



2013



V-Flash Instruction Manual

Viezu Technologies Limited

www.viezu.com

2/12/2013



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V-Flash Introduction and System Requirements:

Thank you for choosing Viezu Technologies as your new tuning partner, we look forward to working with you in offering tuning services to your current and future customer base.

You will need to log on to our website and create an account for buying file keys.

To set up your account, please go to www.viezu.com and select create a new account; then go to the shop to update your account. Once this is complete email technical@viezu.com and they will provide you access to the Dealer Menu area of the website. Having an account enables you to buy keys and other products online.

The computer, whether it is a desktop or laptop, will need to be of the following specification:

- Windows XP, Vista or Windows 7
- Operate a 32 bit operating system or 64bit.
- It is not compatible with MAC computers or any none windows operating system
- Memory and operating speed of at least 2GB
- Internet Enabled

A large number of vehicles required a good internet connection when reading and writing. We recommend using a good Internet Provider for your area and use a hard wire Ethernet line to your computer. If this is not possible please always check wireless/dongle strength before reading/writing or sending the file to us via email. Losing internet connection during any of these processes can cause corruption in the file. If you are in any doubt or need assistance with internet please contact the Technical Team on the contact details included in this pack.

We also recommend that you use a PC solely for Tuning. Try not to use the computers memory with diagnostic software etc. Do not open or use any other software packages when reading/writing vehicles. We recommend that you start organising your reads and modified files, for example, store them in folders by Manufacturer, Model and Vehicle Type etc. It will make it easier to locate original and modified files when you require them.



V-Flash Kit Explained:



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 centre console. For further assistance with OBDII location please contact technical@vieuze.com
- 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. 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 software onto your PC please enter this link into your web browser:

<http://www.vieuze.com/vieuze-downloads>

Select [K-Suite \(V-Flash\) Software](#) to download.



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

The software should ask your permission to run (this will depend on your computers security settings). If it does click allow which will be located to the bottom of the screen.

The installation should begin automatically and begin to run through the setup:

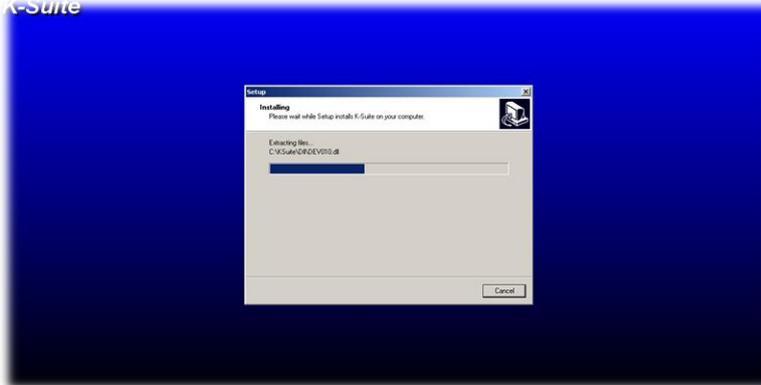


Click the next button, which will take you to the screen below:



Click the Install button on the screen. The installation will now begin.

K-Suite



This is the screen that will appear once the installation has begun. It will normally less than a minute. There will then be a pop up asking you to accept the license agreement.

K-Suite



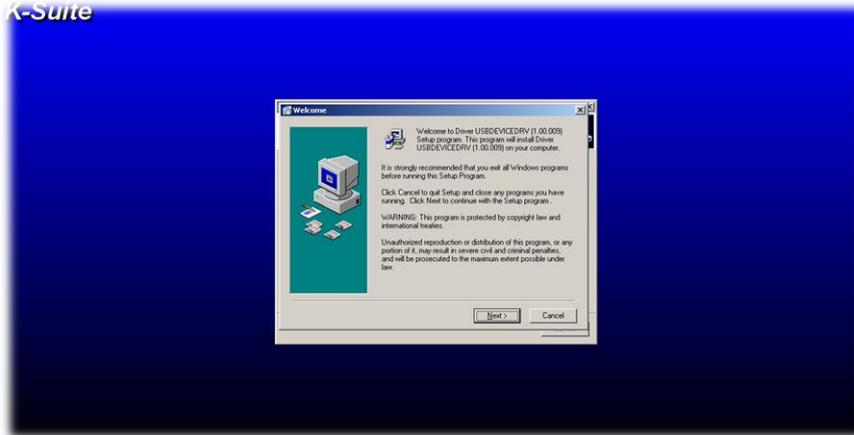
Select yes to accept the agreement.

K-Suite



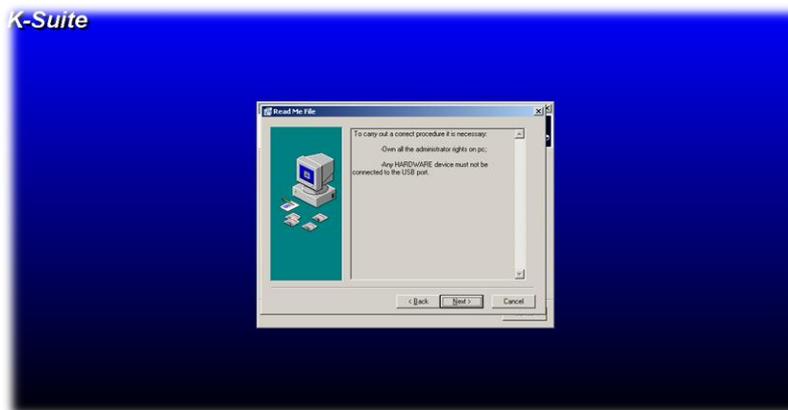
On this screen you need to select the language you wish to use.

K-Suite



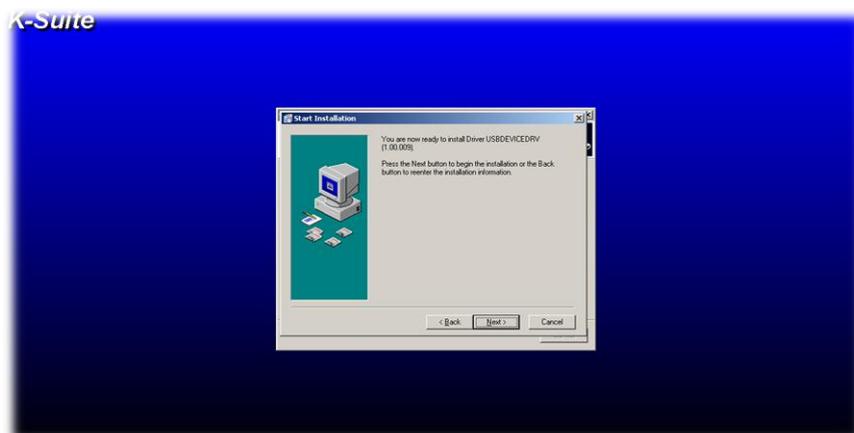
The next stage of the install process is to install the device drivers. Press next on this screen to begin the process.

K-Suite



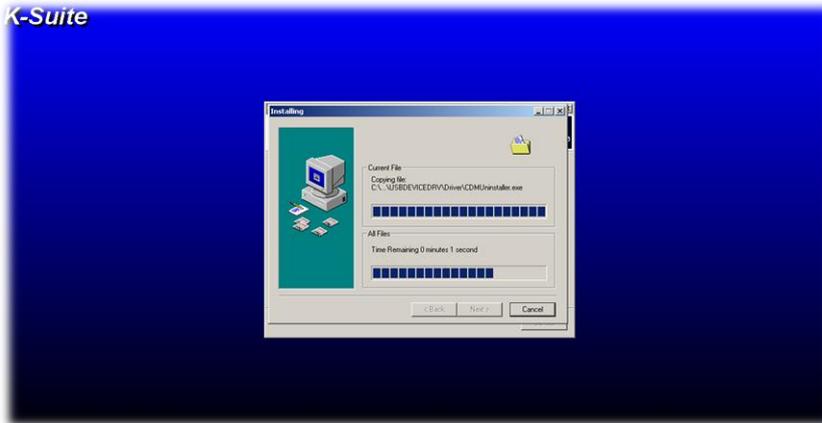
For this stage ensure that no devices are plugged into your computer including the V-FLASH.

