

HERO VCI MANUAL

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REQUIREMENTS FOR THE INSTALLATION OF HERO VCI SOFTWARE IN SYSTEM

I. IF USER HAVING WINDOWS 7 PLEASE FOLLOW BELOW STEPS.

1. If user using windows 7 operating system, user has to update windows 7 properly 1st then update system into windows 7.1 using the link mentioned below.

<https://www.microsoft.com/en-us/Download/confirmation.aspx?id=8442>

if user having windows8 or windows10 there is no need of update.

2. User has to install dot net framework 4.6.1 in system. Link for downloading dot net framework 4.6.1 is mentioned below.

<https://www.microsoft.com/en-in/download/confirmation.aspx?id=49982>

NOTE: Use genuine windows os.

II. IF USER SYSTEM HAVING ANY ANTIVIRUS AT THE TIME OF INSTALLATION PLEASE DISABLE IT FOR INSTALLATION

III. USER HAS TO RUN THE SYSTEM IN ADMINISTRATIVE MODE AT THE TIME OF INSTALLATION OF VCI SOFTWARE

IV. ONCE OTP IS RECEIVED AT THE MAIL ID OR MOBILE USE THE OTP FOR INSTALLATION WITHIN 30 MINUTES.

v. System Requirement

Windows Edition

Windows 7.1 or higher version (Genuine).

System configuration

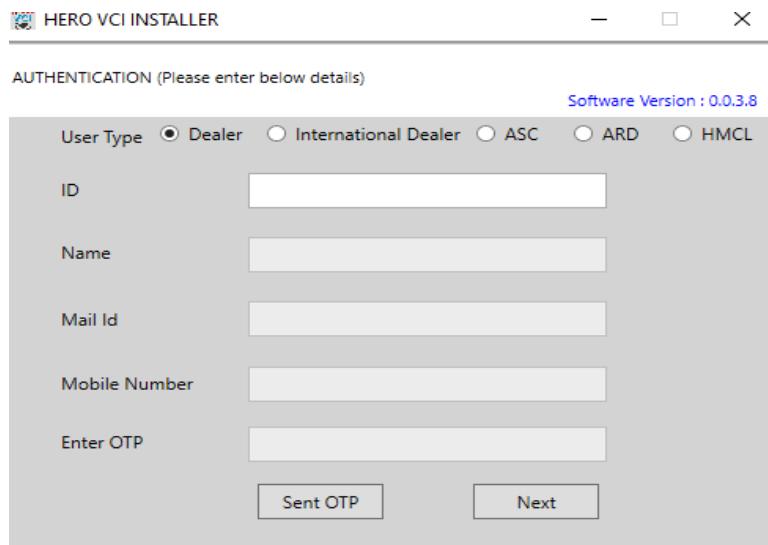
Processor- Intel®core™i3-7100U CPU @ 2.40GHZ 2.40GHZ.

Installed memory – 4.00GB.

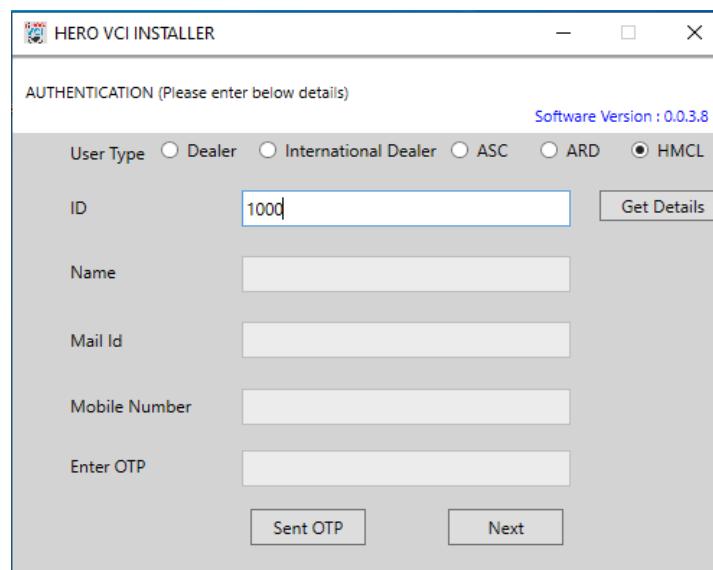
System Type - 64-bit operating system, x64-based processor

Set up Installation Procedure:

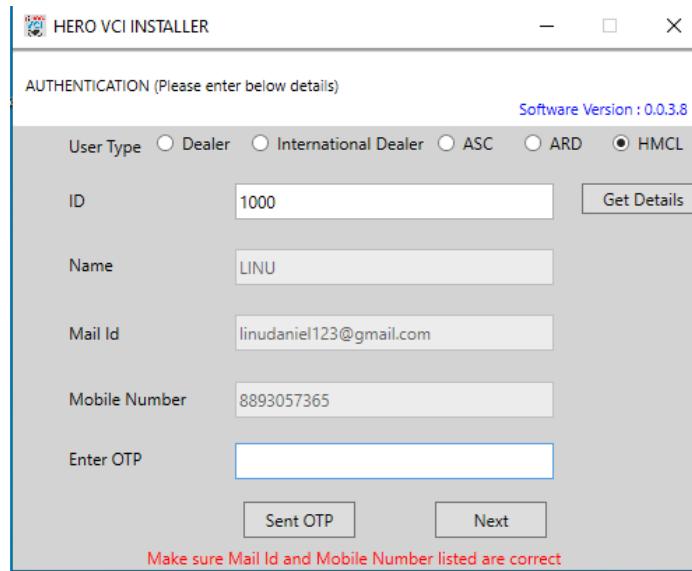
Step 1: Open HERO VCI Installer.EXE. A new window will open as shown below.



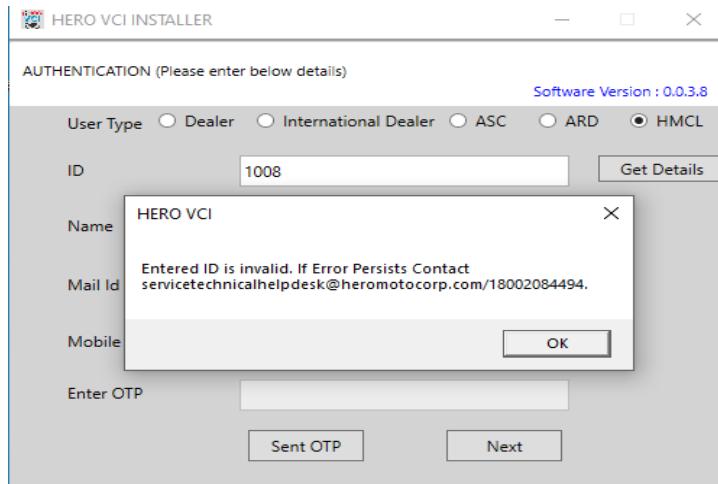
STEP 2: Select User Type and enter the Dealer/International Dealer/ASC/ARD code in “ID” field. Dealer Name, Mail ID and Mobile Number will fetch automatically from HERO Server.



STEP 3: If Dealer/International Dealer/ASC/ARD details are available on the Server, then details will be displayed as shown below.

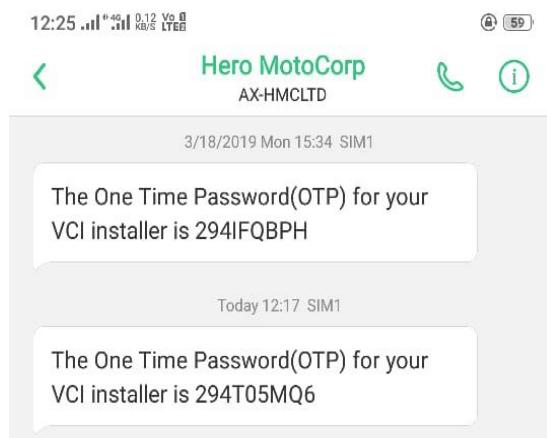
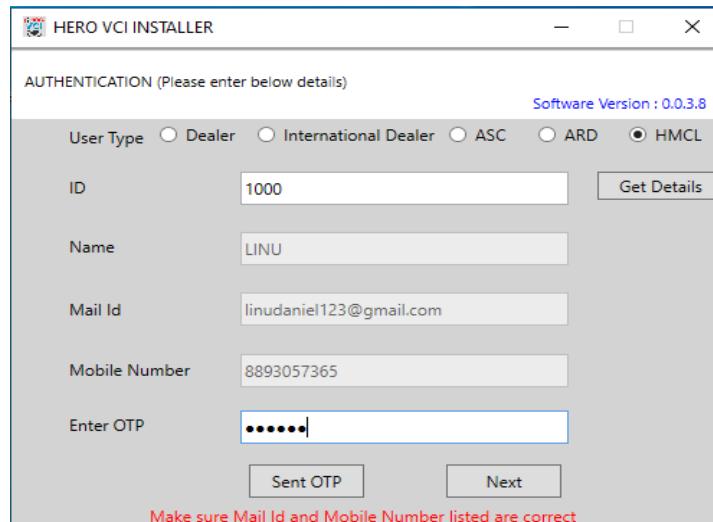


If Details are not available on the server, a message will be displayed as “No such Dealer/International Dealer/ASC/ARD Code Exists”.

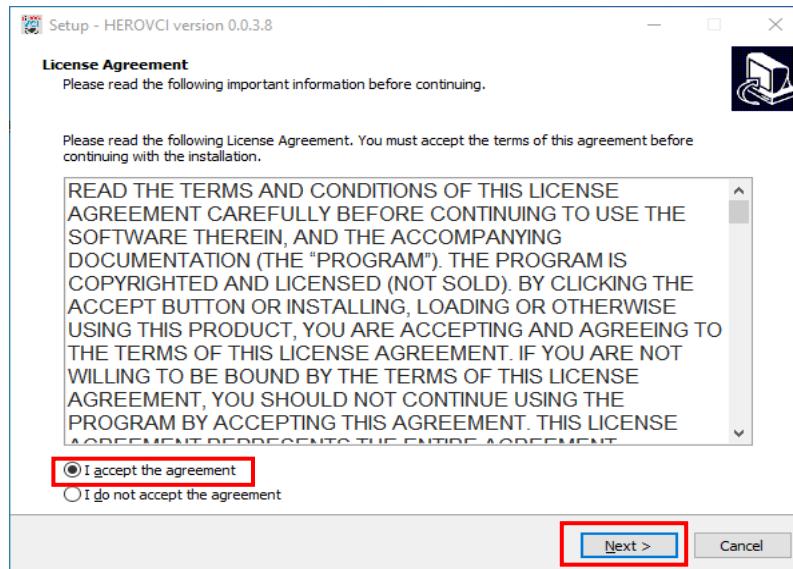


NOTE: IF above message persists, contact “Hero Service Technical Helpdesk” for the support.

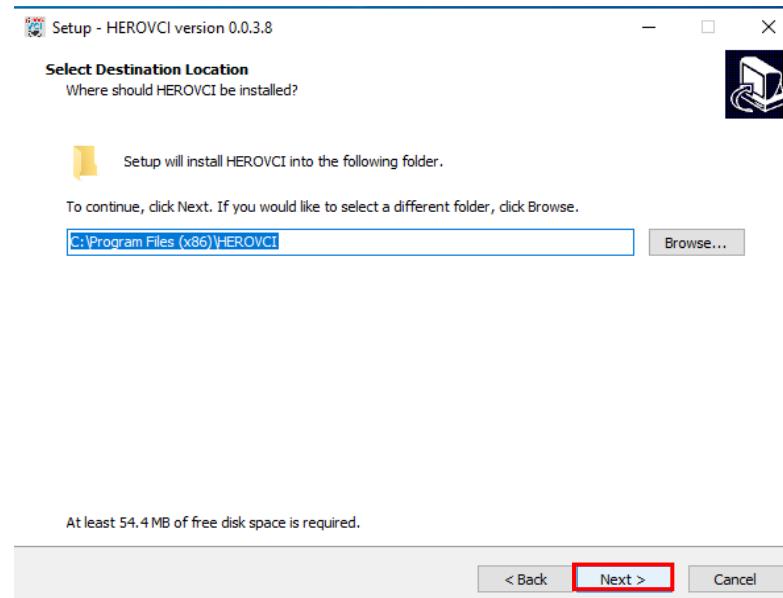
STEP4: Click on “Send OTP” tab and OTP will be shared to Mail id and Mobile Number to assigned Dealer/International Dealer/ASC/ARD.



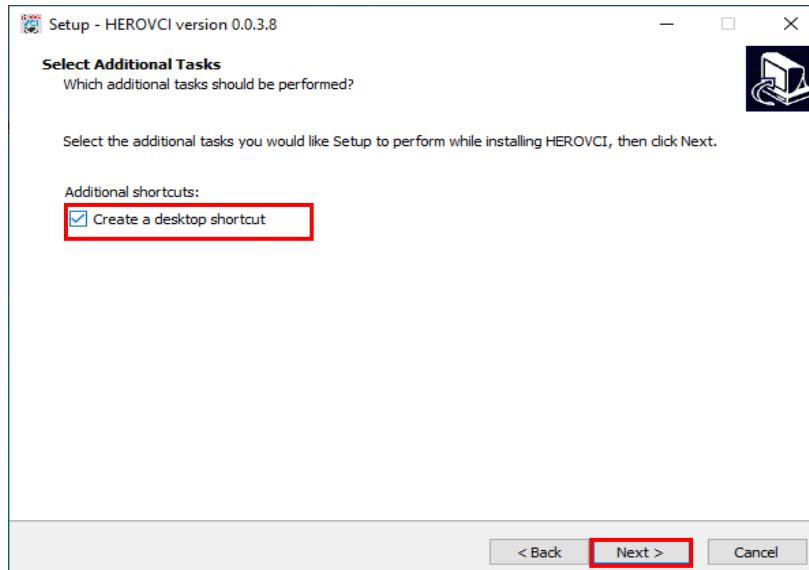
STEP 5: Enter the OTP in the Enter OTP section to start the installation. Once OTP entered, accept the Terms and Conditions and click next to proceed.



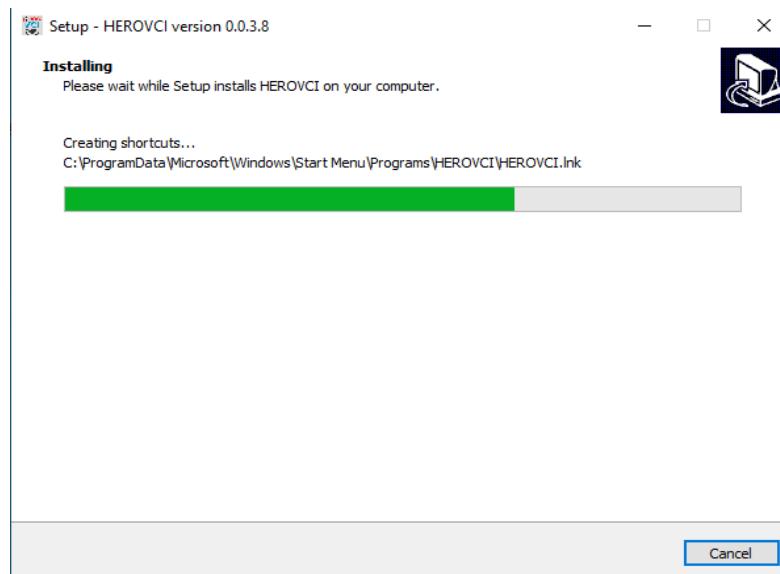
Click on “Next” to proceed.



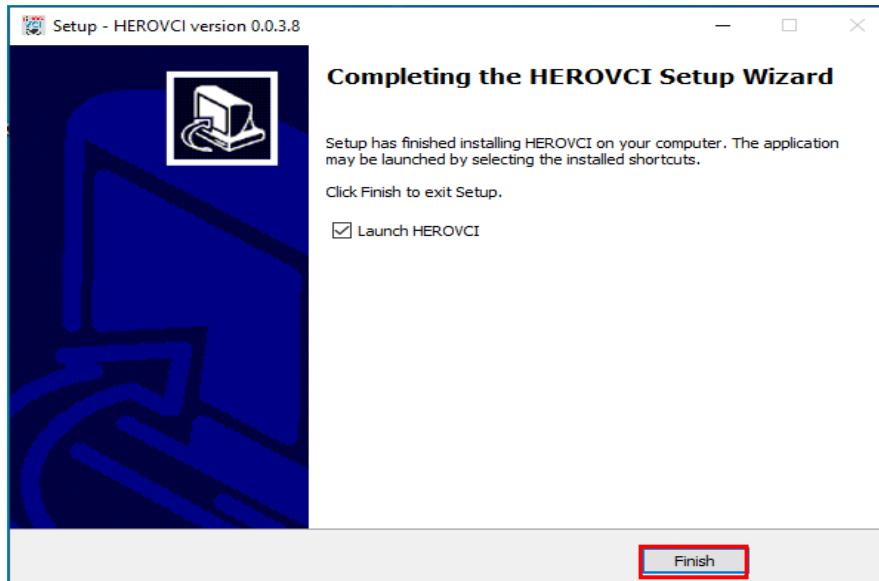
Click on “Next” to proceed.



Click on “Install” to start the installation process...

