be used when instructed to by a member of the Viezu Technical Team.

Recovery is only required when battery power has been dropped too low to communicate, incorrect use of the system, incorrect car selection, incorrect communication line, CAN or Kline, or interruption in communication.

<u>Do not use the recovery function unless advised to by a Viezu Technician beforehand.</u>

Troubleshooting & Frequently Asked Questions

Frequently Asked Questions

The vehicle does not have read option. Why is this?

Some vehicles do not have the function to read the full file from the ECU so we take an ID and create the modified file from the hardware and software numbers by matching it to an original using these numbers. Please note that only a small percentage will work with an ID only. Always take a full read wherever possible for the technical team to provide your modified file.

The vehicle shows the message. "Wrong Security Code." Why is this?

This error message when ID-ing or Reading means there is a corruption between the V-Flash system and the ECU connection. It can mean that the vehicle has been tuned before by another tuner, which means the client will have to have it put back to original by them first, or that the Bluetooth, Parrot or Stereo is causing interference. Please contact <u>technical@viezu.zendesk.com</u> with the log files from your V-Flash for further assistance.

The vehicle shows the message: "Error whilst transferring data in reading." Why is this?

This error message when ID-ing or Reading means there is a corruption between the V-Flash system and the ECU connection. It can mean that the vehicle has been tuned before by another tuner, which means the client will have to have it put back to original by them first, or that the Bluetooth, Parrot or Stereo is causing interference. Please contact <u>technical@viezu.zendesk.com</u> with the log files from your V-Flash for further assistance.

The vehicle shows the message: "Wake Up Error." Why is this?

This error message when ID-ing or Reading means there is a corruption between the V-Flash system and the ECU connection. It can mean that the vehicle has been tuned before by another tuner, which means the client will have to have it put back to original by them first, or that the Bluetooth, Parrot or Stereo is causing interference. It can however also mean that you do not have enough battery charge on the vehicle, please check this before contacting <u>technical@viezu.zendesk.com</u> with the log files from your V-Flash for further assistance.

The vehicle is a push button start, how do I achieve ignition two?

If you are communicating with a touch button vehicle, you will need to have the key in the ignition, (or if it is a keyless card, the card will need to be in the vehicle). Press and release the button once press and release again but do not hold as this will start the vehicle. All the lights should appear on the dashboard and you should hear an acoustic sound from the dashboard, this is ignition two.

The software shows Invalid Protocol, use a different one. Why is this?

The V-Flash software will know when you are using an incorrect protocol and prompt you to use the correct number. You will then need to select this protocol number and communicate with the ECU this way.

The software shows a MASTER and a SLAVE option, why is this?

Some vehicles, for example Audi RS4's and R8's have two ECUS', one master and one slave. You will be prompted if this is the case on screen before you communicate to the ECU. Always remember to read the MASTER first and SLAVE second, save both with different names, by adding the word MASTER OR SLAVE to the end of the file name will work and to email both reads to us for modifications. Always remember to write the MASTER first and SLAVE second. DO NOT START THE VEHICLE UNTIL YOU HAVE PROGRAMMED BOTH ECUs.

Why do I need a battery stabilizer?

The unstable nature of a car battery especially as the ignition is turned on and off presents a potential danger to the transmission of data between the KESS/KTAG tool and the ECU. Should the power fluctuate too intensely, the transmission of data over the cable may fail, partially transmit, or transmit corrupted data. This is the most common cause of failure during IDs, Reads and Writes. A stabiliser is used to guarantee a constant value for the voltage supplied by the power source. **DO NOT USE JUMP LEADS WHEN READING OR WRITING A VEHICLE.**

I can't find a Vauxhall on the vehicle list... where is it?

The majority of Vauxhall vehicles will be listed under Opel.

Definitions (Glossary)

- ECU It can vary from different Bosch, Siemens, to Motronic ECUs. It is not necessary for you to know this before tuning the vehicle however it is something that is worth making a note of for future reference.
- **ORI file** An original file. An initial and unmodified read of a vehicle's ECU, sourced via the read operation of a KESS/KTAG or through Viezu technical support.
- **Family** The family of the ECU you are going to tune. All ECU types are associated by a Family Number. We will ask for this number if you experience any problems when reading or writing.
- **"ID-Only" / "Virtual Read"** The ECU will not permit a read operation via OBD. Supplying Viezu Technical with an ID will assist us in sourcing an original (a stock read from Alientech server).
- **Protocol** A communications protocol identifying number. Every ECU has a protocol number, and there is a large range of numbers available
- **KLINE/CAN** The KLINE communications standard is an older means of communication between the KESS/KTAG devices and an ECU. CAN is newer and more common. When given the option, the correction selection must be made for a vehicle.

Viezu Technical Team Contact Details

Emails are answered during both onsite and out of hour's operation times. Contact email addresses are:

technical@viezu.zendesk.com

When contacting a team member directly please always cc the Technical Email Address. The Technical Email Address is copied to all members of the Technical Team; this will ensure your email is also seen in out of hour's service and picked up as soon as it is received.

Our operation hours are as follows (all times are UK)

For file service: Monday - 07.00am to 21.00pm Tuesday - 07.00am to 21.00pm Wednesday - 07.00am to 21.00pm Thursday - 07.00am to 21.00pm Saturday - 07.00am to 18.00pm Sunday - 07.00am to 14.00pm

During these hours our Service Level Times are **1 hour** from the receipt of the original file. The contact number for these hours is **+44 (0) 1789 774444**