K-Suite



Press next to install the device drivers.

K-Suite



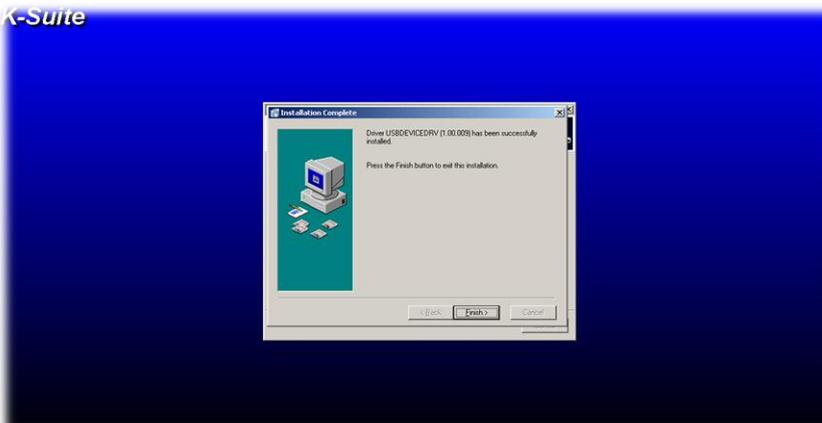
A terminal screen may appear during this stage

K-Suite



On some operating systems the following screen may appear, please select "install this software anyway"

K-Suite



Click finish and the software will automatically launch and ask you to select your language.



Once you have selected your language the software will automatically open and search for updates, as shown in the screenshot below.



This is the screen that you will see next, Viezu recommend you install all available updates for your device. To do this select "Download"

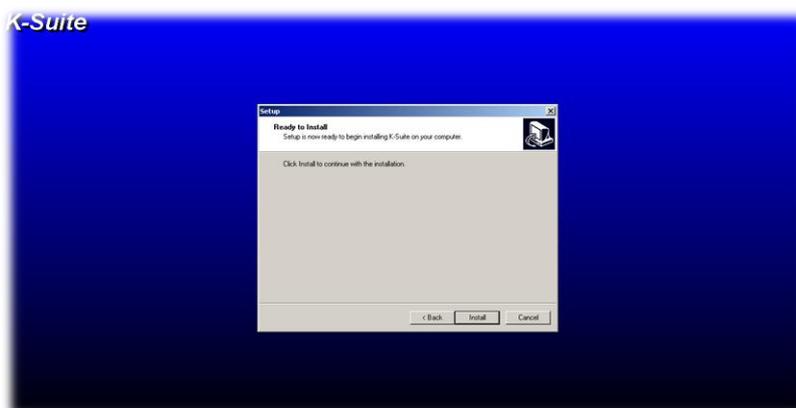


This will download the latest version of the K-Suite software package.

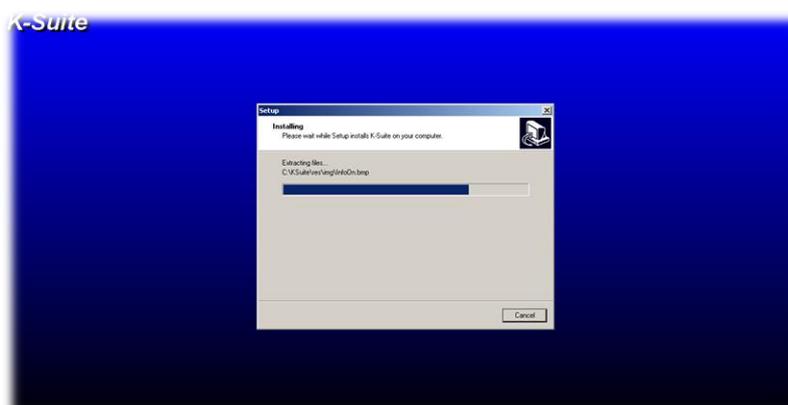
Once the download is complete it will open the setup wizard again.



Click next to begin the update install.



Select install which will take you to the following screen.



The update will then begin to install, this may take several minutes.



Accept the software license agreement and the software will continue to install.



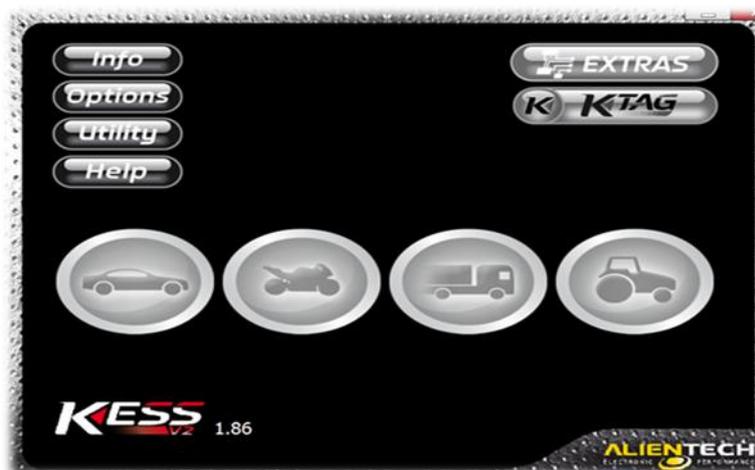
Once this operation is complete it will take you to the following screen.



This screen shows the software update information. Click next.



K-Suite should then automatically launch. It will show a connection error, this is because the V-FLASH is not connected to the computer. Press ok and it will take you to the following screen.



The -flash software has now been installed.
Now Exit the software and plug the v-flash. Now re open the K-suite (V-flash software).



This is the first screen that will open, DO NOT select 'SKIP' because there may be important updates that are needed. After the updates are finished the software will take you to the screen below:



The software is now completely installed



Before using you V-FLASH it is important that you download the available updates for your device.



On the home screen select the help button, this will bring up the following screen.



Select check to find any available updates. Download the ones that are relevant to the device you are using. These updates contain important information for reading and writing ECU's.

The K-Suite software is now fully installed and up to date, ready to read and write. The next step is to install the device drivers

This screen shows that the software has been successfully installed. Now you will need to install the drivers for the hardware. If you do not see this screen please contact technical@vieuzeu.com .

Plug in your V-FlashV2 hardware (the box that came included with the kit) using the USB cable. Connect this to a USB port into your computer.



The drivers for the system should automatically install. (You will notice an information bubble in the bottom right of the screen). If this does not appear please follow the driver installation as follows:

- Click the Start Button at the bottom left of your computer screen
- Then open the Control Panel
- Then double click the System Button, this may be towards the bottom of the window
- A box will then appear that has tabs at the top of it
- Click the Hardware Button
- Then click Device Manager
- Then scroll down the window until you see the USB selection
- You will see that one of the device USB drivers will have an unknown marker on there, it may be an asterisk or an exclamation mark.
- Right click once on this icon, then select Update Driver, DO NOT SELECT AUTOMATIC.
- This will then take you to the same selection screen as it should when you first plug in the system
- Click "Browse" or "Find" and a your folder window should appear.
- Then need to direct the window as follows
- Click My Computer – open
- Then the KessV2 folder – open
- Then LEFT CLICK ONCE on the DRIVER folder, DO NOT OPEN THE FOLDER
- Then accept this and allow the system to install the driver

Once you have completed these steps the software and hardware drivers are installed. Before using the system you will need to update the firmware and software to ensure you are running on the very latest version.