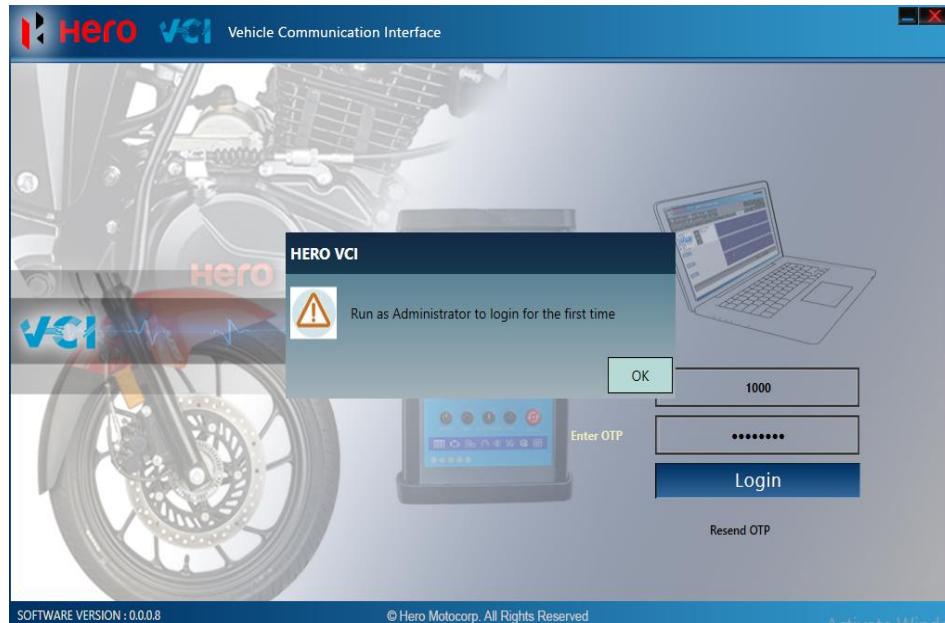


STEP6: Once installation completed, click on “Finish” tab to complete the process.

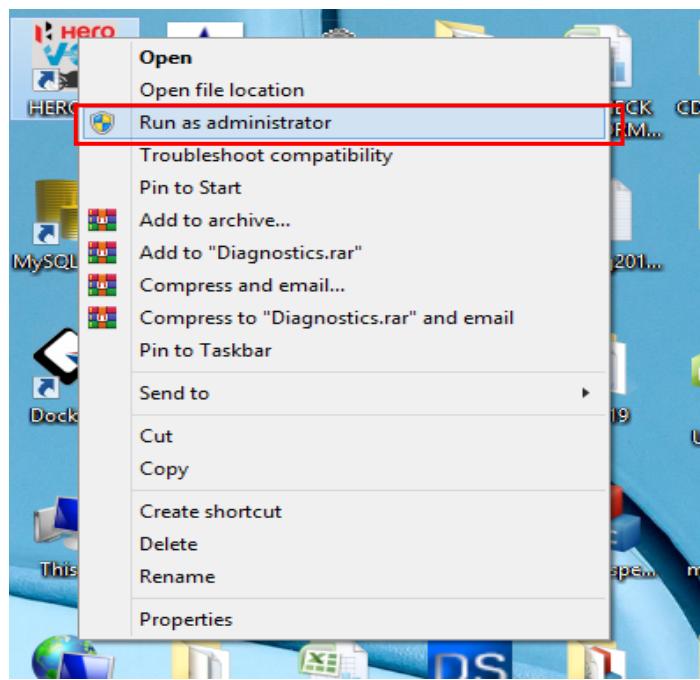


PASSWORD CREATION

STEP1: While opening HERO VCI SOFTWARE for first time runs the HERO VCI as administrator. If the software not in administrator mode it will show a popup as shown below.



To run the software with “Administrator”, select the software and right click on it. A window will open as shown below.



STEP2: Once software gets open, enter Dealer/International Dealer/ASC/ARD code and Enter OTP and click on Login.



Note; If you forgot the OTP, “Double click” on “Resend OTP” as shown above figure. OTP will be sent to Registered mobile.

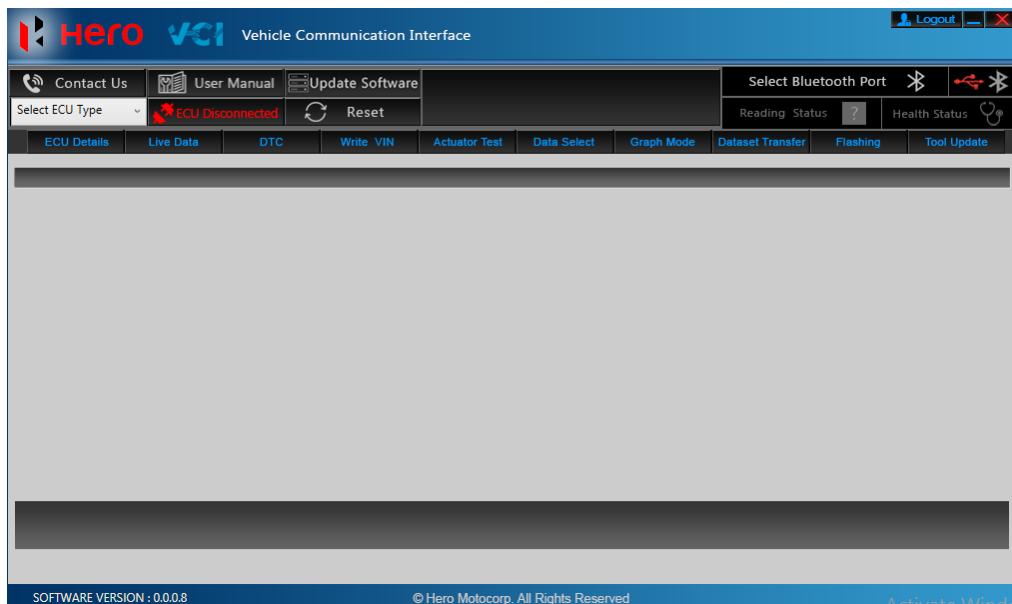
STEP3: Once software installed, at the time user has to create own password.



STEP4: User has to enter their OTP in ENTER OLD PASSWORD/OTP box, then enter a New Password in Second box, then type same Password in confirm Password box and click on Login.

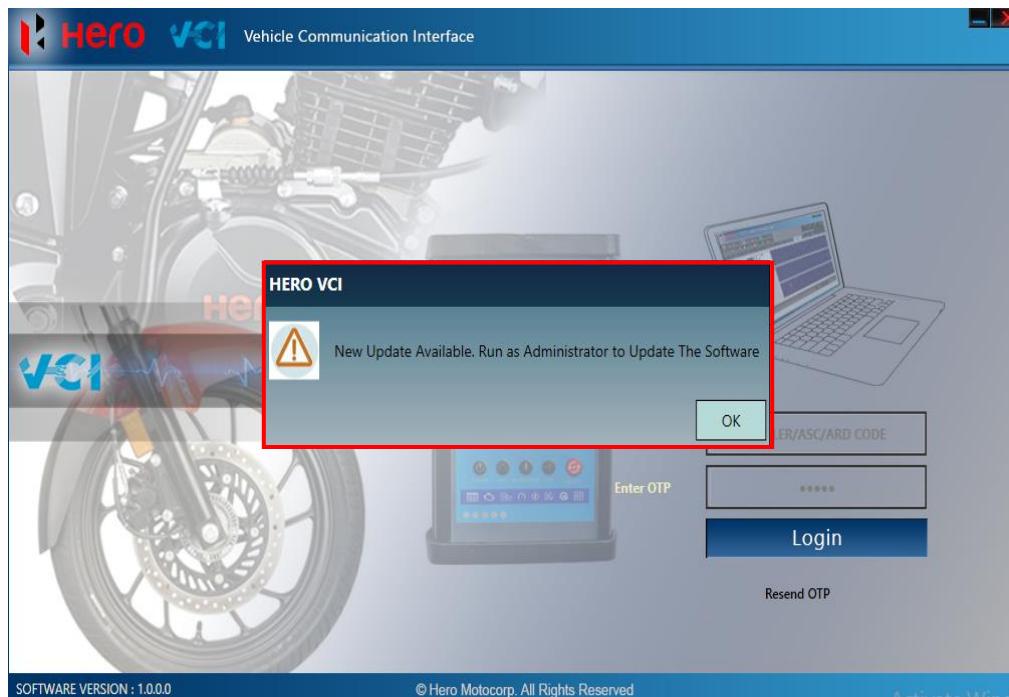


STEP5: After creating the Password for login enter the Dealer/International Dealer/ASC/ARD code in proper box and enter the Password given by the user in proper box and click on “Login”. A window will open as shown below.

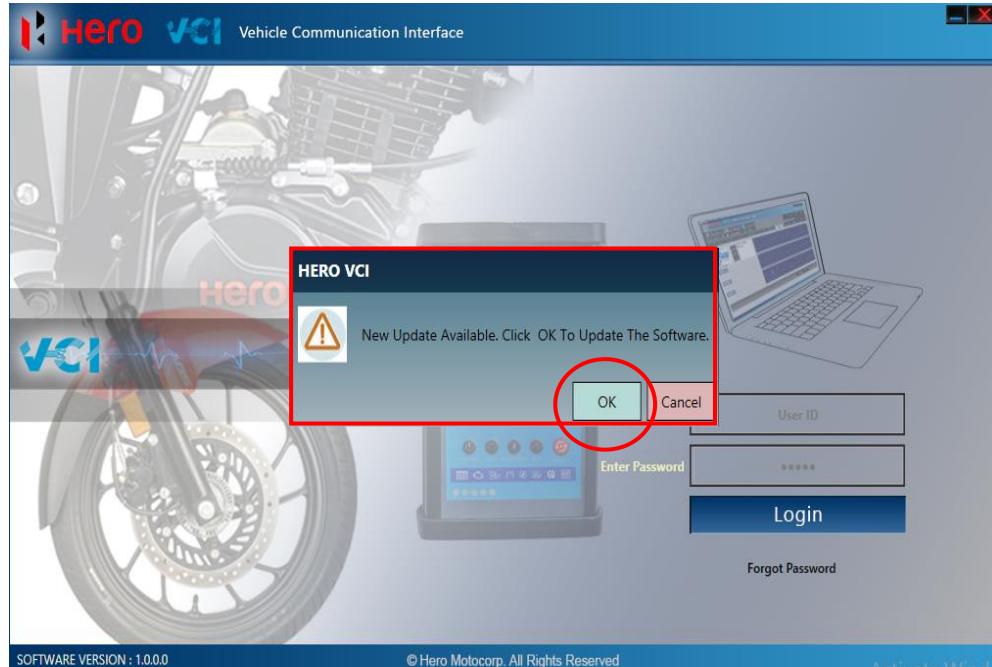


SOFTWARE UPDATION

STEP1: If the user using version 1.01.2 or less than 1.0.1.2 of HERO VCI SOFTWARE it will give a popup automatically as shown below, if version is above 1.0.1.2 then automatically software update will happen after tool update.

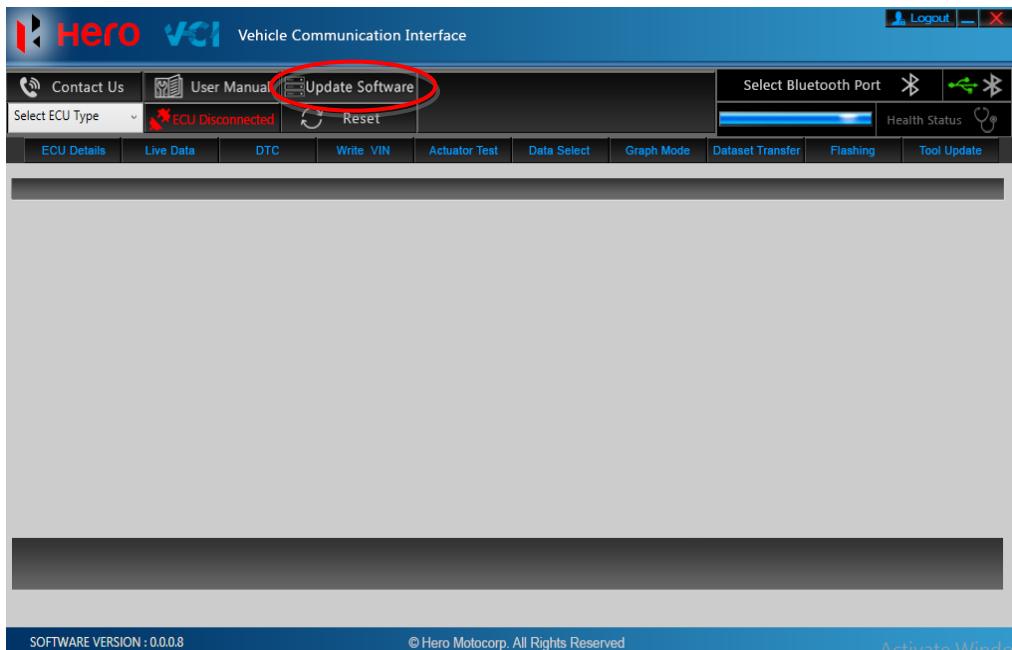


STEP2: Press “OK” and close the application and run VCI software as Administrator then a popup will be shown as below.

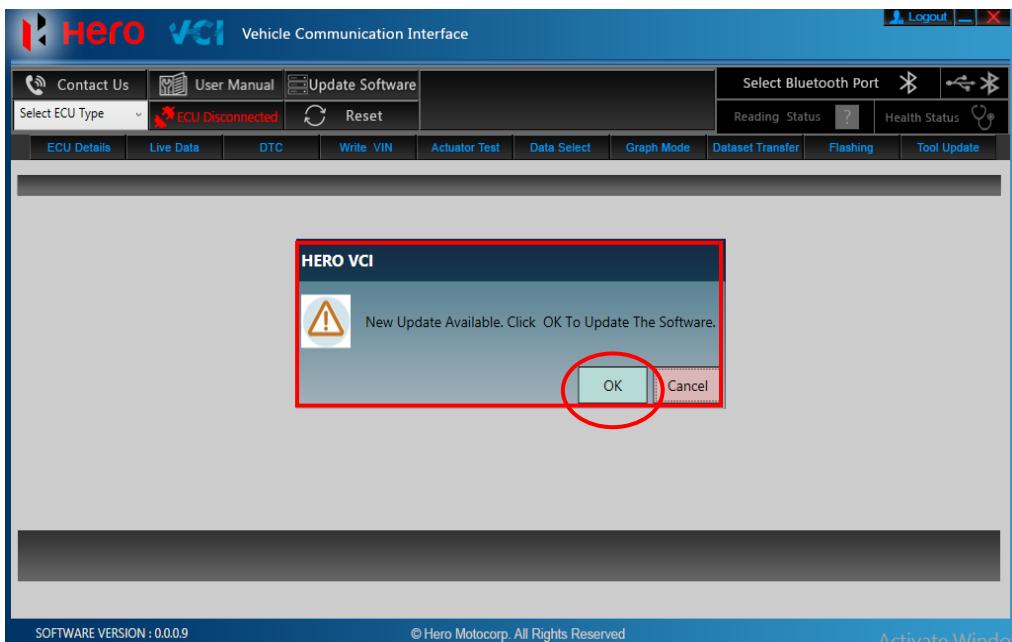


Once the user presses “OK” it will automatically go to STEP 4 and follow further steps or if user press cancel open the software and follow the procedure from STEP 3

STEP3: For updating HERO VCI SOFTWARE manually, please click on Update software button as shown below.

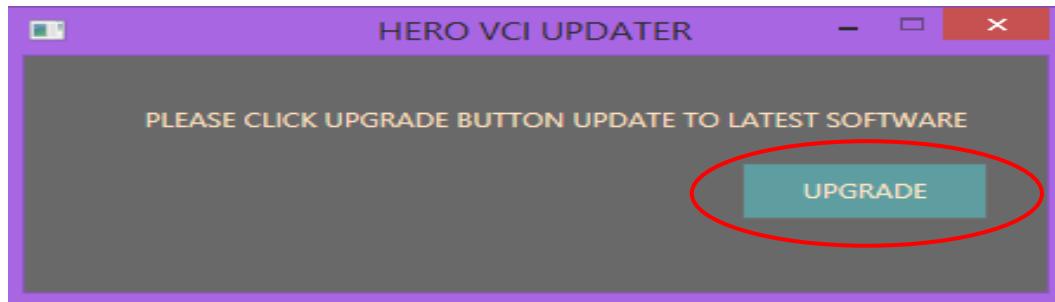


If latest version is available, a pop up will be shown as below.

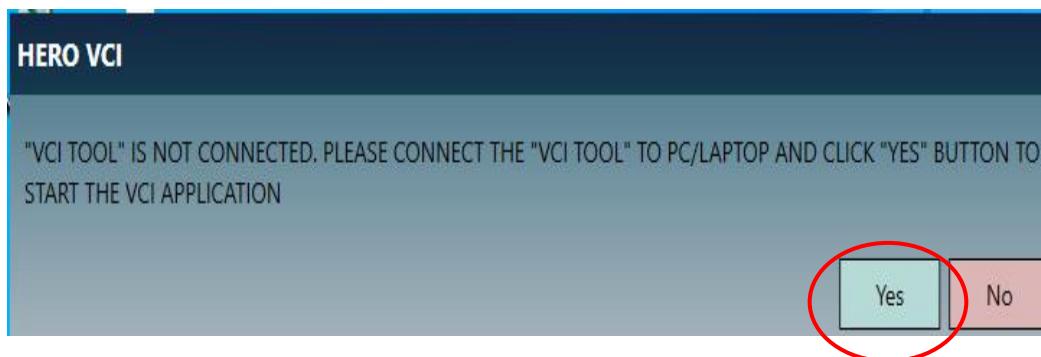


NOTE: For software update application should have to run as Administrator

STEP4: Once click on OK HERO VCI application closed automatically and one popup will show as below, please click on upgrade button to update into the latest software.



STEP5: After Updating (Referring Step4), Software will show a pop-up as shown below. If VCI hardware (VCI Tool) is not connected with system (Laptop/Desktop) user should connect VCI hardware (VCI Tool) with application and click on "Yes" button else application will not open.



STEP6: Once clicked on “Yes” application will open.



