# Frequently Asked Questions

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# How long does it take to flash my ECU?

The writing speed is dependent on a number of factors. The way we write to the car it goes as fast as the ECU/Gateway will allow. We have always put stability over speed but fortunately with the final closed beta developments we made a huge improvement in terms of flash success rate (we have yet to see a single failed flash due to response times since this was implemented).

A rough example of flash times for the supported ECUs are listed below. The final time can vary between car models which use the same ECU type.

| EDC17CP14 | 20 minutes (2mb), 40 minutes (4mb) |
|-----------|-------------------------------------|
| EDC17C46 | 15 minutes (some models with newer gateways are faster) |
| EDC17C64 | 8 minutes |
| EDC17C74 | 8 minutes |
| EDC17CP44 | 20 minutes (longer/double in dual ECU vehicles) |
| EDC17CP54 | 15 minutes |

> For your first time using the application we would always recommend that you allow more time than you need.

# What can go wrong?

The focus during development has been stability. We understand that the idea of tuning your own car can be a bit daunting and that is why we have tested every possible situation. Now of course you should never attempt to do any of these things, but it is reassuring to know that it can always be recovered.

- Removed the adapter part way through a flash.
- Force closed the app.
- Turned off the ignition and left the car overnight.
- Ran the car battery down till the dashboard lights were flickering with many consecutive flashes and perhaps unbelievably the battery kept the flash process alive. After a key cycle the battery was completely flat no lights or anything. Of course, once charged back up the car was as it should be.

**After all these situations, the fix? Just open the app and start flashing again!**

Now while we have tested stability in this manner there can be some differences and even programming bugs between versions so we would never recommend attempting to do any of the things above and always follow our guides.

> **The exclusion and one thing we cannot protect you from is if your ECU has previously had the immobilizer removed.**
> Flashing over the top of an immo solution will unfortunately reactivate the immobilizer and block you starting your car. This would be the same for any tool or person flashing the car through the OBD port. **Fortunately, it is a simple fix which can be carried out directly on the ECU by us or one of our partners**. If you wanted to be as sure as possible that your ECU has not previously been tampered with you could reference the VIN that the app reads against the VIN stamped on the car or shown in the logbook. While it is not impossible that the VIN was altered when the immobilizer patch was previously applied, it is I would say unusual for someone to be that thorough.

# What if the flash fails?

This is a situation we have spent a lot of time on and worked very hard to try and ensure doesn't happen but if it does there are some simple steps to follow.

1. Send a debug log to support from the settings menu.
2. Read DTCs if any are shown please screenshot them, we may ask for them following review of the debug logs.
3. Select the stock tune and attempt to flash this. It should work if it doesn't, please provide the debug log to support and we will contact you using the details from when you placed your order to further diagnose and find a resolution.

# How do I flash my car to stock?

Time has come to sell your car and you would like to return it to stock? It is as simple as selecting the stock tune option and writing it. This will flash the ECU fully back to stock.

# How to provide debug logs?

Simply go to the settings page in the app and press "Email Debug Log" you can then add a description of whatever issue you are facing.

# Find your ECU "Box Code" (Software Version)

What is the box code? When we refer to the box code of your vehicle, this is essentially the part number for the software on your vehicle; it is also often paired with a revision number. There are numerous ways in which you can find this code out yourself, doing so will allow us 100% confirm support your vehicle and will allow us to prepare the tune files ahead of time.

## Using TDI Flasher

1. Turn on your vehicle's ignition (The engine doesn't need to be started)
2. Plug in the TDI Flasher adapter
3. Launch the TDI Flasher app
4. Create a new vehicle
5. Wait for the indicator in the top right to turn green
6. Press "Get vehicle information"
7. "Software Version" is the box code & "Software Revision" is the revision number. (This data is also automatically stored on our server and we will be alerted if tuning files do not exist!)

## Using OBD Eleven

1. Turn on your vehicle's ignition (The engine doesn't need to be started)
2. Plug in your OBD Eleven adapter into the OBDII port
3. Launch the OBD Eleven app
4. Select your Vehicle
5. Select Engine Control Module under Control Units
6. Select Info
7. Your Box Code is the Software Number
8. Your Revision is the Software Version

## Using VCDS

1. Turn on your vehicle's ignition (The engine doesn't need to be started)
2. Plug in your scan tool into the OBDII port

3. Launch VCDS
4. Click Select under Select Control Module
5. Click 01-Engine
6. Your Box Code is the VAG number
7. Your Revision is the last 4 digits of the Component

# Using Carista

1. Turn on your vehicle's ignition (The engine doesn't need to be started)
2. Plug in the Carista adapter into the OBDII port
3. Launch the Carista app
4. Select Service
5. Select Detailed ECU info
6. Scroll down to Engine
7. Your Box Code is the Part Number
8. Your Revision is the Software Version

# How do I place my order?

## Choosing your desired product

Choose from one of our performance or emissions solution tuning options, **please take note to select the correct size of your engine when ordering a performance tune**.

Once you have added your tuning product to the basket, you'll need to add a TDI Flasher Adapter (unless you have access to one already). This is our custom designed OBD adapter that allows our app to communicate with your vehicle, no other OBD adapters will work as they do not have the required hardware.

## Purchasing the product

When purchasing, please ensure your email address is correct. Upon completion of payment you will receive 2 emails (please check your junk folders for these), one will be an order confirmation. And the other will contain a link to set/reset your password for accessing the app.

## Getting started with the App

Once you have completed your purchase and set your password for the app, you're now ready to download the mobile app! (Available on both iOS & Android). Head over to the app landing page (

app.tdiflasher.com), then click on the button corresponding to your platform. Once you've downloaded the app, you're able to login with the email you completed the purchase with, and the password you set.

You're now ready to add your vehicle to the app, then once your adapter arrives you can flash your TDI!