Getting to Know the System:

Boot up your V-Flash installed computer on a daily basis to check for online updates. Updates are realised regularly and include Protocol Updates along with any additional vehicles that may be added.

If the screen below appears, please allow your system to update. 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. Please check both of these before you begin.

Once this has completed please also check for any Firmware Updates. This can be done by clicking the HELP icon.



If you see a "DOWNLOAD" option in English, as shown here, download all the appropriate Service Packs. These also need to be up to date to provide accurate Technical Support.

Navigating Through 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.

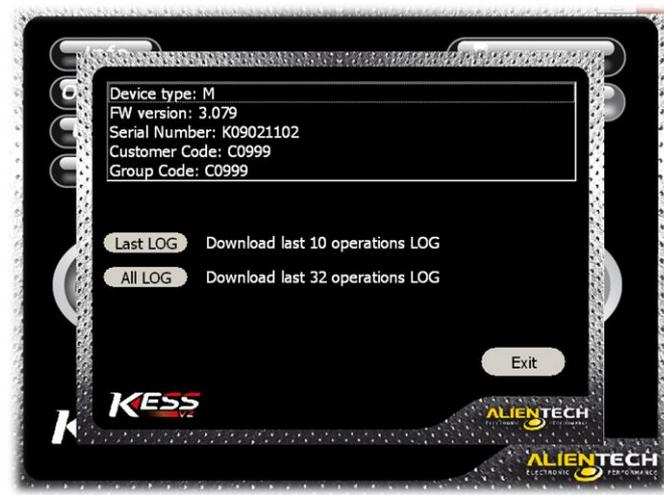
The main software screen looks like this (it may vary dependant on the type you have):



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.

The options displayed on screen are as follows.

- The Car, Bike, Truck and Tractors (only visible on some systems) take you through to the programming screens which are discussed in the reading and writing sections of this pack. The greyed out options, for most systems it they will be Truck and Tractor, are the options that are not available on your system. Truck and Tractor are available as an upgrade.
- Info Selection. This option gives you all your system information. This type of information we will need in case of issues when reading and writing to vehicles. The screen will be displayed as below:



Device Type – this tells us what type of system you have. It will always be Slave. This means that you system is to program and is not a development tool.

Firmware Version – this tells us how up to date your system is. Please refer to this number if we ask you for it.

Serial NO – this is the serial number of your system. It is stored by the Technical Team at our Bromsgrove Development Site but may be needed for reference in the future.

Customer Code – this is your personal client code. It is stored by the Technical Team at our Bromsgrove Development Site but may be needed for reference in the future.

Last Log - this option is needed when there is an issue during any processes you may do with the unit. The last log option will save the last operation done with the hardware for example the last read/last write or last ID of a vehicle. When you select this option it will automatically save a file and ask you to name and locate before saving. We suggest that you name the log file your serial number with the



word LOG after it. This will only ever be needed if asked for by one of the Technical Team. Once you have performed this operation it will need to be sent to technical@viezu.com .

All Logs – this option is needed when there is an issue during any processes you may do with the unit. The all logs option will save the last 32 operations done with the hardware, which will include everything from reading to writing. When you select this option it will automatically save a file and ask you to name and locate before saving. We suggest that you name the log file your serial number with the word LOG after it. This will only ever be needed if asked for by one of the Technical Team. Once you have performed this operation it will need to be sent to technical@viezu.com .

- **Options Selection.** With two options this is the most basic menu option. To change the language, simply click on the flag, which unless changed to a different language will be in Italian to start off with.



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.

- **Utility Selection.** Please ignore this option within the system as it is something you will not use.
- **Help Selection.** This section is for updating your system. Check this section daily and should a new service pack in English appear please download them. We recommend that whatever your native language please stick to the English service packs.



- Extras Selection. The most widely used part of the extras selection is the Boot loader option which appears as below. If you have this option enabled please see your BDM guide for further assistance or please contact the Technical Team.



The protocol option appears as below. This lists all available vehicles via their family and ECU type. This will only be needed for certain program options and if there is any issue with reading or writing a vehicle. We will talk you through using this as the process varies dependant on each vehicle. Please contact the Technical Team for more assistance.



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 14V/42amps is sufficient.
- You will need to ensure you have good internet connection to send the file to us and to ensure your software is up to date.
- 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 dependant 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.
- Do not add any _ , () or any other punctuation into the file name as this can corrupt the file. Keep it 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.



Selecting a Vehicle:

To begin the tuning process you will need to click the relevant Icon from the home screen. If you are tuning a car, hit the car icon, if you are tuning a truck, hit the truck icon. The Icons that appear greyed out (for example on this system the truck and the tractor are greyed out) means they are not available on your system. The standard V-Flash system comes inclusive of the car and the bike protocols, the tractor and truck are available as upgrades.

To begin tuning, please click on to the Car Icon. This will highlight red, and then take you to the screen below



This then takes you to the vehicle selection screen. You will need to select the manufacturer, to the left of the screen, then the model of the vehicle, and then below select the engine variant as per the vehicle, for example, 2.0 TDI.



This part of the screen also shows the engine code, which you can obtain by looking at the plate within the engine bay. It also shows the ECU type, for example EDC17, and also the ECU Family number. It also displays the CHK, RD AND WR columns. These are for your reference only however their meanings are listed as below. Once you have selected the correct vehicle, hit the ok button. The Help Icon at the bottom of the screen shows you further information, OBD port location, type of cable needed etc. For almost all OBD vehicles only your standard OBD2 cable will be required. Any other cables required are explained in the troubleshooting section of this guide.

Once you select the OK option at the bottom of this screen it will take you through to the programming screen which is covered next.

Definitions:-

ECU – This column shows the type of ECU you are about to read. It can vary from different Bosch, Siemens, to Motronic ECU’s. 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.

Family –This column shows 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.

CHK – This column tells us as to whether the system automatically corrects a Check Sum. This is not something you need to worry about as all are corrected by us in house before the file is sent back to you. It is just for your reference.

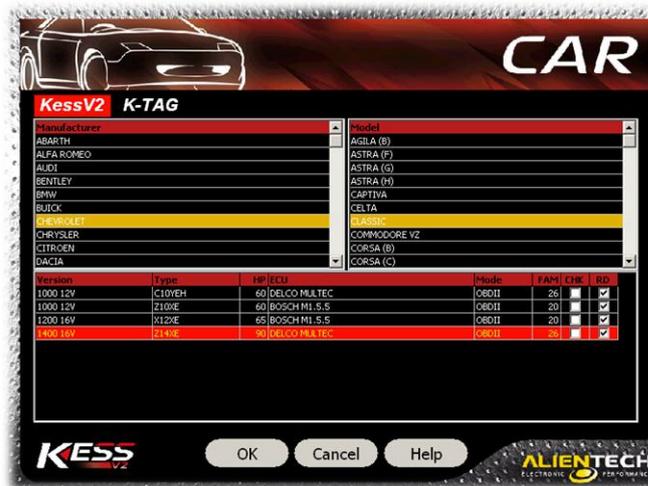
RD – This column tell us whether or not we take a full read of the ECU or just an ID. If this column in unchecked, you ID the vehicle only. An ID will take the hardware/software numbers from the ECU alone, and a full read gives us all the figures within the software also. A full read of the ECU is required unless this column is unchecked.

WR – This column tell us as to whether you can write back to the ECU or not. There are maybe Two – Five ECU types that cannot be programmed back to which means that you cannot tune them. Again, this is rare and all the vehicles you can cover can be found in the application list provided to you.

ID-ing a Vehicle:

Some vehicles are ID only; you can tell which vehicles is ID only by looking at the screen here. As you can see the READ (RD) column is unticked. This means that the V-Flash system will take an ID of the ECU and not a full read.