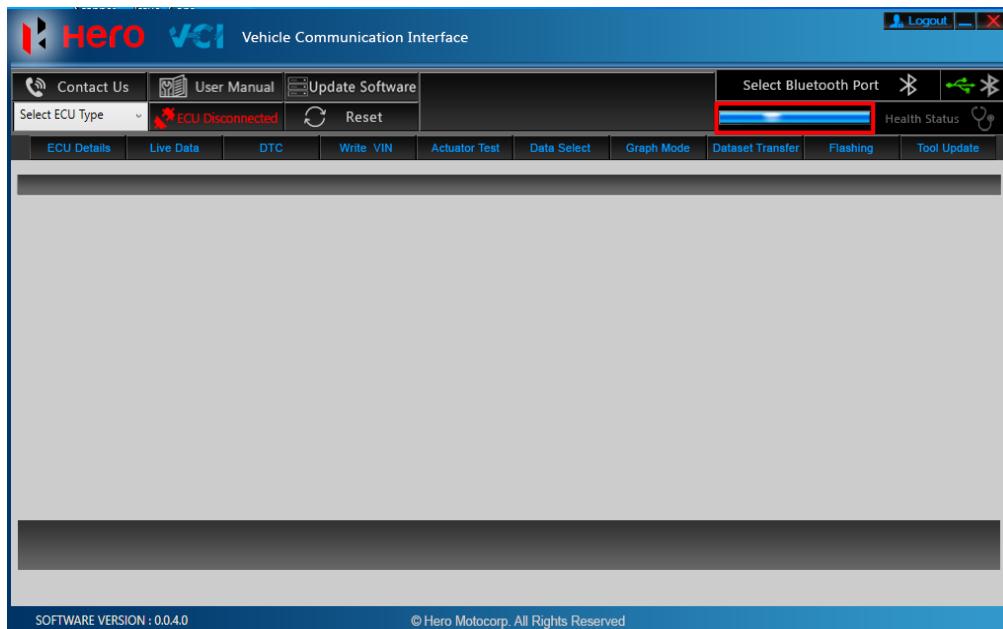
VCI TOOL UPDATE

Key Points to Follow: -

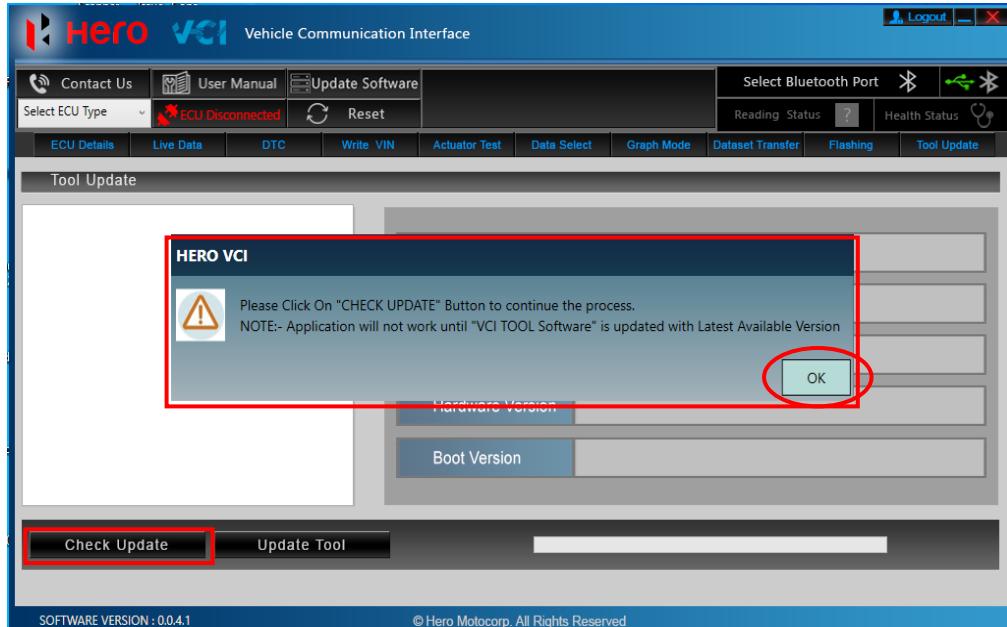
- Connect the VCI tool with PC/Laptop and vehicle with necessary cables.
- Make sure “INTERNET CONNECTIVITY” is available while TOOL UPDATE is in process in TOOL UPDATE SECTION.
- Please ensure Antivirus/Window firewall should be in disabled mode before starting the Process.
- When Tool update process is running do not reset the VCI Tool/VCI application.
- Follow the steps as guided in the user manual. Contact the Hero Technical Helpdesk for any support, complaint and queries. Mail ID: servicetechnicalhelpdesk@heromotocorp.com
Contact Number: 18002084492

STEP 1: After update of Application once user login into application, it will start to check tool firmware version and software version automatically, if it is not updated application will direct “user” automatically to TOOL UPDATE window.

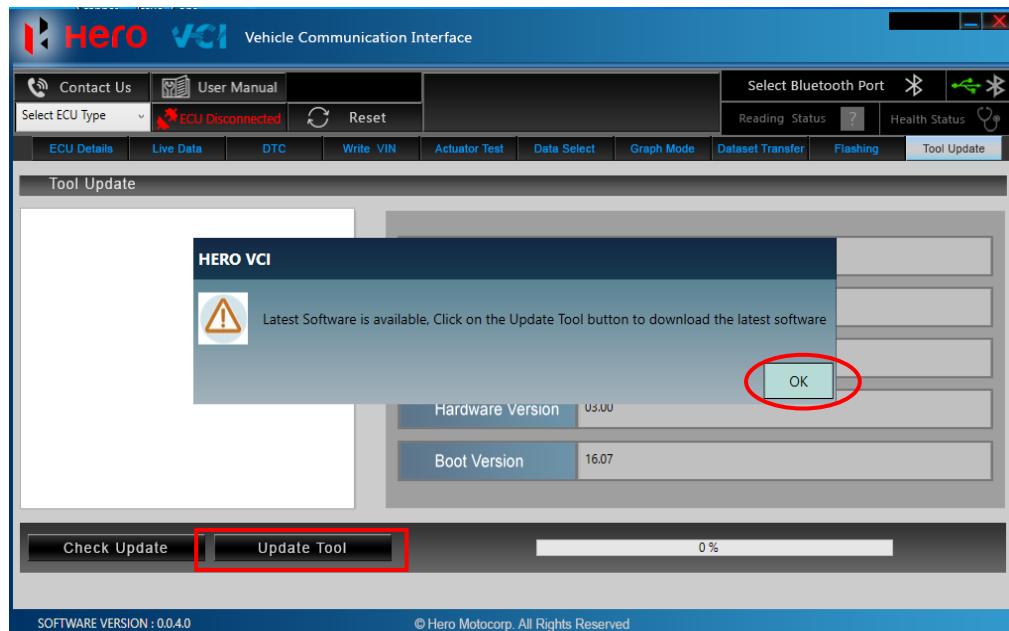
Note: Without updating Hardware and Software to latest version, software will not work.



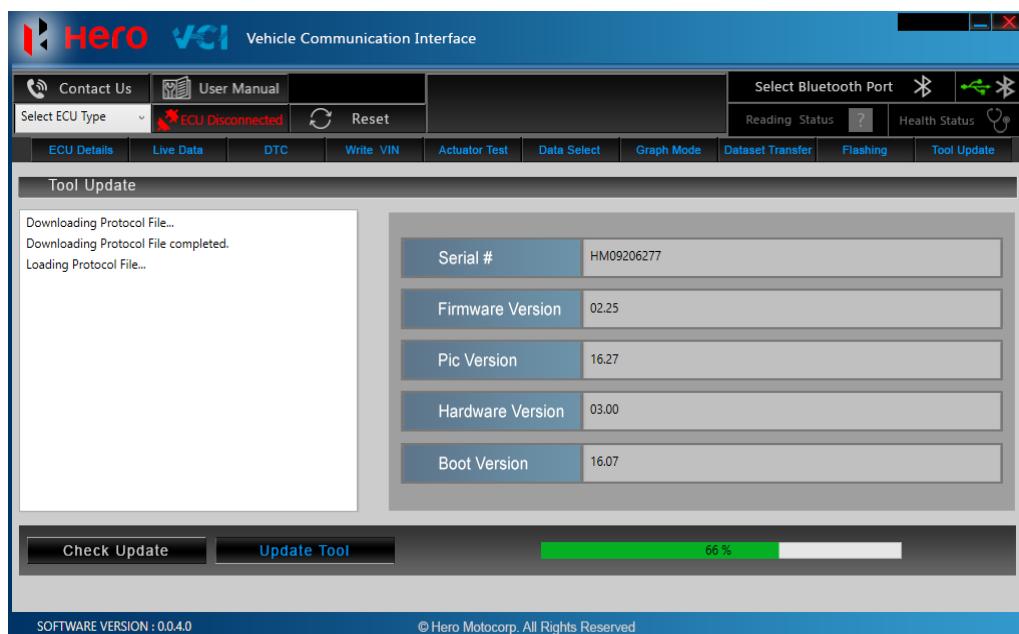
STEP2: A Popup will be shown as below, press “OK” and click on “Check Update”



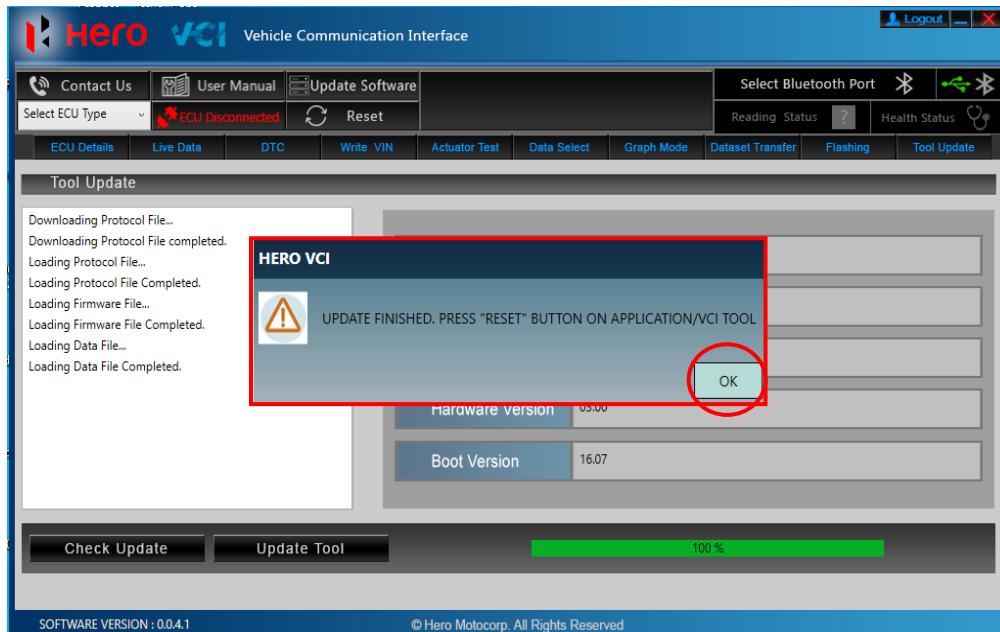
STEP3: Once clicked on “Check update” a popup will appear as shown below, latest software is available please click on “OK” and click on “Update tool”.



STEP4: Please wait until software update is completed.



STEP5: Once tool got successfully updated, a pop-up message will be appeared “Update Finished. Press Reset button on Application/VCI Tool”. Now press “OK”.

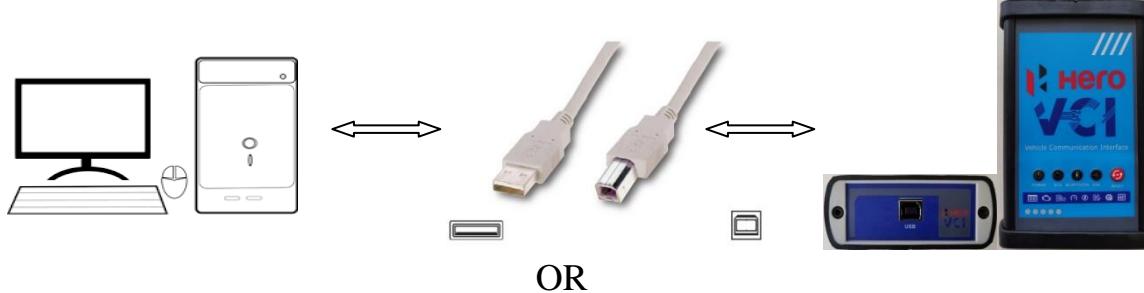


VCI TESTING PROCEDURE:

Step 1:

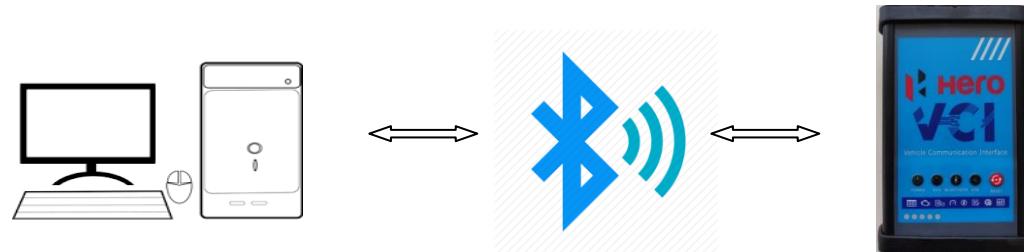
For HID (USB) Mode:

Connect HERO VCI to the Computer System using the provided A to B USB Cable.



For Bluetooth Mode:

Connect HERO VCI using the provided Bluetooth Dongle.

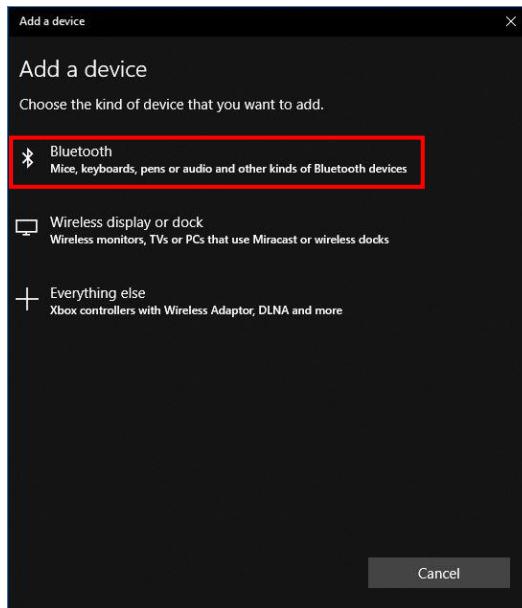


Pairing Steps:

Connect the provided Bluetooth Dongle to the Desktop or In Laptop, Enable the Bluetooth Mode.

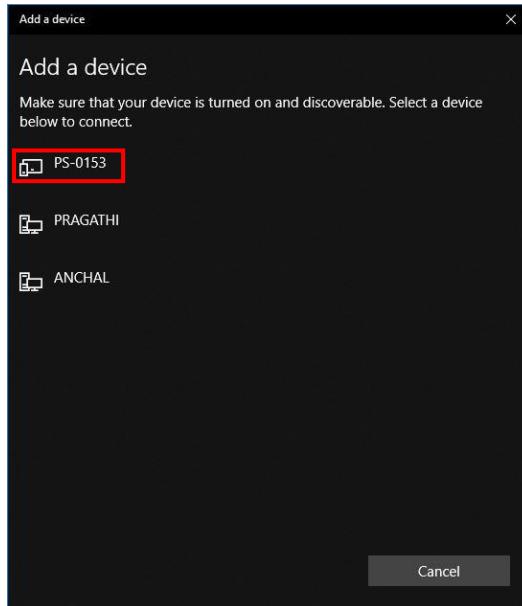
Open Bluetooth Control Settings.

Click on Add Bluetooth Devices.

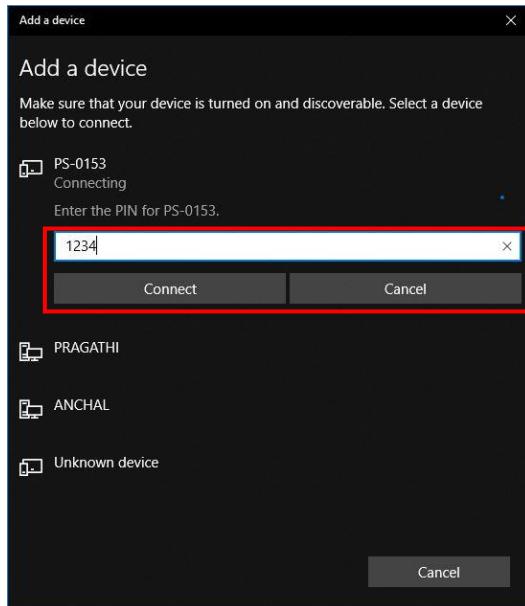


Click on Bluetooth and select the device.

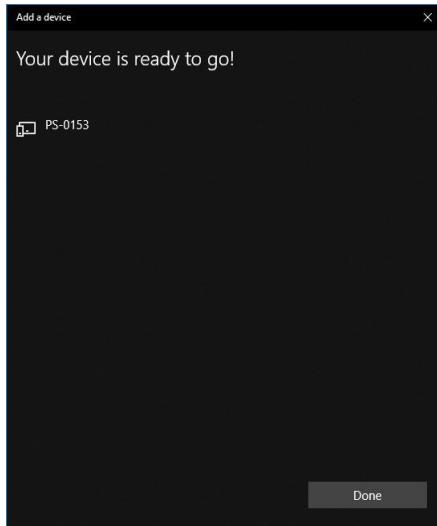
Ex: If the Serial Number of the tool is HM02190153 then the Hero VCI Bluetooth device name will appear as PS-0153



Select the appropriate device; Enter password as 1234 and click on connect for pairing.



Once the device is paired it is ready to communicate with the ECU.

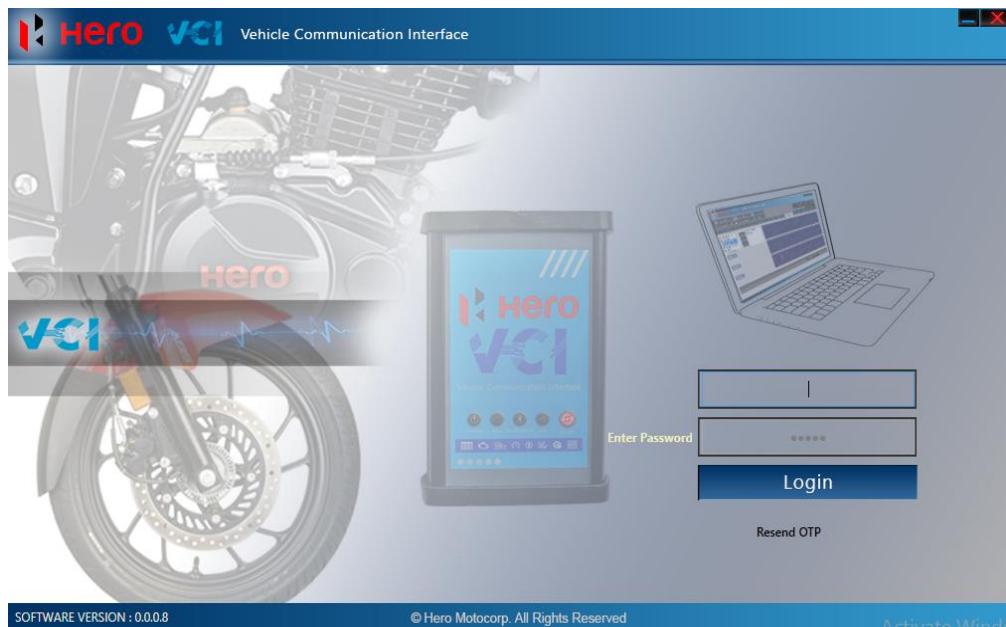


Step 2: Connect OBD-II Cable to the Vehicle, connecting one end (DB9) to BRIO Scanner and other end to the Vehicle OBD Coupler.

Step 3: Turn ON the Vehicle Ignition.

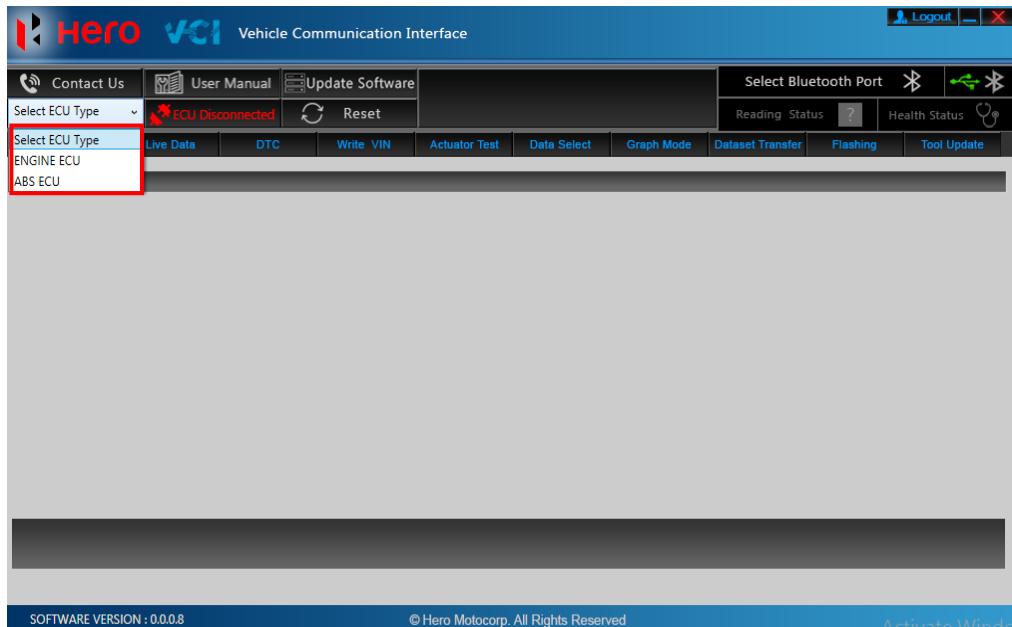
Note: Engine should not to be cranked during the process.

Step 4: Open HERO VCI application. For Login use Username and Password credentials.

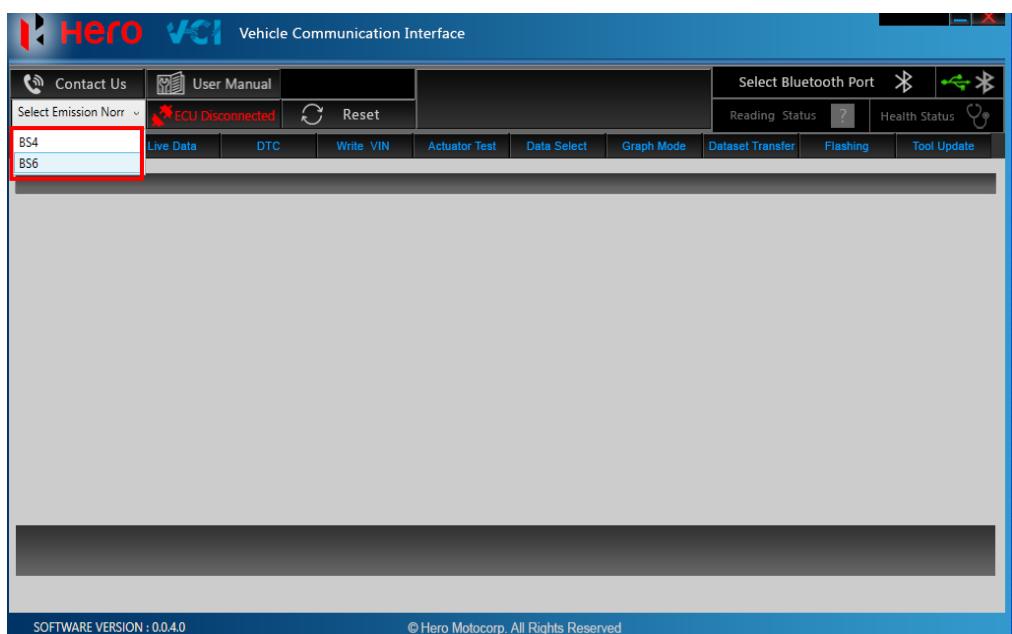


For HID Mode:

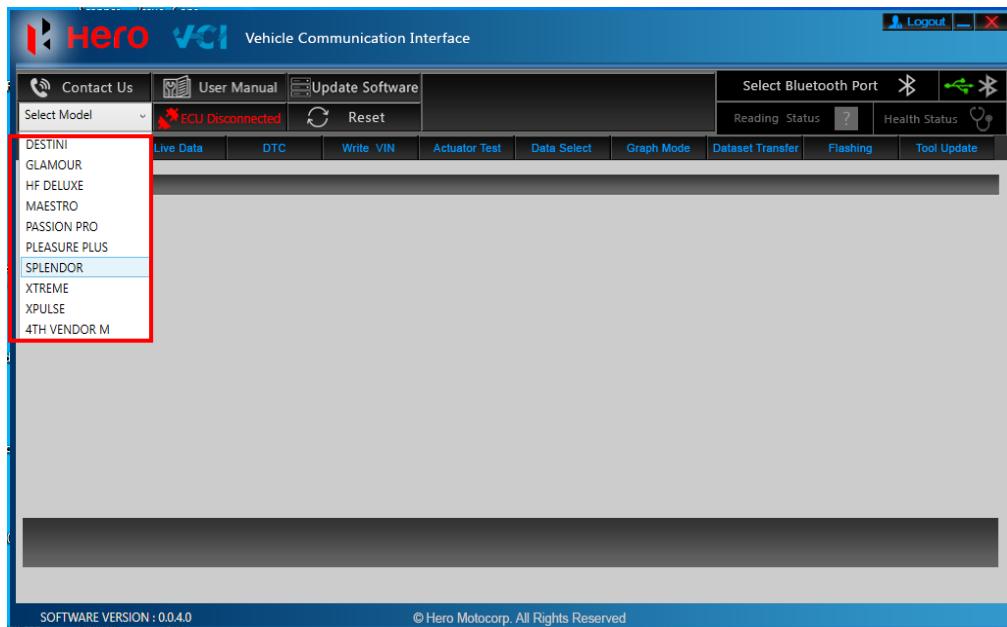
Select ECU Type by clicking on “Select ECU Type” from the drop down list.



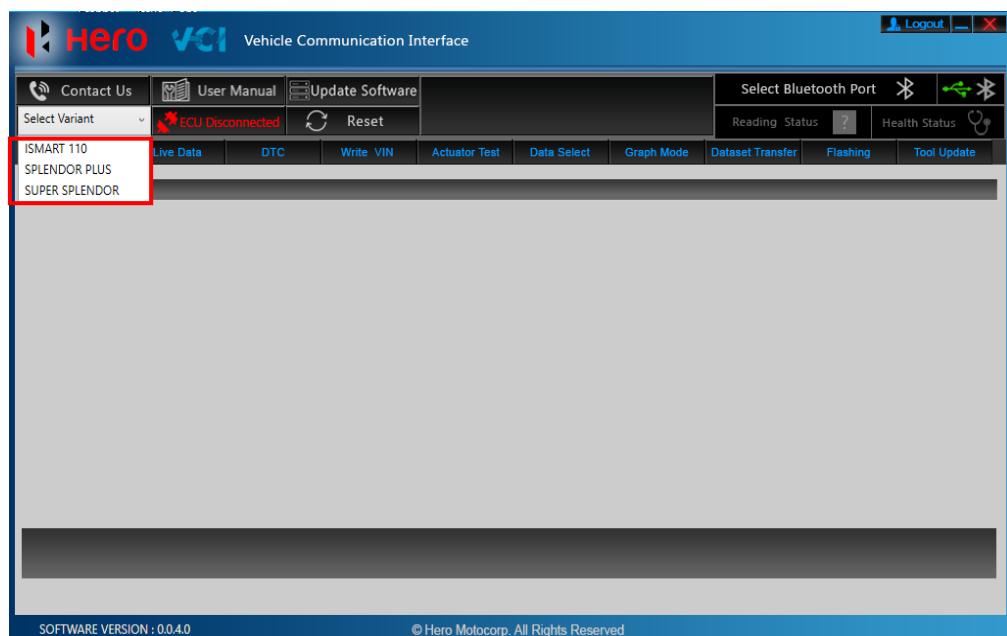
Once ECU Type selected, “Emission Norm” menu will be displayed.



Once Emission Norm Selected, “MODEL” menu will be displayed.



Once MODEL Type selected, “Select Variant” menu will be displayed.



Once Variant is selected, VCI will connect with Vehicle and ECU Details will be displayed and ECU Connected will be displayed in Green Color.

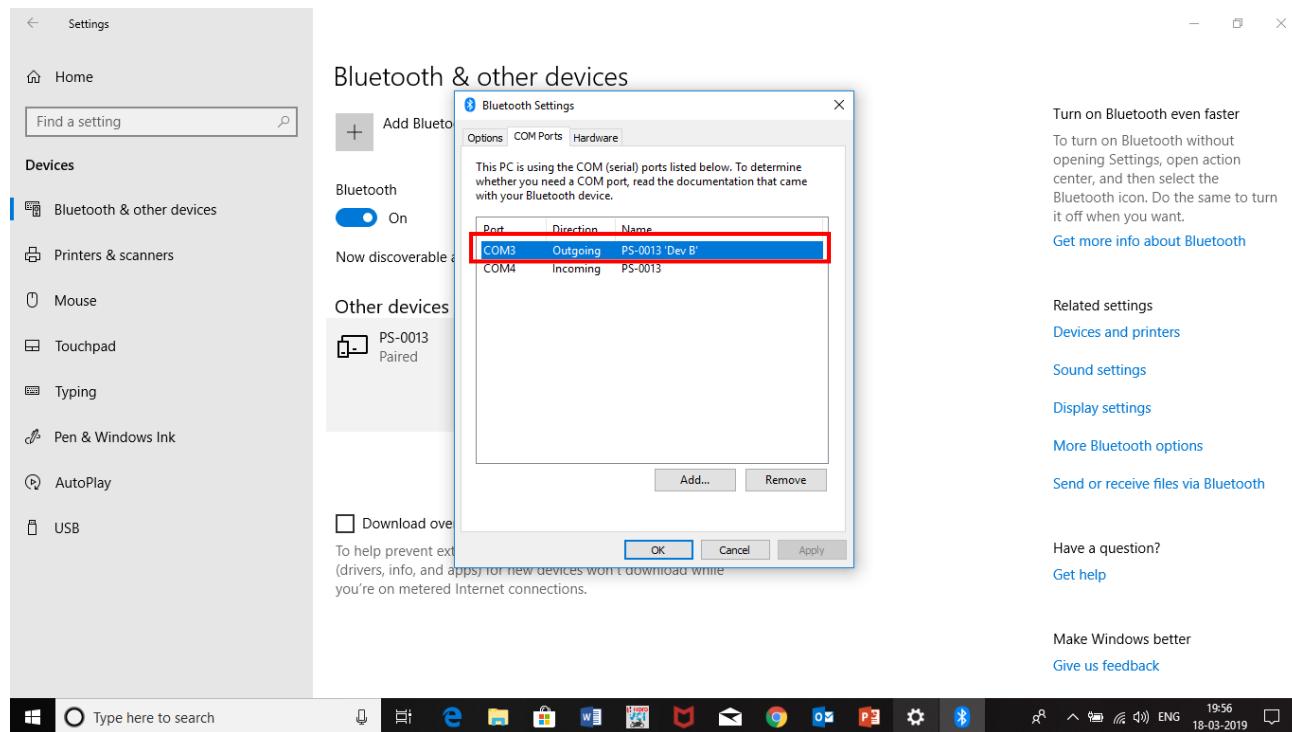
STEP-5:

For Bluetooth Mode:

Select ECU from the drop down list.

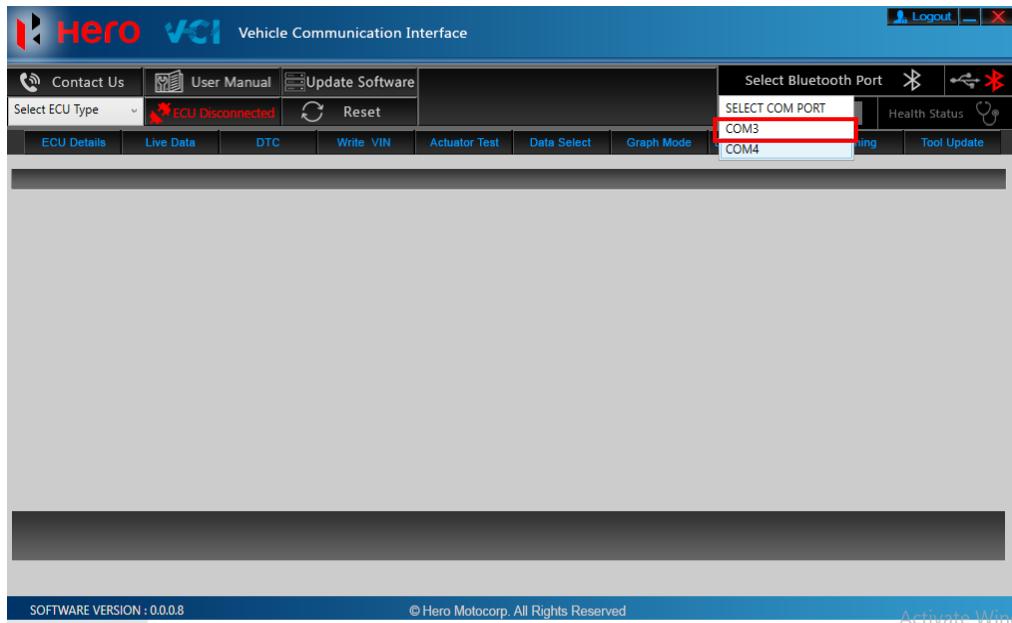
Select the appropriate COM Port through which the system can communicate with VCI for Bluetooth connectivity.

Note: COM Port related details can be seen in More Bluetooth Options.