To take the vehicles ID, you highlight the vehicle as shown here, and then click the OK button at the bottom of the screen.



Once you have hit the OK button, you may be taken to the screen shown here. There are two types of ECU communication that are available, Kline and Canbus.



As a general rule of thumb, Canbus vehicles are any that are post 2006 production, earlier tend to be Kline. When you have selected vehicles in the previous step, the V-Flash system will detect which of the two it could be and order them as shown on the image to the left. We recommend that if you are ever unsure, try the uppermost option first, if this does not work, try the one below. For this screen we would use Kline first and then Canbus. You cannot do any damage by using the wrong one as it will only ID/READ/WRITE on one of the two. Just remember to always use the same option when programming back to the vehicle.

In order to process an ID file, highlight the ID option, and hit the select button to the right of the screen. As you can see the bottom of this screen shows a Battery Voltage, this will show the voltage drawn from the battery when you are communicating to the vehicle.



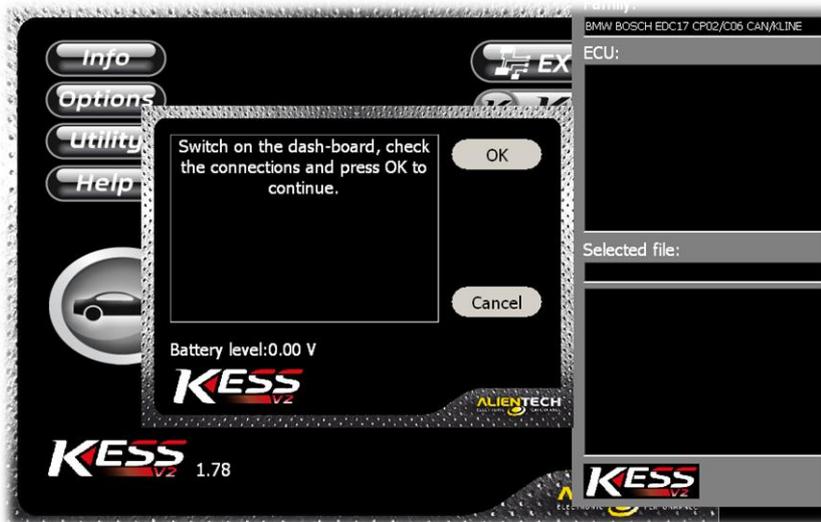
You should always ensure that you have good power on the vehicle as the battery voltage needs to be 13V or higher.

Once you are at this screen you will need to select the ID function, highlight ID and then hit select.

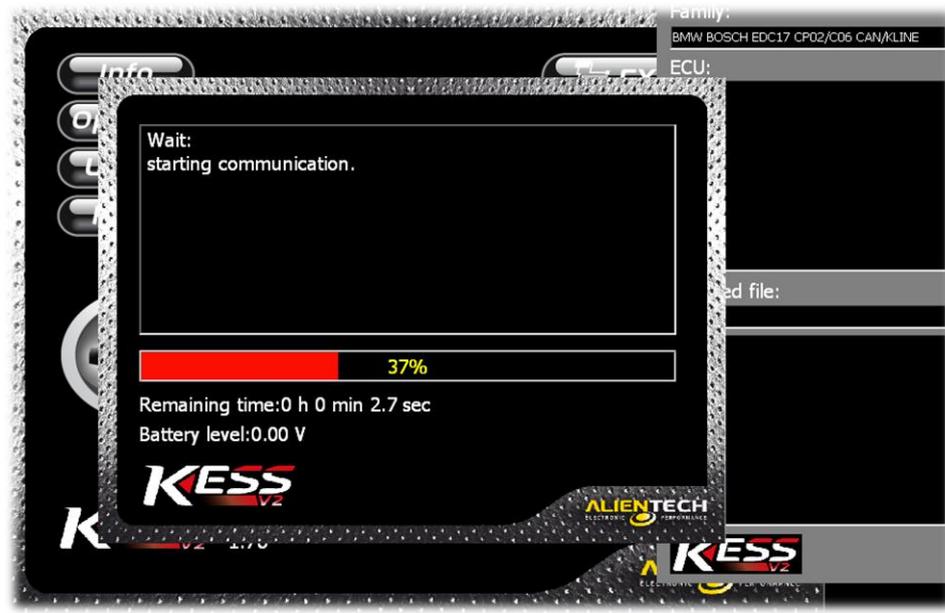


This will then take you to the screen shown above. This screen will appear before all processes, it is a failsafe to ensure you have a battery charger on the vehicle. If you are at this point and you still do not have a steady state battery charger connected you are able to do so now. Once you have completed this, you will see the battery level increase, as stated you need to have at least 13V showing here. At this point you should also check your computers charge, if it is low connect to a power source before continuing. Once you have checked all of these, select OK.

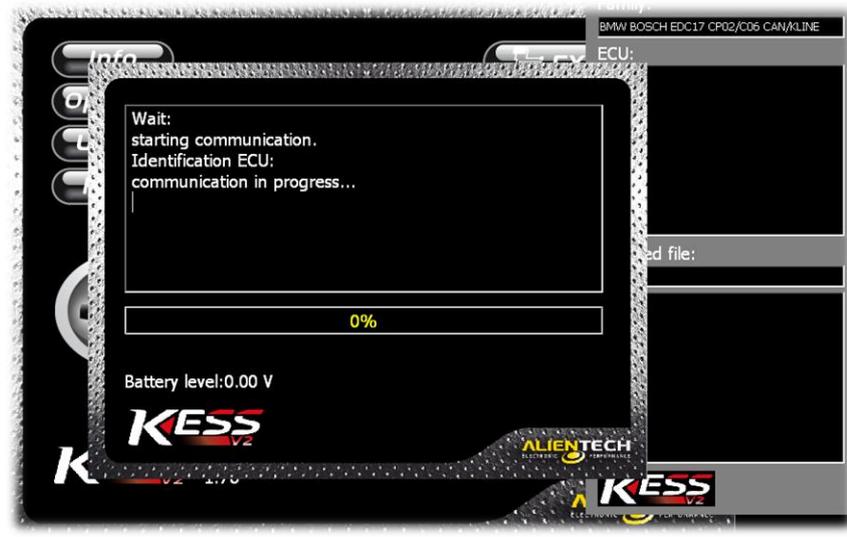
This will then take you to this screen. When asked, you will need to switch on the dashboard to Ignition Two. This is the second key point in the ignition barrel. If you are communicating with a touch button vehicle, you will need to have the key in the ignition, and press the button twice but do not 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. Once you have ignition two, select OK.



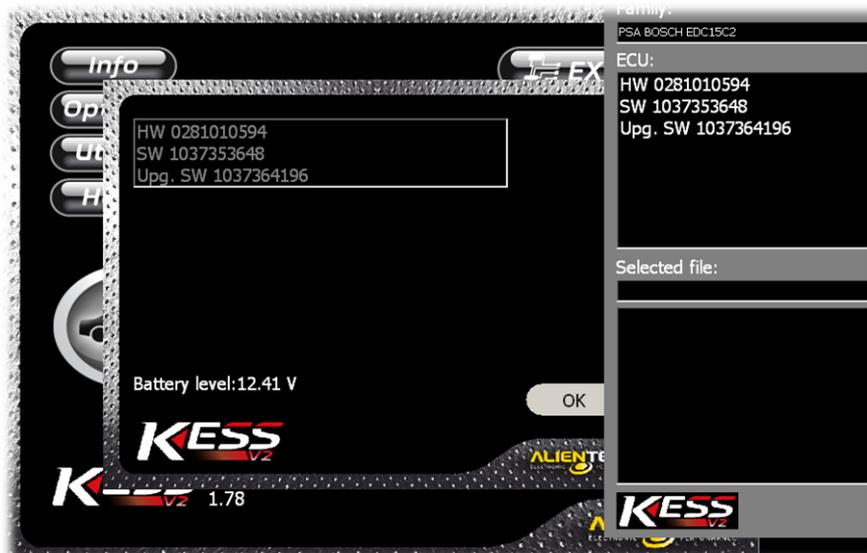
Once you have selected OK, the following screen will appear. This is starting communication checks with the ECU. At this point you do not need to do anything and do not disconnect or change any connects with the ECU. Leave the system to begin the communication and do not do anything else with the computer. Once it has completed communication, the following screen will appear.