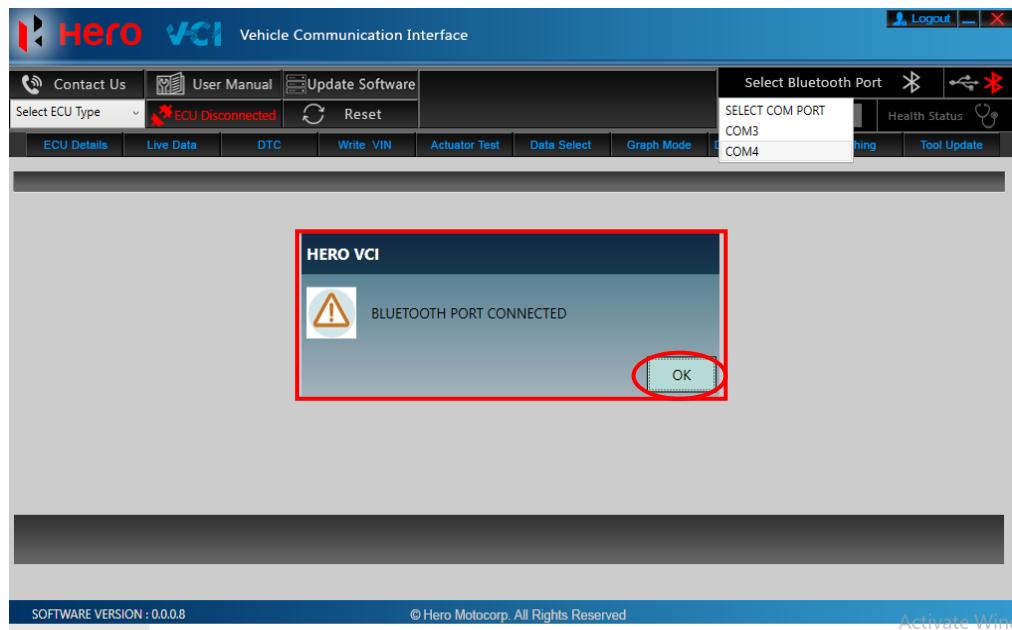


Check for the outgoing COM Port. Select COM 3 in the application. Bluetooth connection status message will be displayed on the screen as connected. For Ex: COM 3 is an outgoing port for PS-0013

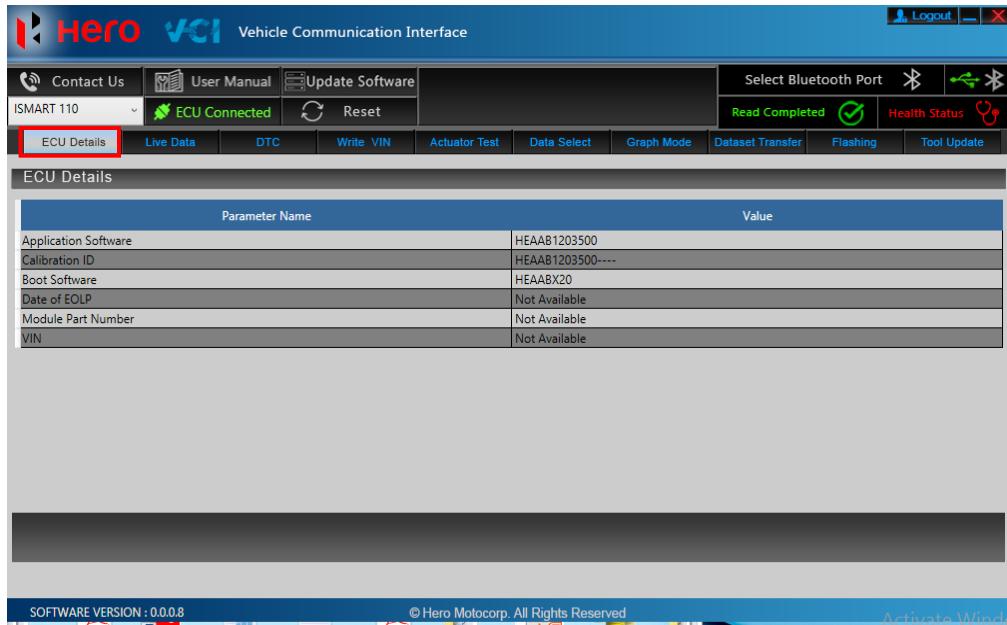
Once system Bluetooth connected with HERO VCI Tool, open application and connect with proper COM port



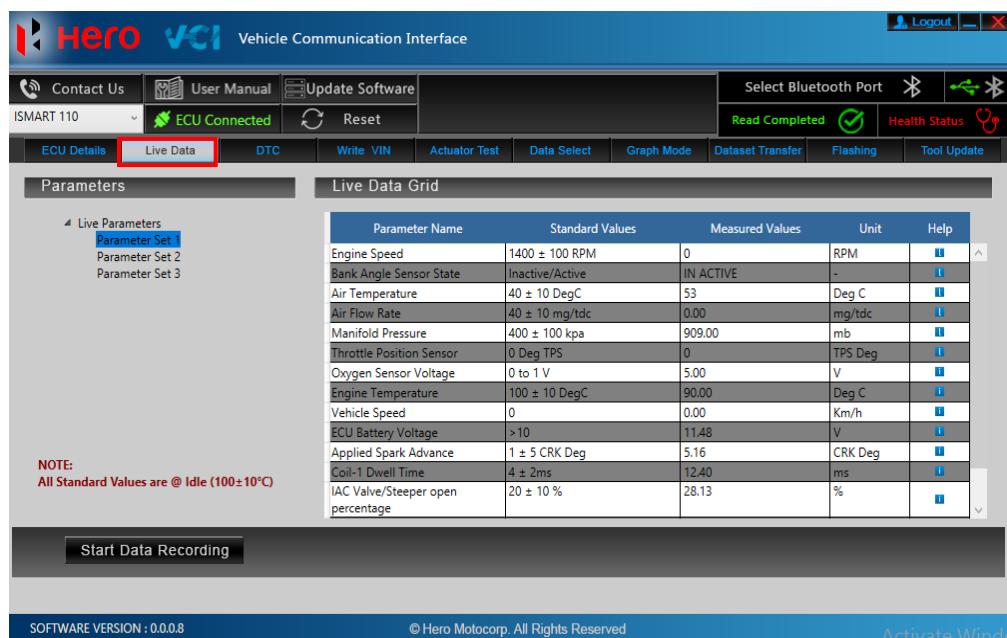
Once COM Port is selected, A Message will be displayed as “Bluetooth Port Connected”. Now, follow the instructions which are mentioned to ‘STEP 4’ to connect with Vehicle. To read diagnostic Data, Follow the instructions mentioned from ‘STEP-6 to STEP-12.’



Step 6: Engine ECU Connected message can be seen and ECU ID details are populated on the screen in case of successful connection.



Step 7: LIVE DATA tab is used to view the Engine ECU Live Data Parameters.
Click on Live Data ->Parameter Set 1/Parameter Set 2/Parameter Set 3 to view the parameters.



Vehicle Communication Interface

Contact Us | User Manual | Update Software | ECU Connected | Reset | Select Bluetooth Port | Read Completed | Health Status

ECU Details | Live Data | DTC | Write VIN | Actuator Test | Data Select | Graph Mode | Dataset Transfer | Flashing | Tool Update

Parameters

Live Data Grid

Parameter Name	Standard Values	Measured Values	Unit	Help
Fuel Pump State	OFF/ON/PRIME STATE	OFF STATE	-	Help
Engine Mode	-	ENGSTATE ES	-	Help
Engine Synchronization	OFF/ON	OFF	-	Help
Gear Inserted/ Neutral	In Neutral/In Gear	IN NEUTRAL MODE	-	Help
Clutch State	OFF/ON	OFF	-	Help
Start Stop Switch	OFF/ON	OFF	-	Help
Activation of Accelerometer Measurements	OFF/ON	OFF	-	Help
Atmospheric Pressure	0 - 2000	909.00	mb	Help

NOTE:
All Standard Values are @ Idle (100±10°C)

Start Data Recording

SWITCH VERSION : 0.0.0.8 © Hero Motocorp. All Rights Reserved

Vehicle Communication Interface

Contact Us | User Manual | Update Software | ECU Connected | Reset | Select Bluetooth Port | Read Completed | Health Status

ECU Details | Live Data | DTC | Write VIN | Actuator Test | Data Select | Graph Mode | Dataset Transfer | Flashing | Tool Update

Parameters

Live Data Grid

Parameter Name	Standard Values	Measured Values	Unit	Help
Lambda Target	0 - 1.9960	1.00	-	Help
Distance Accumulation	0 - 429496729.5	0	KM	Help
Distance Since DTC Cleared	0 - 65535	0	KM	Help
Oxygen Sensor1 Control Gain Value	-32 - 31.99	0	%	Help
Oxygen Sensor Adaptive Gain	-32 - 31.99	0	%	Help
Vehicle Inclination(Bank Angle) Display	-	0.00	Deg	Help
Accelerometer X Raw Value	-	-0.44	-	Help
Accelerometer Y Raw Value	-	-0.44	-	Help
Accelerometer Z Raw Value	-	-0.44	-	Help

NOTE:
All Standard Values are @ Idle (100±10°C)

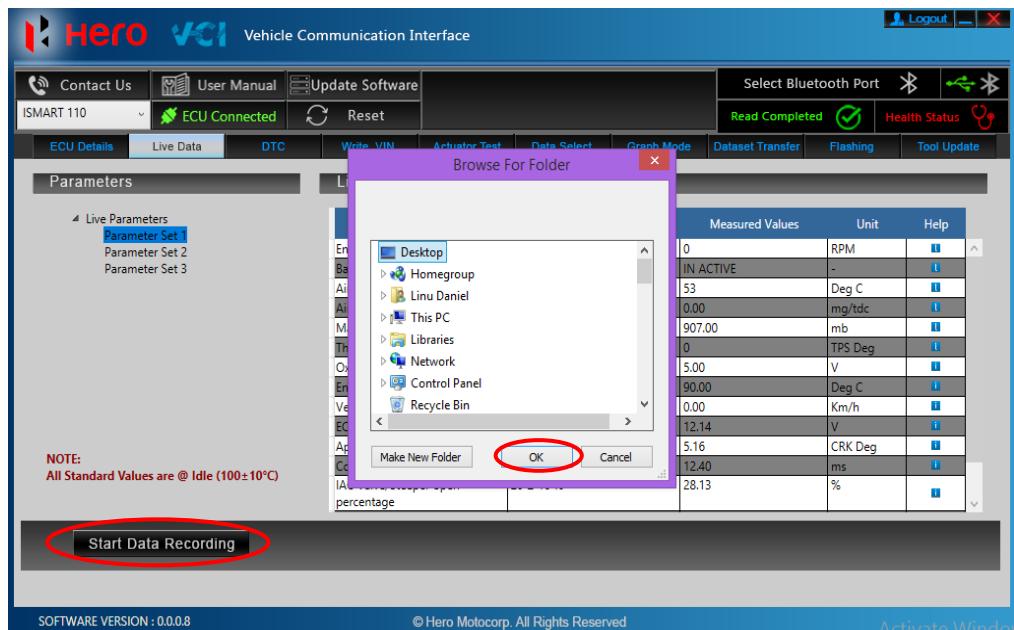
Start Data Recording

SWITCH VERSION : 0.0.0.8 © Hero Motocorp. All Rights Reserved

Click on Start Logging to take the logs of the selected parameter set.

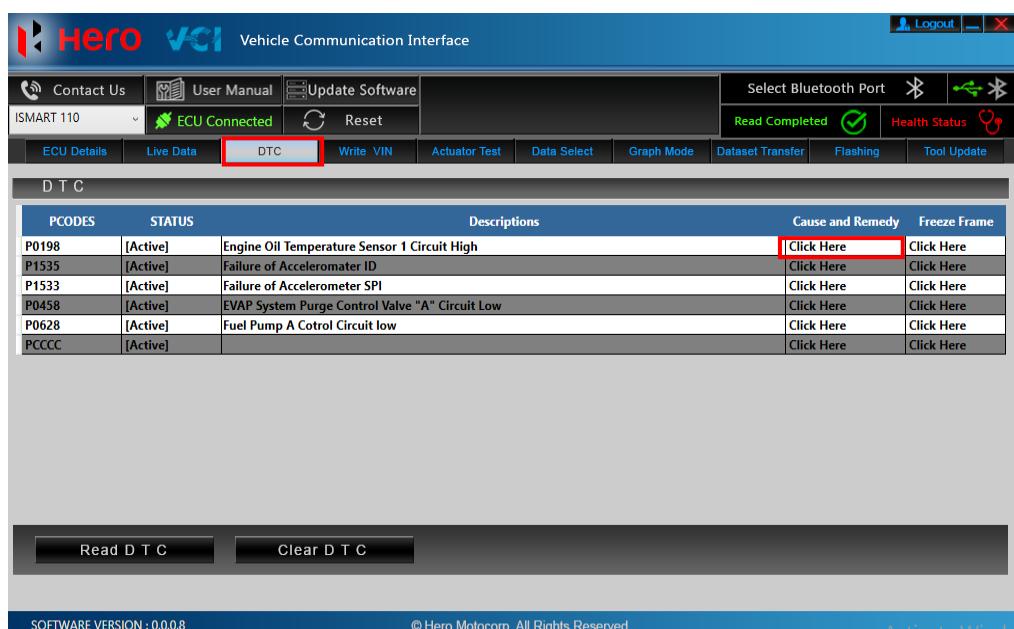
Note: Logging is nothing but recording the current varying data in the system.

Select the path where the log file is to be saved and click on OK to start the logging.

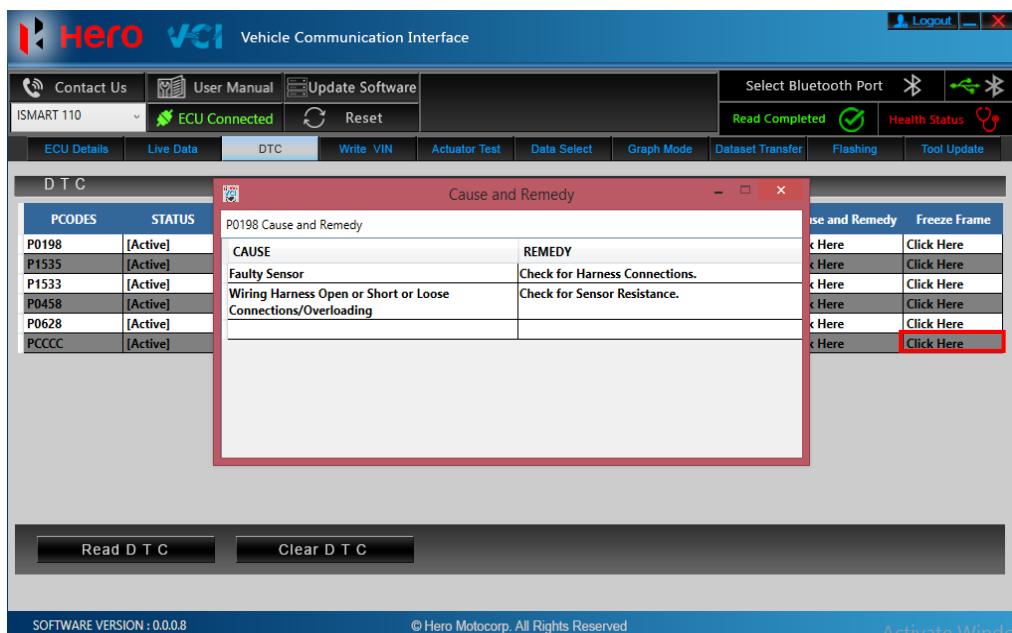


Step 8: Click on DTC tab to view the Diagnostics Trouble Codes.

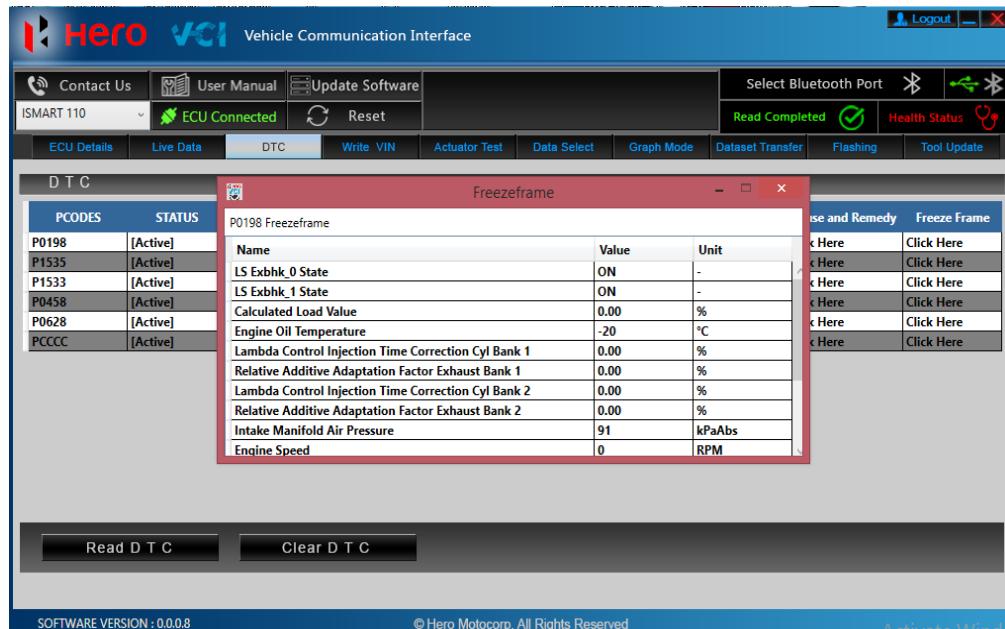
Click on Read DTC button to Read the error codes that are available in the ECU.



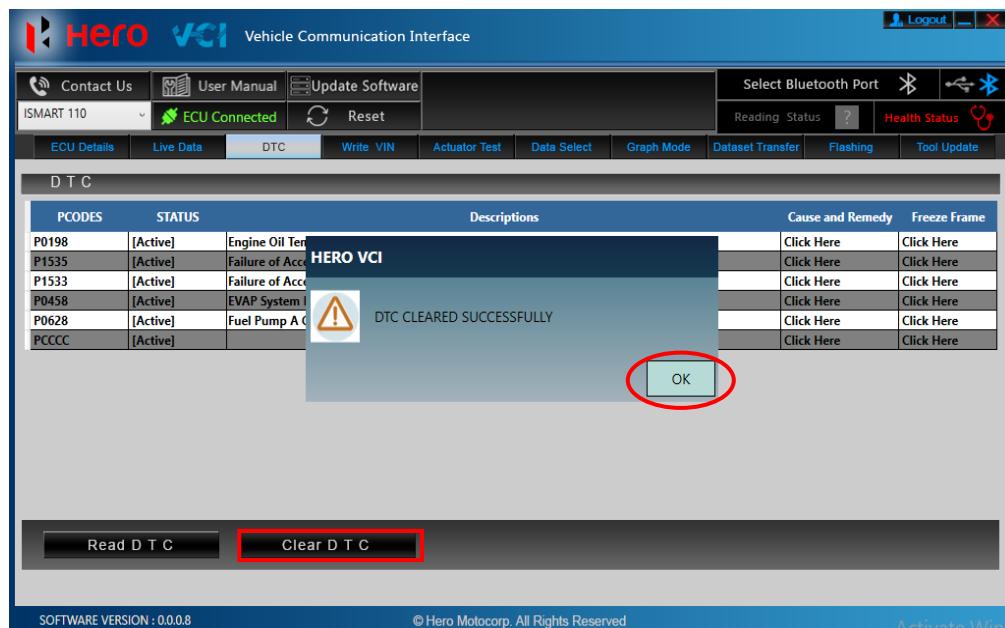
The resolutions steps for clearing the particular error code can be viewed on the Cause and Remedy Section.



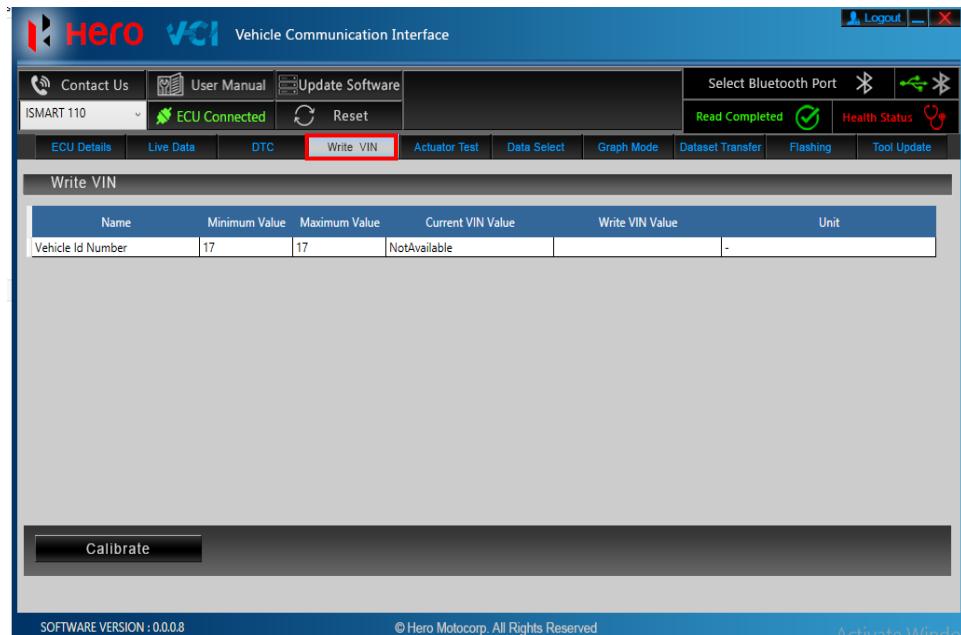
Click on specific list of error code and view Freeze Frame Data.



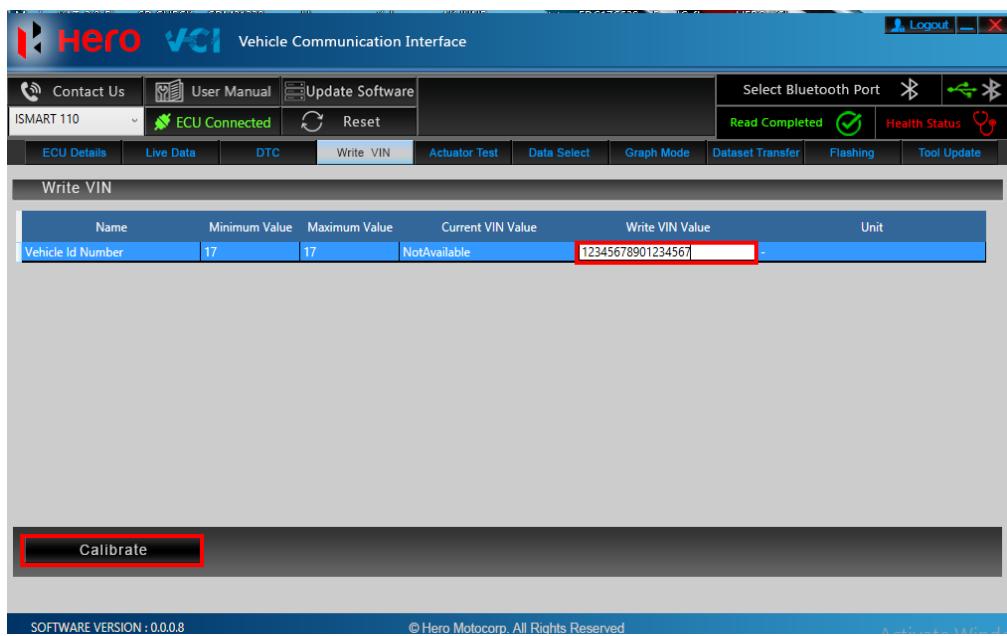
Click on Clear DTC button to clear the existing error codes.



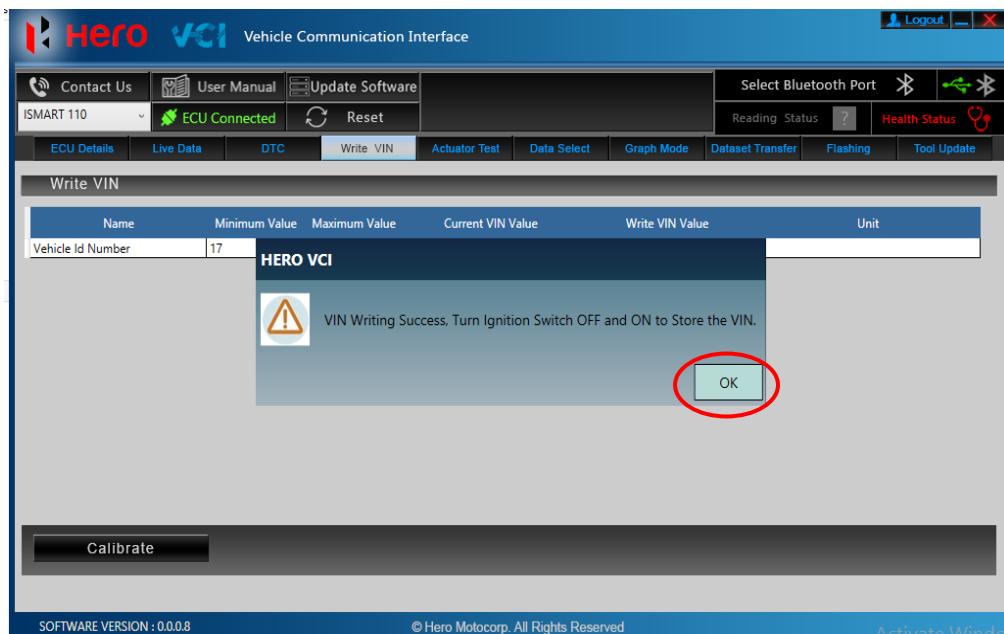
Step 9: Click on Write VIN option to read Current VIN Value. To write/edit the VIN Number, VIN Number should be entered in Write VIN value field and click on calibrate to set.



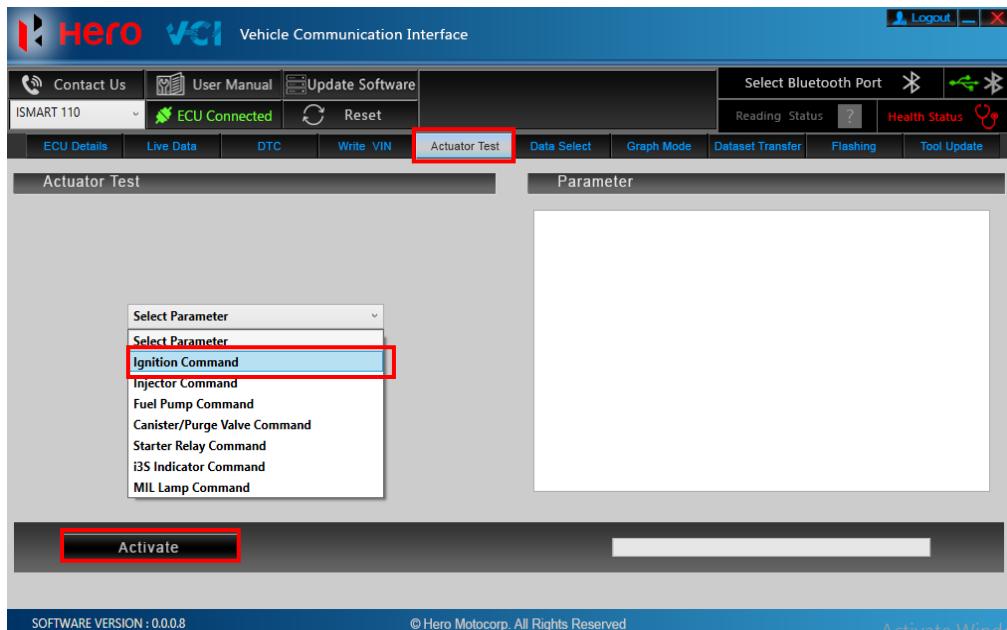
Enter the VIN data in Write VIN Value field to write the VIN number.



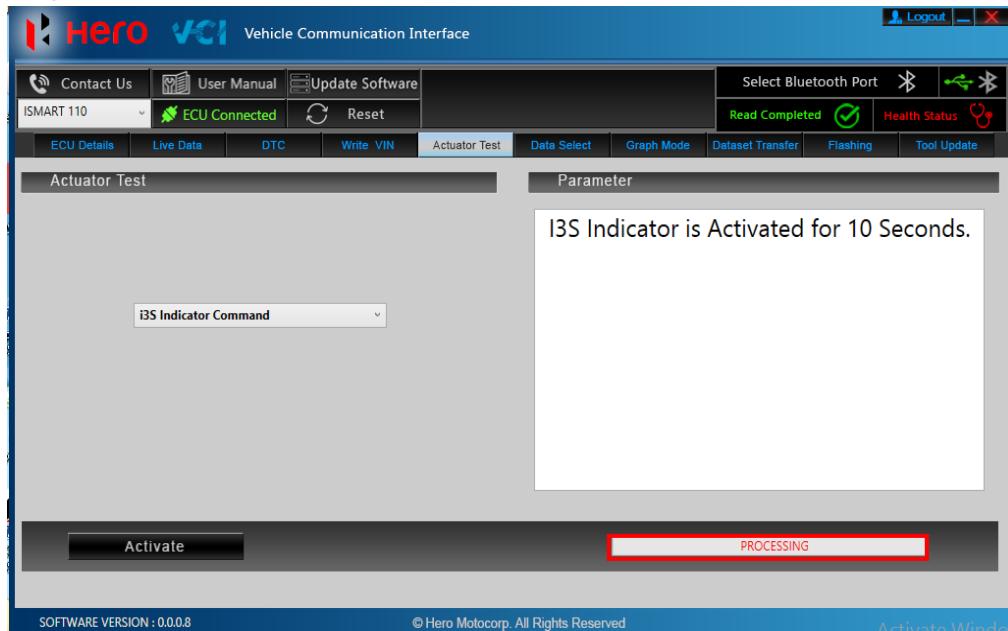
Click on Calibrate button to write the parameter in the ECU. VIN write success message is displayed after the successful writing of VIN number in to the ECU. Turn off and on the ignition for the changes to reflect.



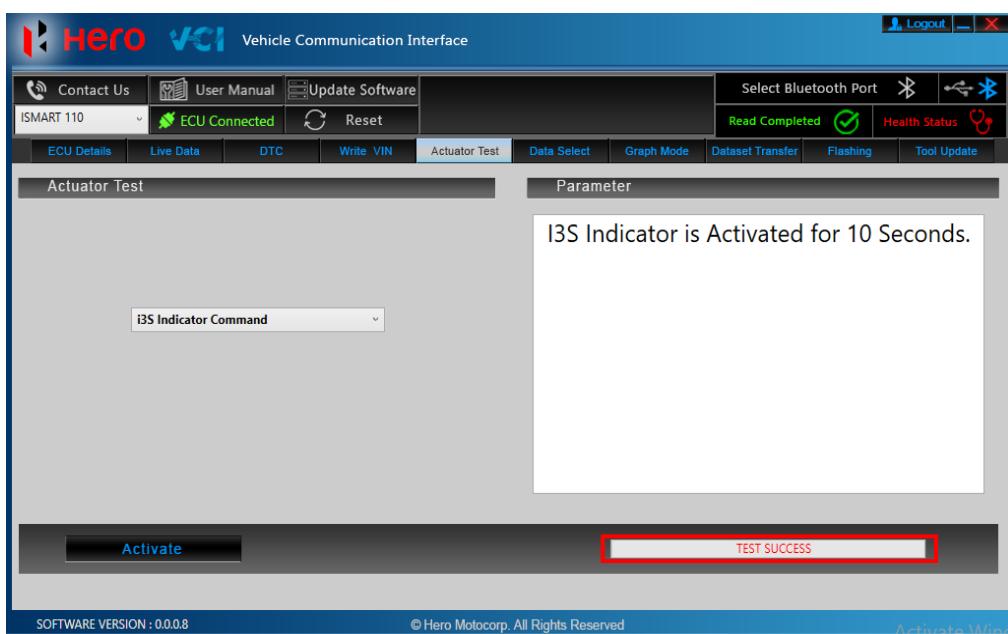
Step 10: Click on Actuator Test tab and Select the parameter for which the test is to be performed.



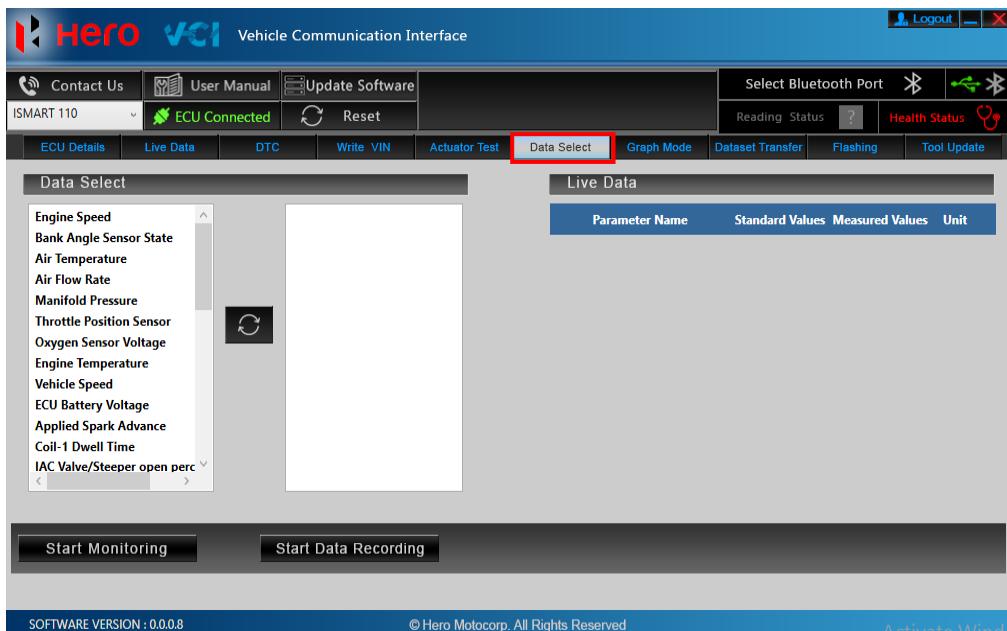
Click on Activate to start the testing and in status bar, the status will be displayed as Activated/Processing/Test Success.



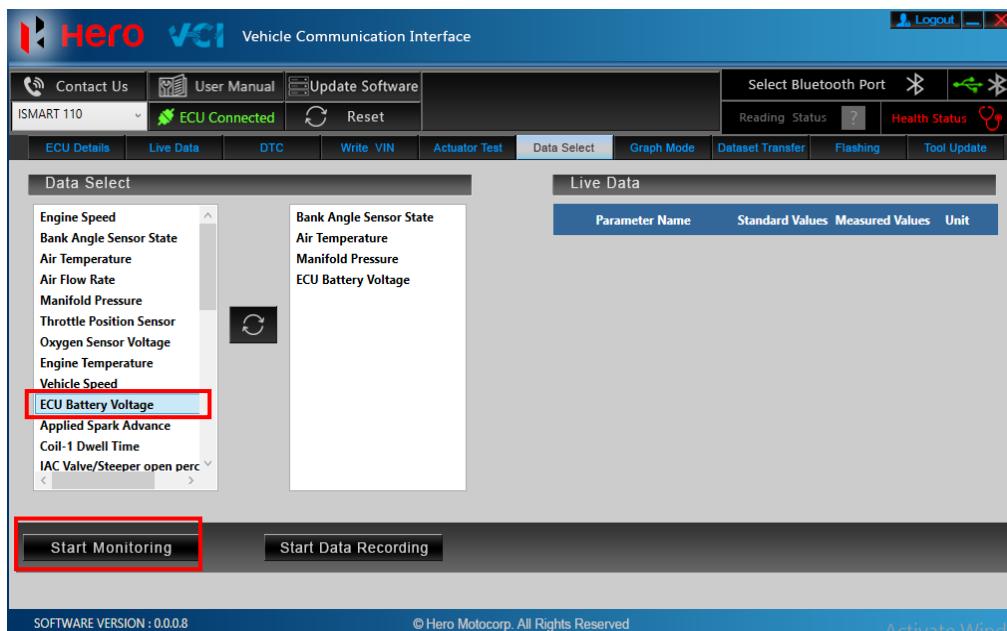
Once “Test Success” is displayed in the status bar.