Once this screen has appeared, you are communicating with the ECU. Once the communication has begun you will see that a time appears at the bottom left of the screen and will give you an approximate finish time. Do not worry if this starts high as it will fluctuate down as it progresses. Do not interrupt the signal whilst this is happening. Do not turn on any radios, stereos, heaters, air conditioning, open any doors and above all do not start the engine of the vehicle.



This will then communicate with the vehicle. Do not interrupt this process.



It will then show the following information.

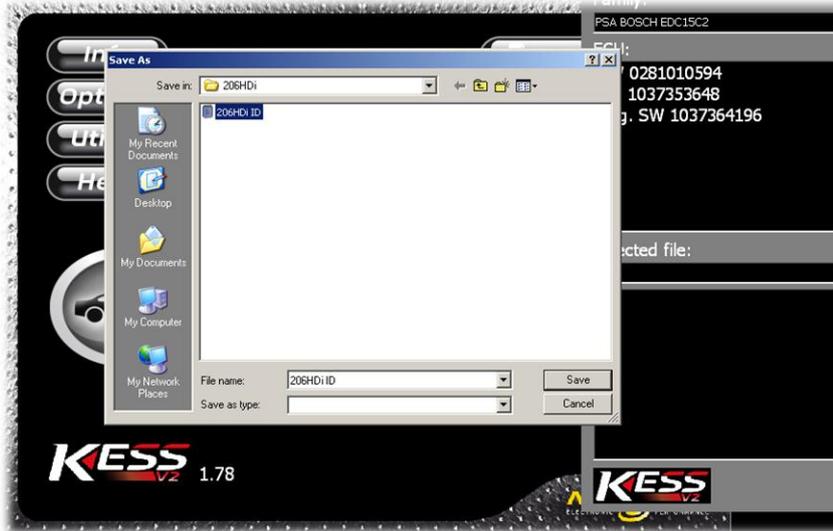
All of this information is the identity of the ECU. The definitions of these are below.

Once you have this screen, hit Ok.



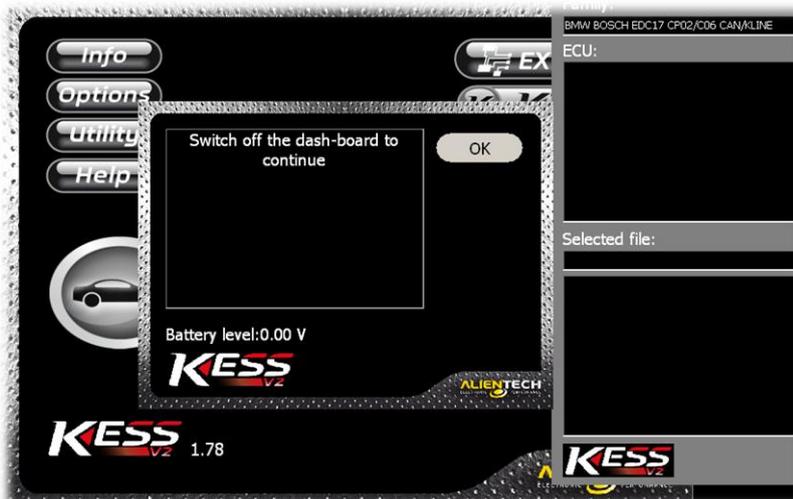
The following screen will then appear and ask you to save the file. We recommend that you save the file as the vehicles registration, with the word ID after it in a new folder on your desktop.

Then click save.



Once you have done this you will get the following screen.

Switch off the ignition as requested and this will take you back to the home screen and you have completed the ID. Once you hit ok on this screen it will take you back to the home screen.



Email this file to us and we will provide your modified file.

PLEASE REMEMBER THAT ONLY 15% PERCENT OF VEHICLES THAT ARE COVERED ON THE SYSTEM ARE ID ONLY. IF THE WR COLUMN IS CHECKED WE REQUIRE A FULL READ OF THE ECU AND WILL NOT PROVIDE A MODIFIED FILE WITHOUT ONE.

If you are unsure of anything at all please contact technical@viezu.com.



Definitions:

HW – This is the Hardware Number from the ECU

SW – This is the Software Number from the ECU and identifies what software is within the ECU's program

Upg. SW – This is the Software Upgrade Number from the ECU and identifies what level of Upgrade is within the ECU's program. Upgrades are made post production by main dealers.

SW Ver – This is the version of software that is within the ECU's program

Engine – Gives information on the engine size, type and also engine code

Reading a Vehicle:

Reading a vehicle is very similar to the ID process.

To take a read of the vehicles ECU, you highlight the vehicle as shown here, and then click the OK button at the bottom of the screen.



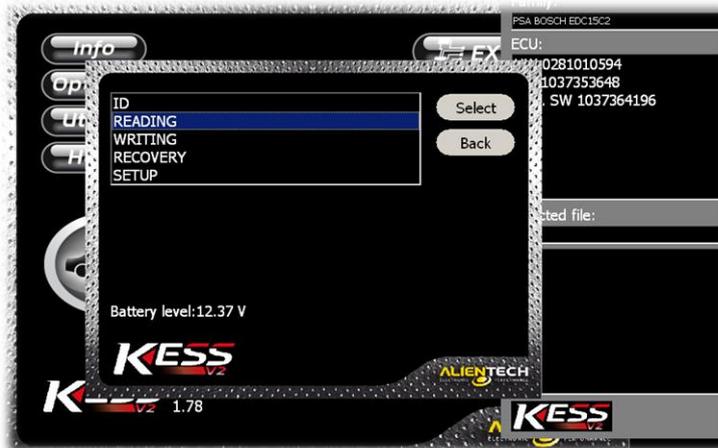
Once you have hit the OK button, you may be taken to the screen shown here, do not worry if you are not as it does not appear on every vehicle you tune.

There are two types of ECU communication that are available, Kline and Canbus.



As a general rule of thumb Canbus vehicles are any that are post 2006 production, earlier tend to be Kline. When you have selected vehicles in the previous step, the V-Flash system will detect which of the two it could be and order them as shown on the image to the left. We recommend that if you are ever unsure, try the uppermost option first, if this does not work, try the one below. For this screen we would use Kline first and then Canbus. You cannot do any damage by using the wrong one as it will only ID/READ/WRITE on one of the two. Just remember to always use the same option when programming back to the vehicle

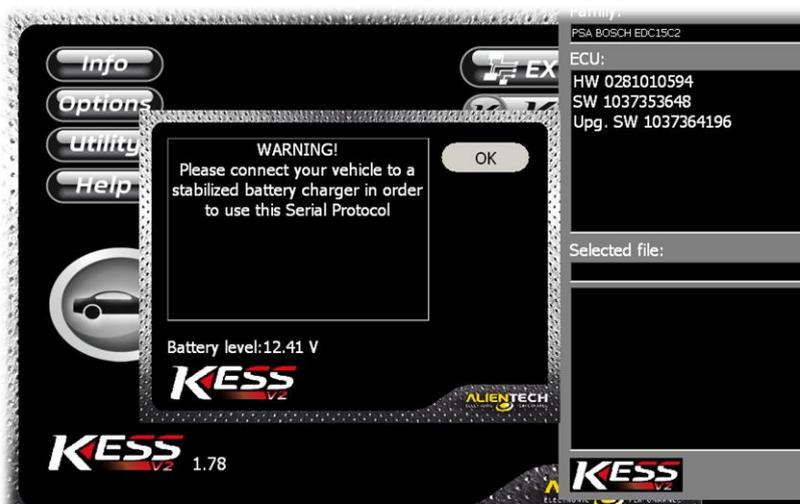
You may be shown a screen that states TOTAL READ, PARTIAL READ. If you do see this screen, always select TOTAL READ.



In order to process the read of the file, highlight the READING option, and hit the select button to the right of the screen. As you can see the bottom of this screen shows a Battery Voltage, this will show the voltage drawn from the battery when you are communicating to the vehicle.

You should always ensure that you have good power on the vehicle as the battery voltage needs to be 13V or higher.

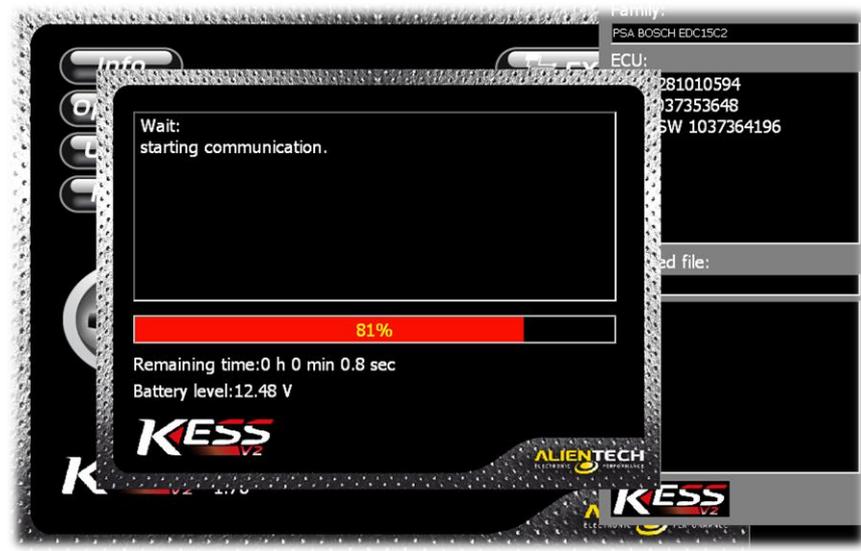
This will then take you to the screen shown here. This screen will appear before all processes, it is a failsafe to ensure you have a battery charger on the vehicle. If you are at this point and you still do not have a steady state battery charger connected you are able to do so now. Once you have completed this, you will see the battery level increase, as stated you need to have at least 13V showing here. At this point you should also check your computers charge, if it is low connect to a power source before continuing. Once you have checked all of these, select OK.



This will then take you to this screen. When asked, you will need to switch on the dashboard to Ignition Two. This is the second key point in the ignition barrel. If you are communicating with a touch button vehicle, you will need to have the key in the ignition, and press the button twice 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. Once you have ignition two, select OK.



Once you have selected OK, the following screen will appear. This is starting communication checks with the ECU. At this point you do not need to do anything and do not disconnect or change any connects with the ECU. Leave the system to begin the communication and do not do anything else with the computer. Once it has completed communication, the following screen will appear.



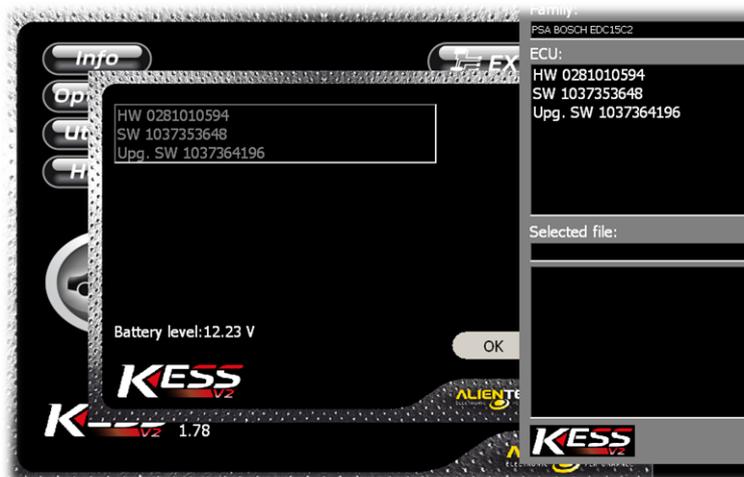
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not interrupt the signal whilst this is happening. Do not turn on any radios, stereos, heaters, air conditioning, open any doors and above all do not start the engine of the vehicle.



This will then communicate with the vehicle. Do not interrupt this process.

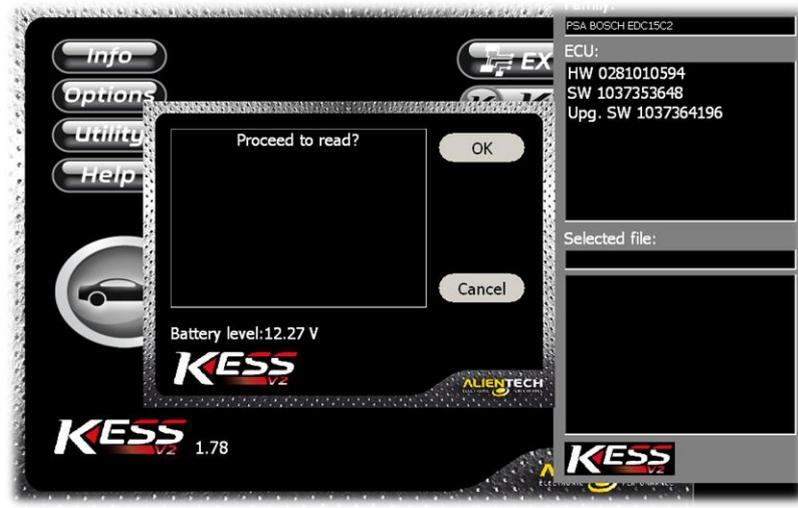
It will then show the following information.



All of this information is the identity of the ECU. It will show this before you continue any further with the process. It is good to make a note of these numbers however they are all provided within the full read anyway.

Once you have this screen, hit Ok.

The proceed to read screen will then appear, this is a good time to again check the voltage at the bottom of the screen and also your computer power. Ensure you have a good external source on both. Once you are ready, click OK.

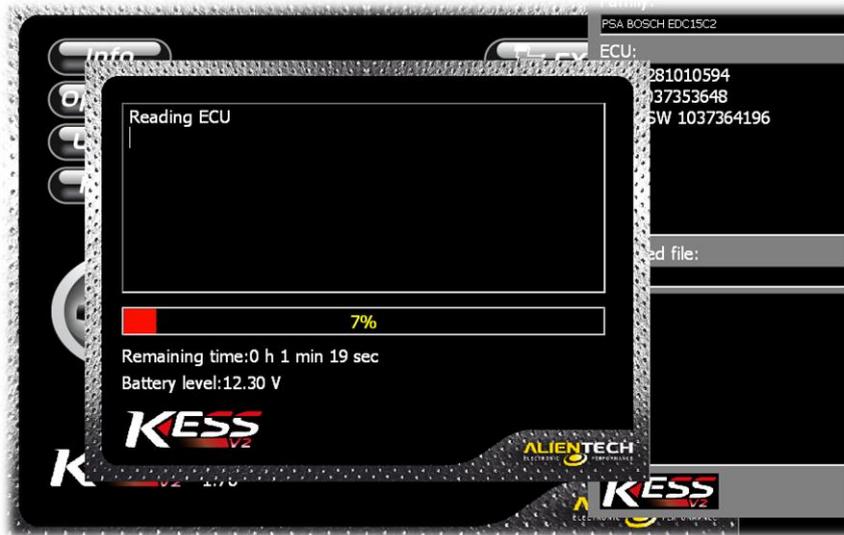


The following screen may then appear. You will need to turn the ignition off, there is however no need to remove the key from the ignition barrel.