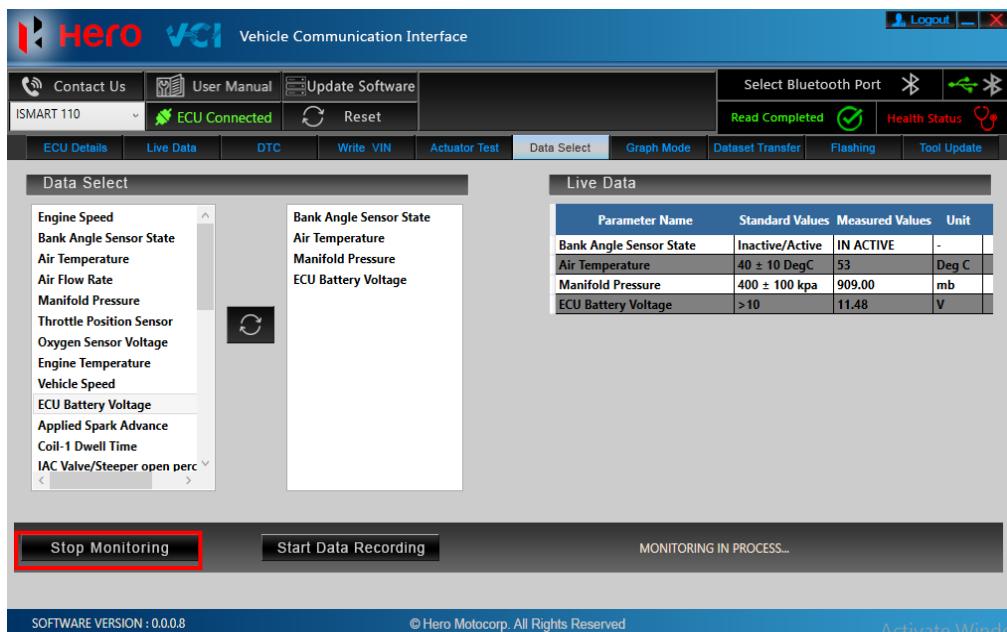
Step 11: Data Select tab is used to monitor the selected parameters useful to the user.



Select the specific parameter and double click on that parameter to swap it into monitor window. Double click on right side parameter to remove the parameter that has been filtered out and is not required to be monitored. Click on RST button to clear the Monitor Window.



Click on Start Monitor to start the live monitoring of selected parameters and Stop monitor once the monitoring is done.



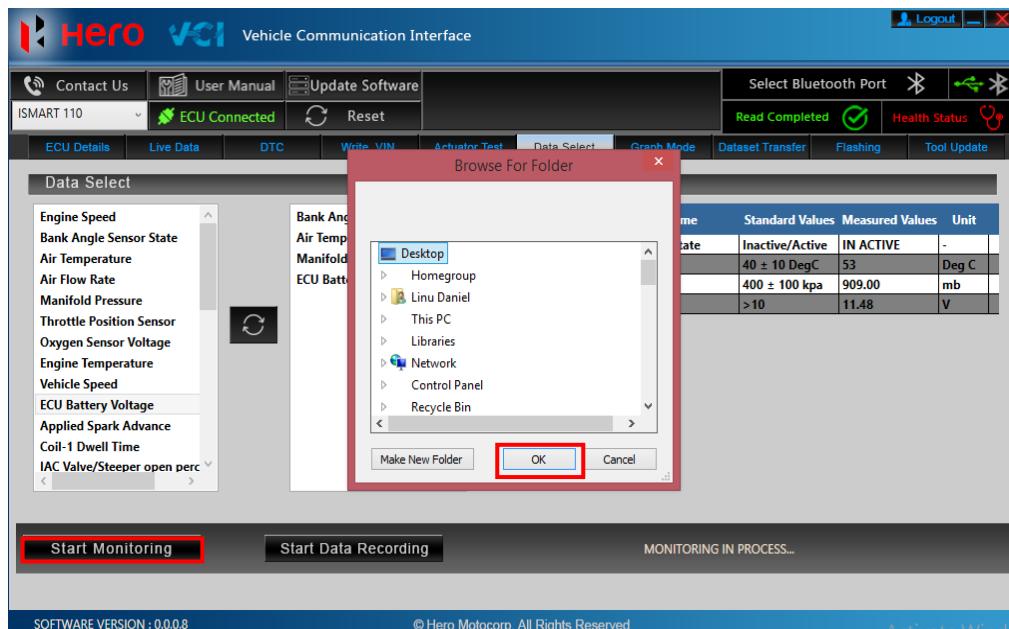
NOTE: Maximum 10 parameters can be monitor only at a time.

Similarly Start Data Recording button is used to save the record logs of the parameters.

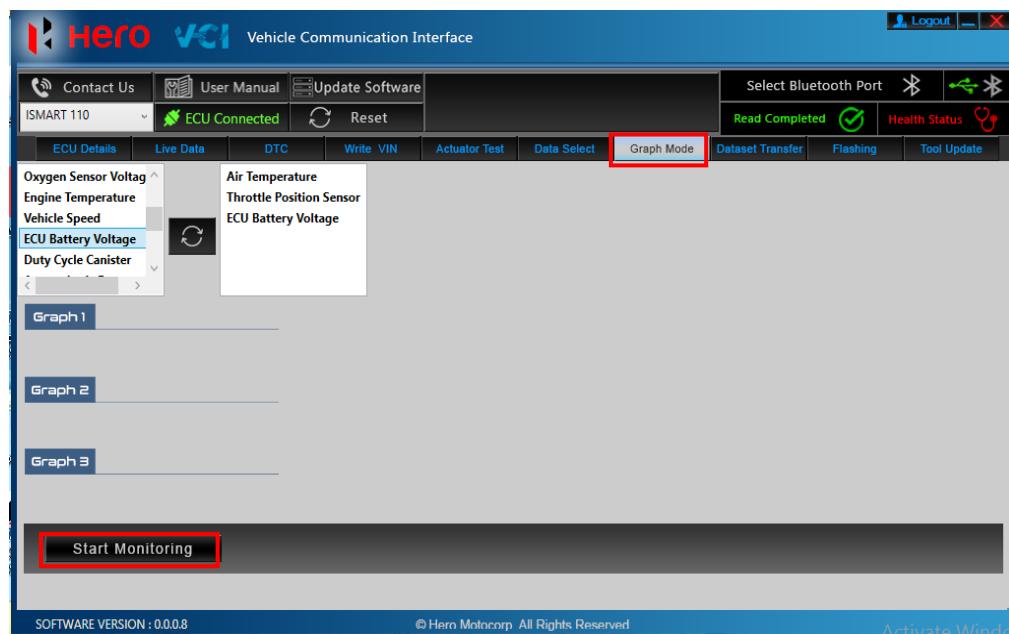
Click on Start Data Recording to take the logs of the selected parameter set.

Note: Logging is nothing but recording the current varying data in the system.

Select the path where the log file is to be saved and click on OK to start the logging.



Step 12: Click on Graph Mode to view the specific parameter.

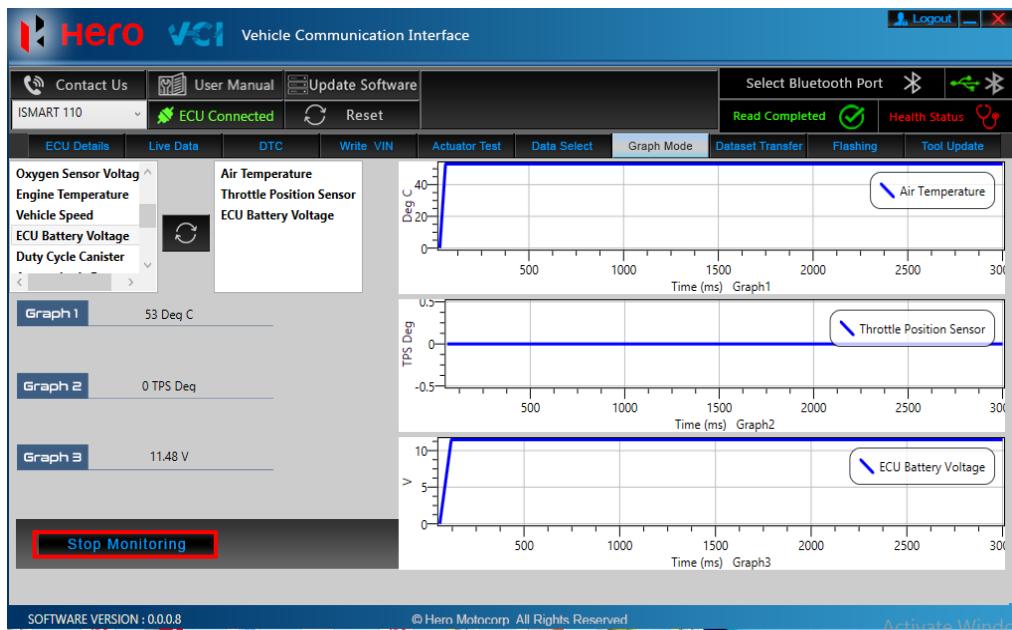


Maximum three parameters can be viewed in graph mode.

Select the specific parameter and double click on that parameter to swap it into monitor window.

Double click on right side parameter to remove the parameter that has been filtered out and is not required to be monitored.

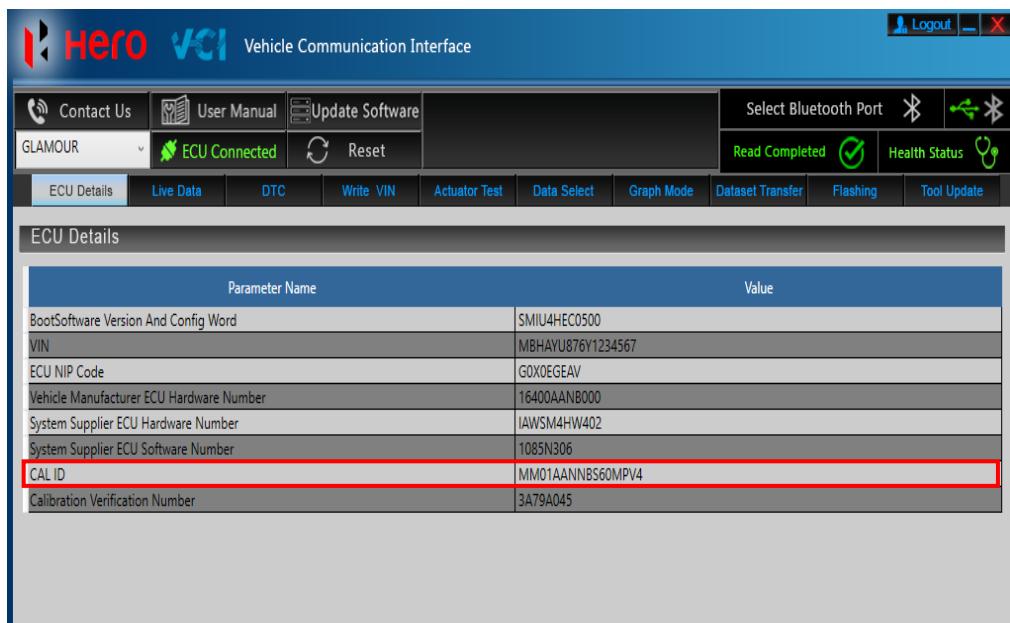
Click on RST button to clear the Monitor Window.



Cal-ID based ECU Flashing Process.

- Understanding the Cal ID
- PC Based Offline ECU Flashing Process
- PC Based Online ECU Flashing Process
- Frequently asked question

Understanding the Cal ID



Cal ID is a unique ID linked to the ECU Software.

There can be 2 to 3 Cal IDs for one model depending upon number of different Flashing files available for that model.

NOTE TO FOLLOW

- After update and while running the VCI Application for the first time, user need to **run the Application as “Run as Administrator”** (Both offline and Online Flashing)
- In Offline Flashing user need to do dataset transfer. For Dataset transfer user need to create **“Set Flashing File Path”**
Note: Before setting the new “Flashing File Path” delete the existing “DATASET” folders from your PC.
- User must Run the Application as **“Run as Administrator”** to set the flashing file path and it is a onetime process.
- In Online Flashing also, User need to create folder and **“Set Flashing File Path”, if File path is not created in Dataset Transfer Option.**

NOTE: User has to create only 1 flashing file path for either Offline mode or online mode.

1.OFFLINE FLASHING

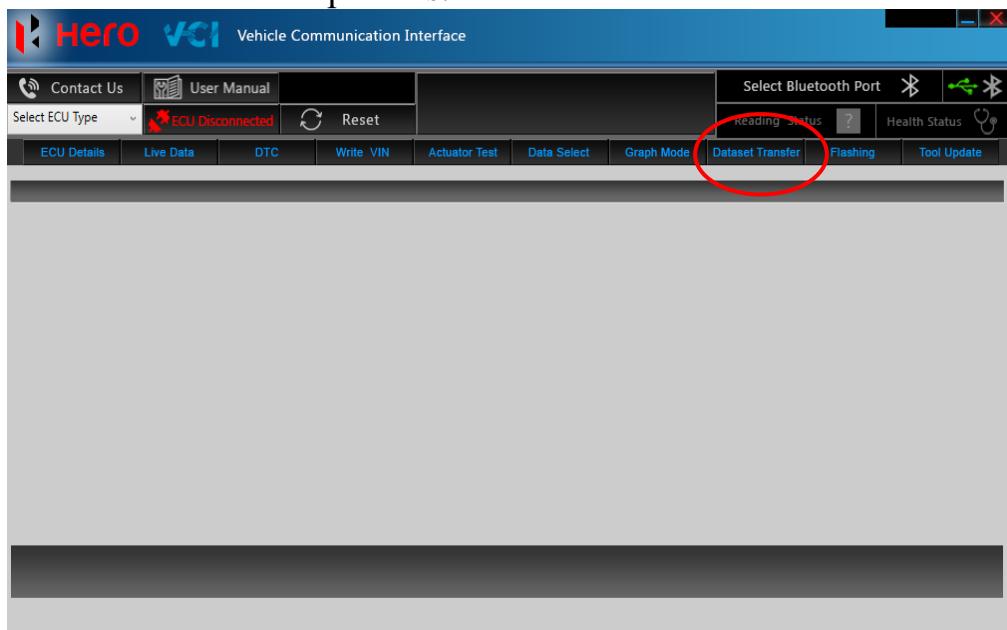
I.DATASET TRANSFER

II.FLASHING

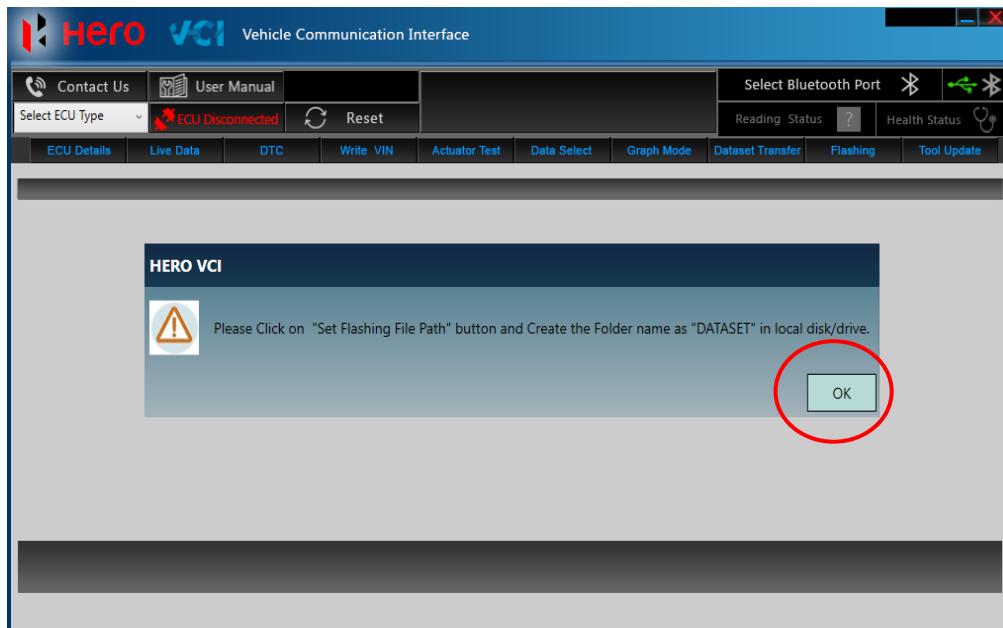
I.DATASET TRANSFER

NOTE: Data set transfer is one-time process, once dataset for any model is updated in tool there is no need of transferring dataset for same model again until new update available for the particular model.

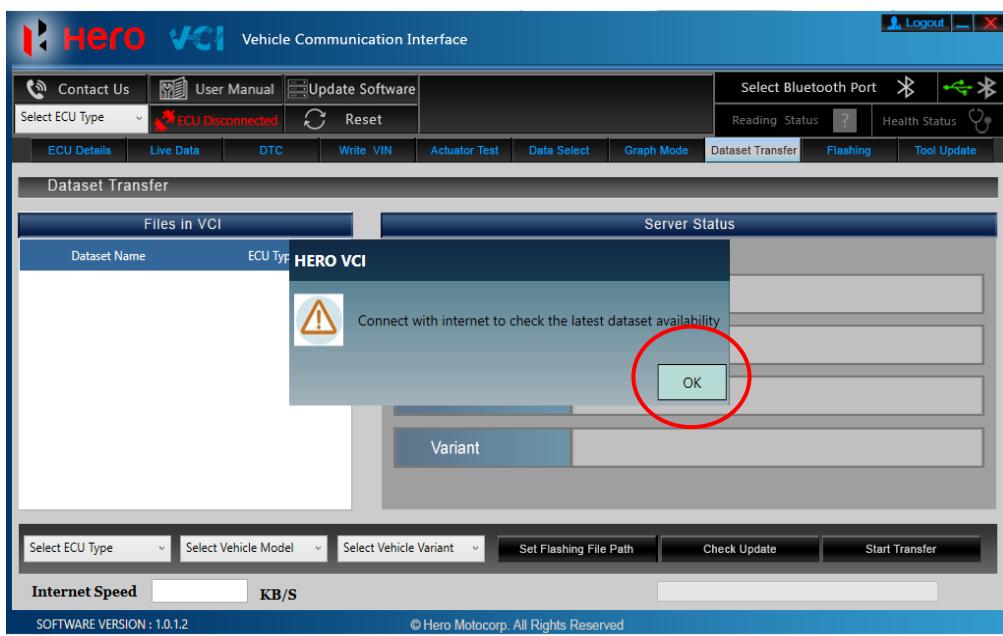
STEP 1: Run the application as administrator and login using user ID & password and click on the “Dataset Transfer” button to start the process.