Once you have done this, click OK



The V-Flash system may then stay on this screen for a few moments which is completely normal. This screen will appear shortly after the Please wait screen.



This screen shows that the V-Flash system is communicating with the ECU. Do not interrupt this process. Leave the system to complete the process. The remaining time will fluctuate and might even show 180 minutes at one point but will reduce as the process continues.

DO NOT BE TEMPTED TO ATTACH A BATTERY CHARGER WHILST IN THE READ OR WRITE PROCESS, THE VOLTAGE SPIKE MAY CORRUPT DATA AND DAMAGE THE ECU

Once the reading has reached the end, it will show the following save dialog box. We recommend you save the file onto a new folder on your desktop, and save the file with the registration plate and the word original after it. Do not add any punctuation marks into the file name. Once you have entered this information, click Save.



Once you have done this the following screen will appear. This confirms completion of the ECU reading process. Do not remove any connections from the ECU or battery at this point. Click the OK button.



The following screens will then appear, switch off the ignition of the vehicle and remove the keys from the car. A short communication log will be saved automatically which takes approximately 15 seconds.





Once this has completed it will take you back to the home screen, showing you ID, READING ETC. Once you are back to this screen you may disconnect from the vehicle if required.

Reading and ID'ing a vehicle do not disable it. You can start the vehicle; turn on the stereo etc unless told not to do so by a Viezu Technician. You must now send the read you took of the vehicle to the Viezu Technical Team on technical@viezu.com for your modified file to be created.

Emailing and Receiving a Modified File:

Once the file has read from the vehicle and it is stored appropriately you will need to email the file to our Technical Team. The email addresses required are included in this pack.

Emailing the File

When emailing the file to us, keep the subject title as simple as possible, "File for Tune" is a general suggestion. Include the following details in your email:

- Vehicle Manufacturer
- Vehicle Model
- Vehicle Year
- Vehicle Engine
- Vehicle Mileage
- Engine Modifications
- Vehicle Registration/VIN Number



Vehicle Chassis Number

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 TUNED" This is the modified file you will need to save to your computer, do not change the name of the file when saving.

- If you are using a Gmail or Hotmail account, the file may be zipped when you receive it. You will need to unzip the file before it can be used. The correct file size is 260KB or 256KB; it will be the same size as the one you have emailed to the Technical Team.

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 dependant can run the voltage very low. Should the battery level drop to a low enough level, usually below 10volts, you can cause damage to the ECU, which at worst case can leave you with an immobilised 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.



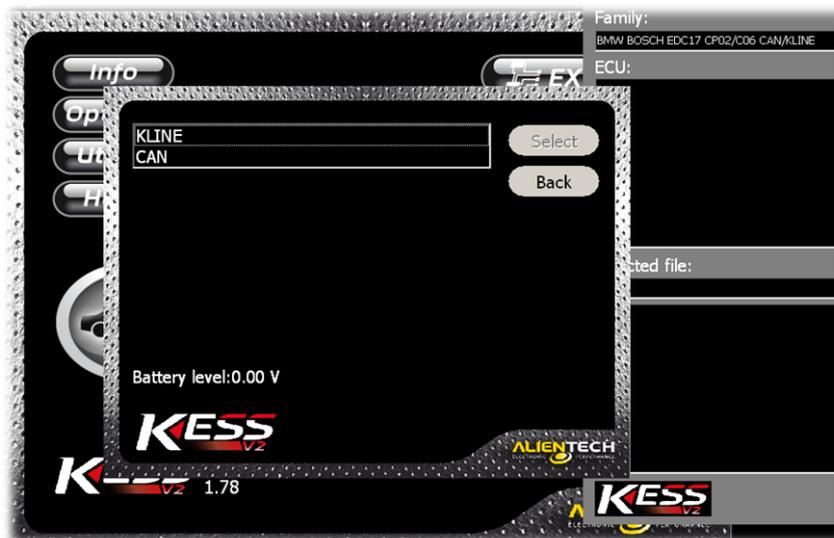
-
- Do not open any doors, bonnet, boot, windows or remove any sensors from the engine when you are communicating. Doing anything of this nature could damage the ECU.
 - If the vehicle is a manual, ensure it is in neutral, if it is an Automatic; ensure the vehicle is in PARK. Not doing this could lose vital information for gearing.
 - Ensure your computer has excellent battery charge, if it does not, connect to an external power source
 - 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.

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.

Once you have selected the vehicle the following screen will appear as it did before. Please select the WRITING option and then select.



Once you have hit the OK button, you may be taken to the screen shown here, do not worry if you are not as it does not appear on every vehicle you tune.



Remember to always use the same option when programming back to the vehicle that you did when reading. For example; if you used Kline to READ, use Kline to WRITE.

Once you have selected the programming selection, a dialog box will appear. At this point you will need to select the file returned to you for the vehicle from the Viezu Technical Team. Ensure you select the correct file as using the incorrect one will damage the ECU.

Once you have the correct file, please click Open.



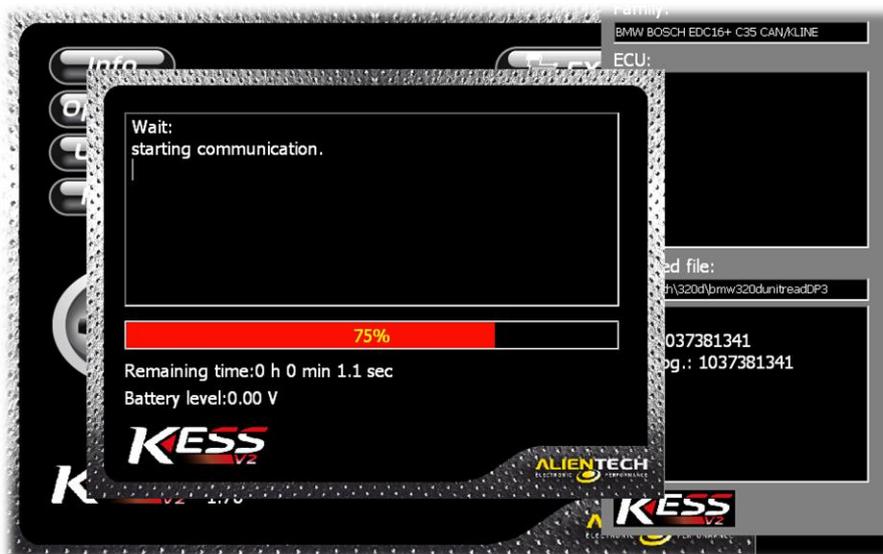
You may then be directed to this screen. You will not always view this screen so do not worry. Should you see this screen always select Partial write. Highlight Partial write and click select.



You will then be asked to switch on the dashboard, switch the dashboard onto ignition two and then click OK. This is the second key point in the ignition barrel. If you are communicating with a touch button vehicle, you will need to have the key in the ignition, and press the button twice 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. Once you have ignition two, select OK.



Once you have selected OK, the following screen will appear. This is starting communication checks with the ECU. At this point you do not need to do anything and do not disconnect or change any connects with the ECU. Leave the system to begin the communication and do not do anything else with the computer. Once it has completed communication, the following screen will appear.



This will then communicate with the vehicle. Do not interrupt this process.



It will then show the following information.

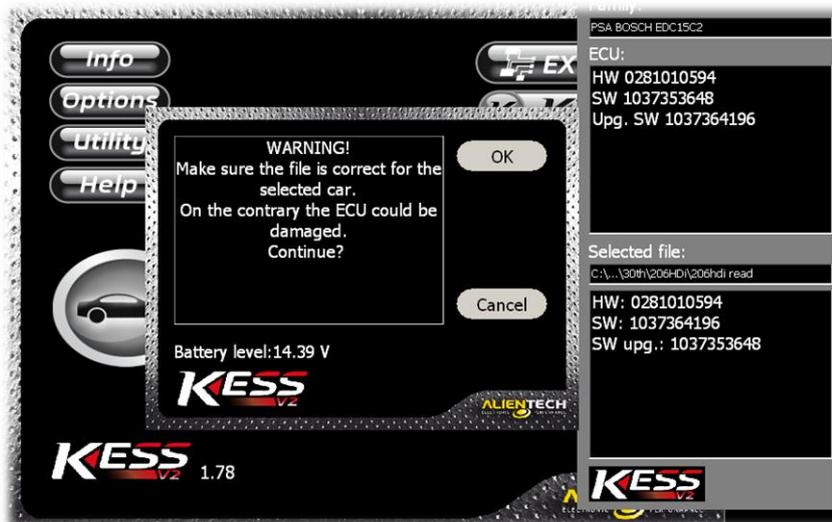
All of this information is the identity of the ECU. It will show this before you continue any further with the process. This information is the same of that taken when you read the ECU. It takes it again every time you write. It is at this point you can check they are the same on both points of the screen. Then click OK.



Once you have this screen, hit Ok. It is at this point you will need to be 100% sure that you have a good steady state battery charger on the vehicle, without a battery charger you create an unstable communication. It is ESSENTIAL that you have a steady state battery charger on the vehicle before you tune.

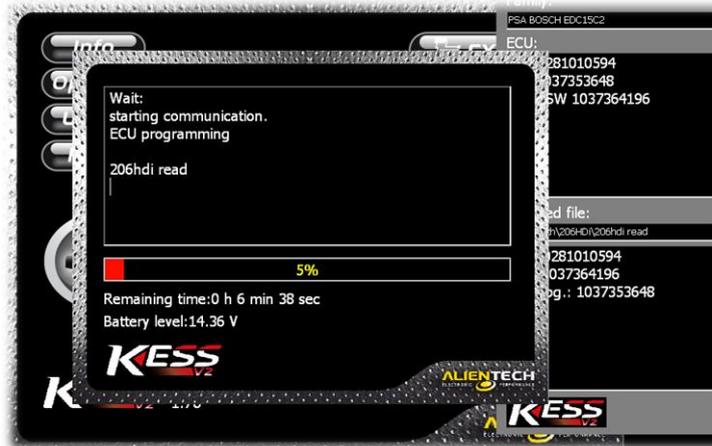


The next screen will ask you whether you are completely sure that you have selected the correct file for the car. Check the file name in the right hand dialog box to ensure it is correct.

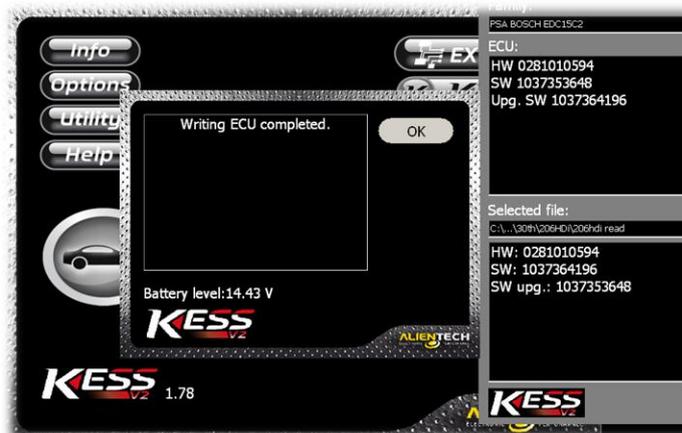


You will then be taken to the next screen.

This screen shows that the V-Flash system is programming to the ECU. DO NOT interrupt this process. Leave the system to complete the process and DO NOT open any doors, bonnet, windows, DO NOT turn on any stereos, heaters, heated seats, lights as you will interrupt the . The remaining time will fluctuate and might even show 180 minutes at one point but will reduce as the process continues.



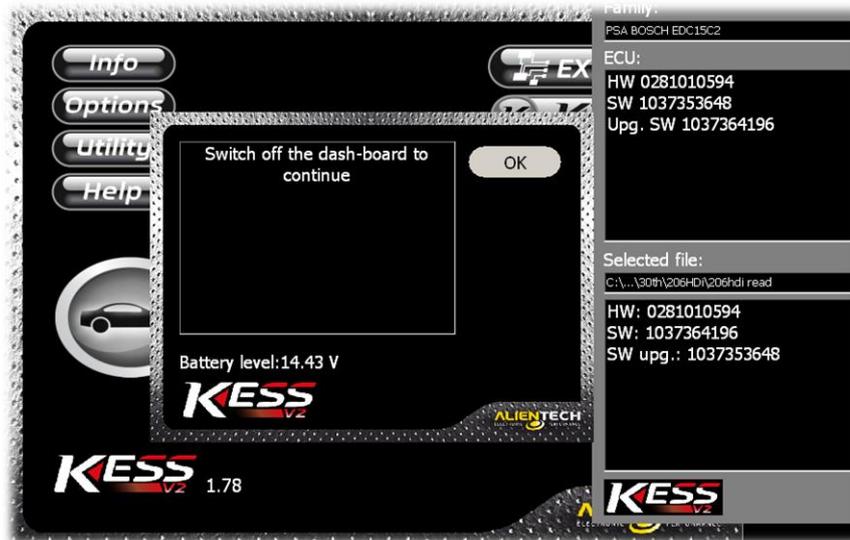
Once the writing process has completed, you will be shown the following screen. This confirms that the writing process has completed. **DO NOT DISCONNECT ANY EQUIPMENT AT THIS POINT.** All you need to do, is click Ok.



The system will then prompt you to turn off the dashboard.

DO NOT DISCONNECT ANY EQUIPMENT AT THIS POINT.

Switch off the dashboard, and then click the Ok button.



The system will then save a communication log; it will go quickly and then automatically take you to the screen below.



Once you have returned to the home screen, your programming is completed. (Unless you have to now tune the SLAVE ECU, or you have to program injectors, see the information in troubleshooting). Once you have seen this screen you may remove the OBD cable from the vehicle.



Programming injector codes

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

The Viezu Technical Team will be able to discuss with you which vehicles require this to be done as it is only a small percentage of Peugeots and Renaults.

In order to do this you will need to have read them which is explained in the reading section of this guide.

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@vieu.com .

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 to low to communicate, incorrect use of the system, incorrect car selection, incorrect communication line, CAN or Kline, or interruption in communication.

Do not use the recovery function unless advised or discussed with a Viezu Technician beforehand.

Troubleshooting:

The vehicle does not have WR checked in the column, 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 technical@vieu.com 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 technical@vieu.com 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 technical@vieu.com 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.



Viezu Technical Team Contact Details

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

technical@viezu.com - All of the above

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 onsite operation hours are as follows: (all times are GMT)
For file service

Monday - 08.00am to 17.00pm
Tuesday - 08.00am to 17.00pm
Wednesday - 08.00am to 17.00pm
Thursday - 08.00am to 17.00pm
Friday - 08.00am to 17.00pm
Saturday - 08.00am 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 ([0800 011 3776](tel:08000113776))

Our out of hours operation support are as follows: (all times are GMT)

Monday – Friday: 08.00am – 09.00pm
Saturday: 08.00am – 09.00pm

To contact the Technical Fleet Team by phone for Technical Support out of office hours please contact the number below: ([0800 011 3776](tel:08000113776))