STEP 2: Read the instructions carefully and click on OK to continue the process.

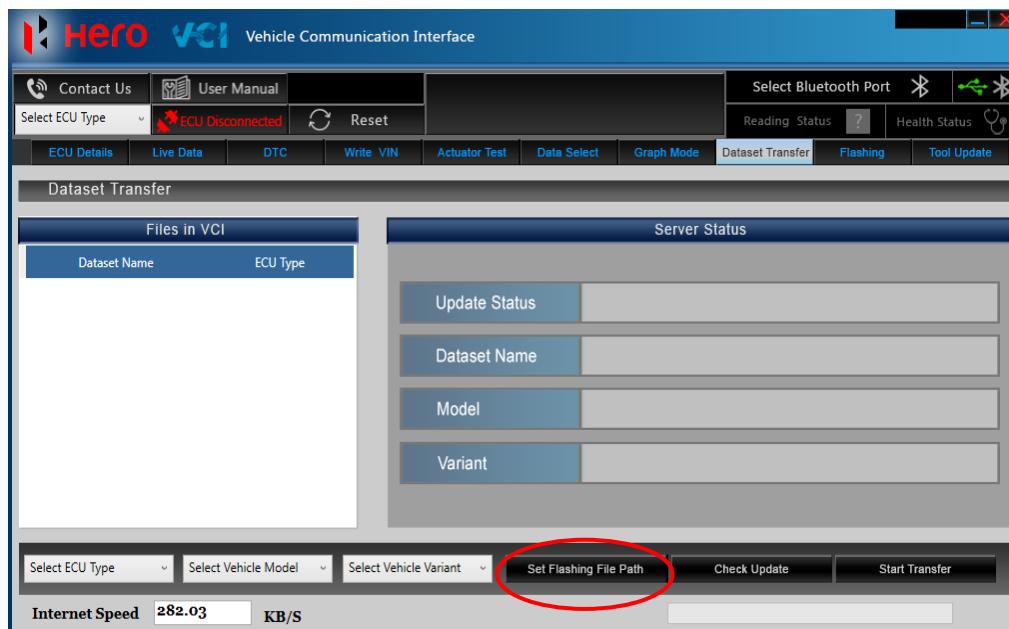


STEP 3: Check the internet connection before proceeding

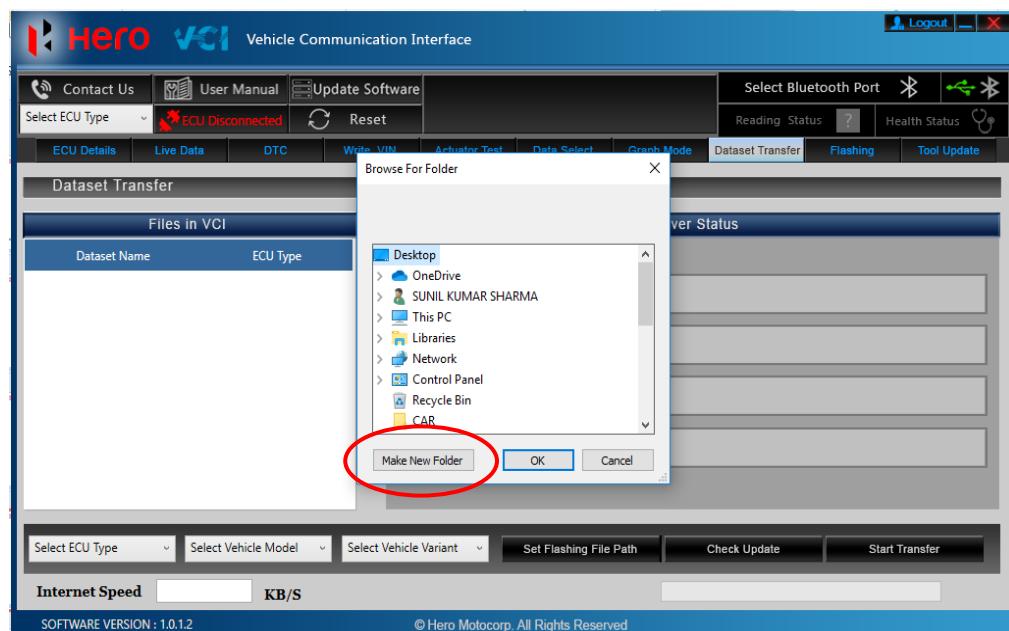


STEP 4: Click on the “Set Flashing File Path” button to create a new folder.

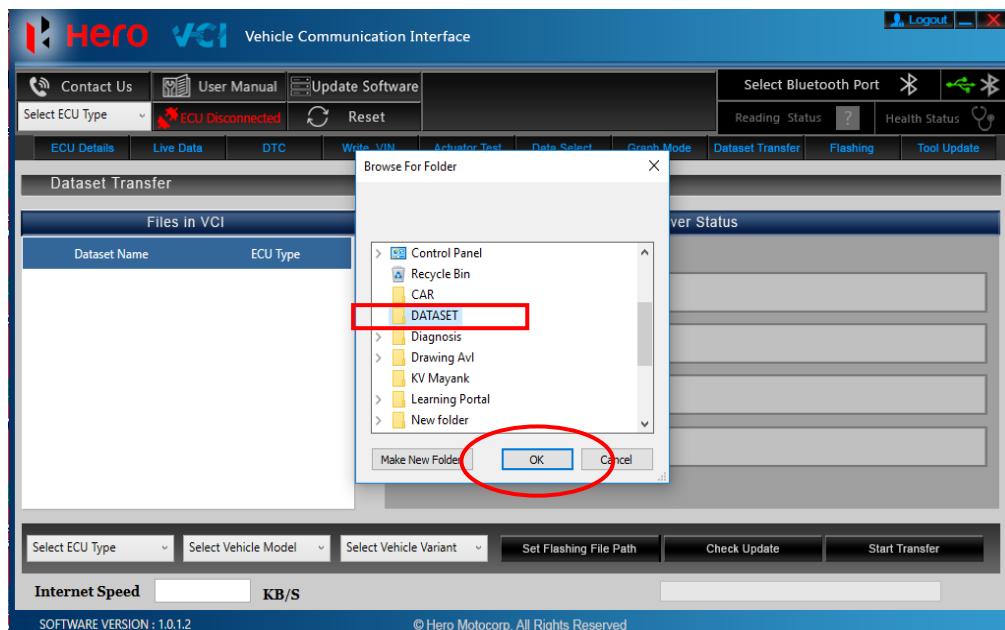
Note: Always ensure that the application is running in administrator mode.



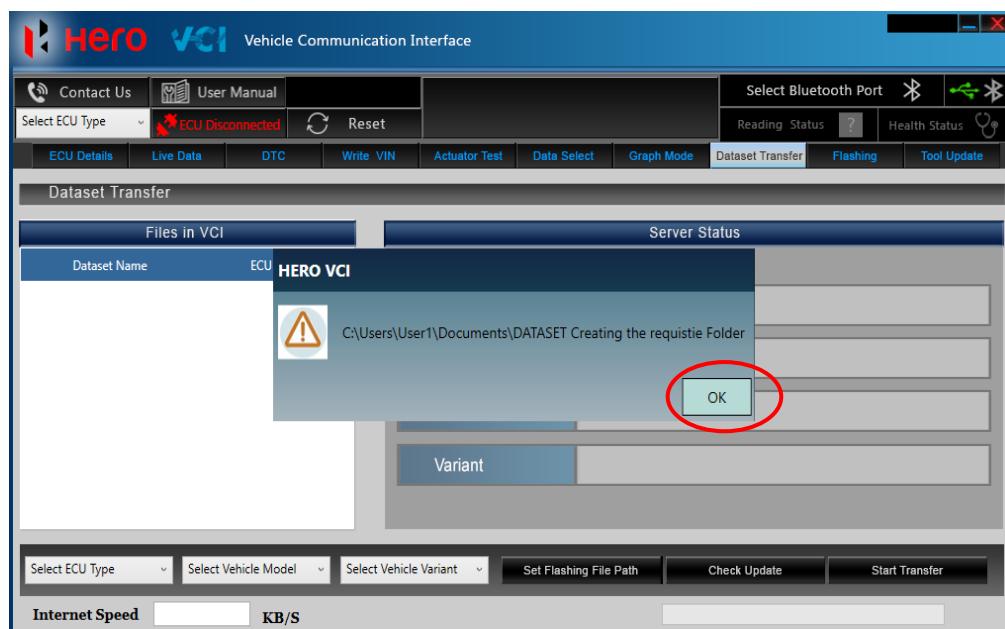
STEP 5: Click on the “Make New Folder” tab in the opened select folder window to create a new folder.



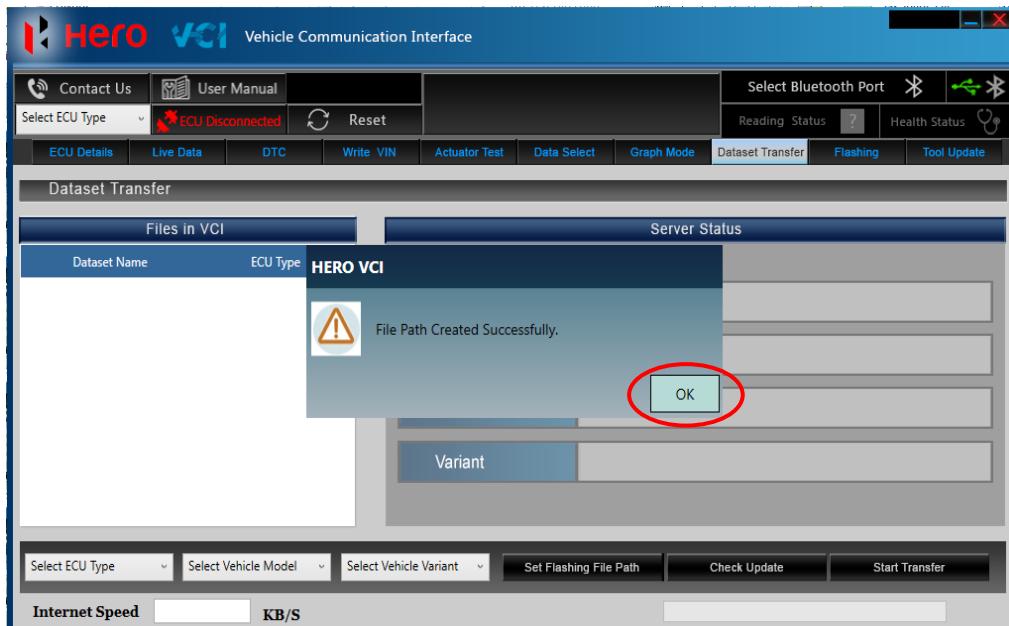
STEP 6: Once “New Folder” is created then change the new folder name as “DATASET” and select the “DATASET” folder and click “OK” to save the path automatically.



STEP 7: Click “OK” to continue.

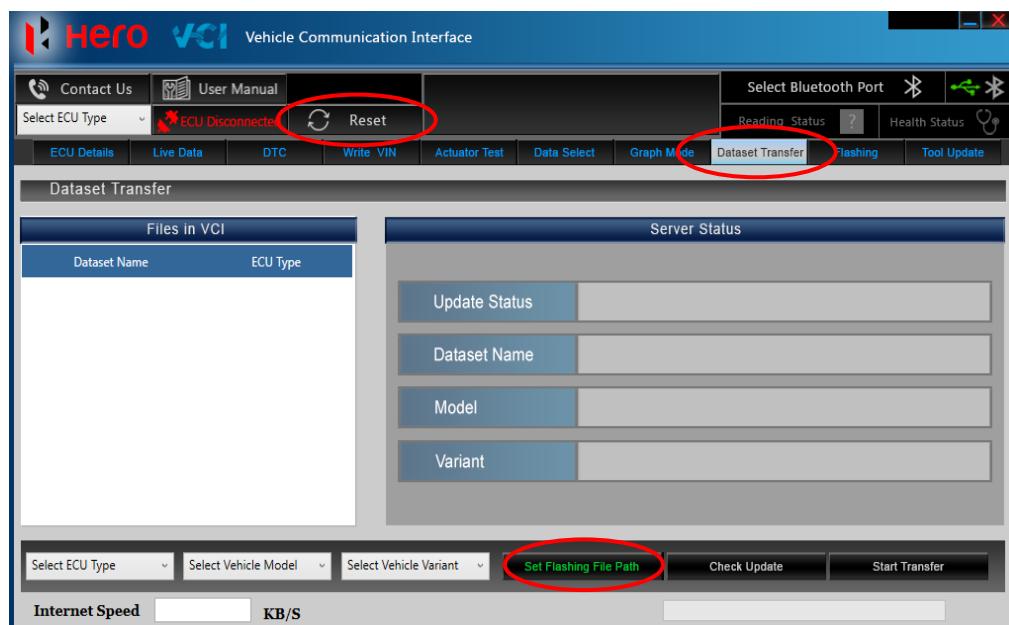


STEP 8 - A new window will be displayed as “File Path Created Successfully” clicks OK to continue.

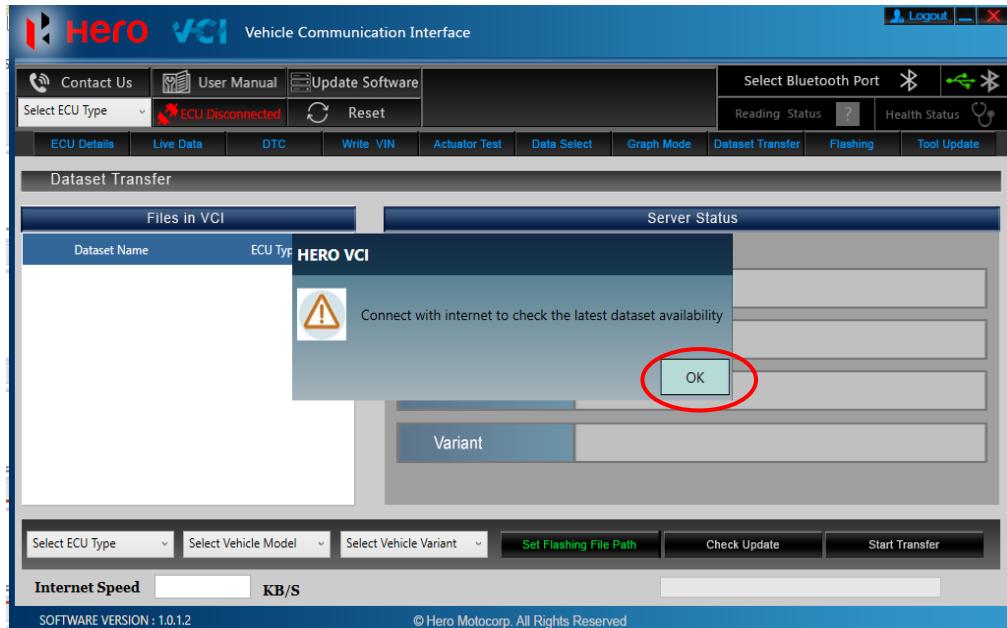


STEP 9: Now click on “Reset” tab on the application and select the “Dataset Transfer” tab again to continue the process.

After setting the ECU flashing file path, the “Set Flashing File Path” button text colour will be converted into green.



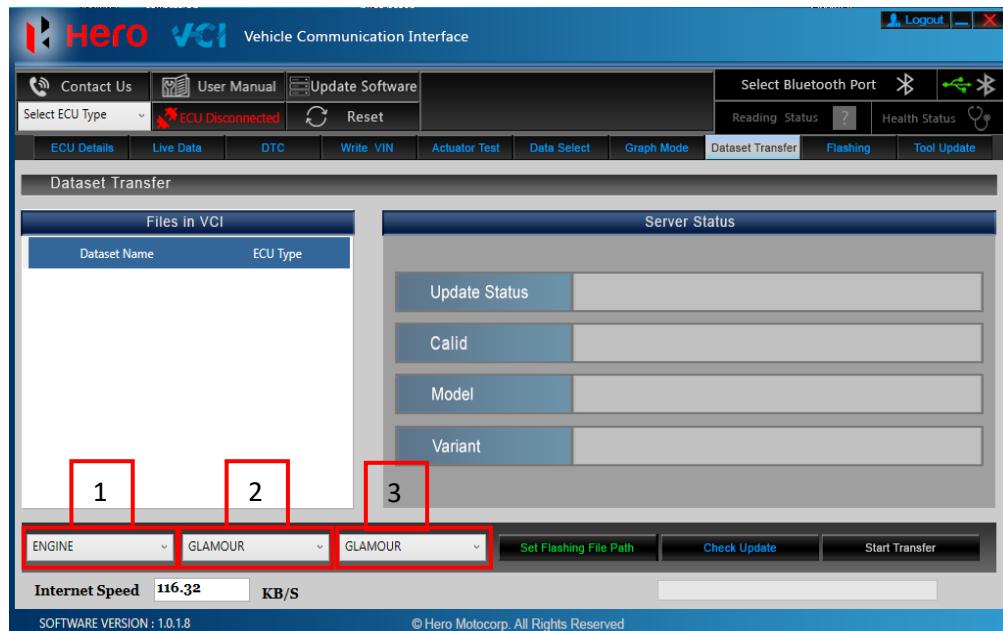
STEP 10: Application will again ask to check the internet connectivity, if yes then click “OK” to proceed.



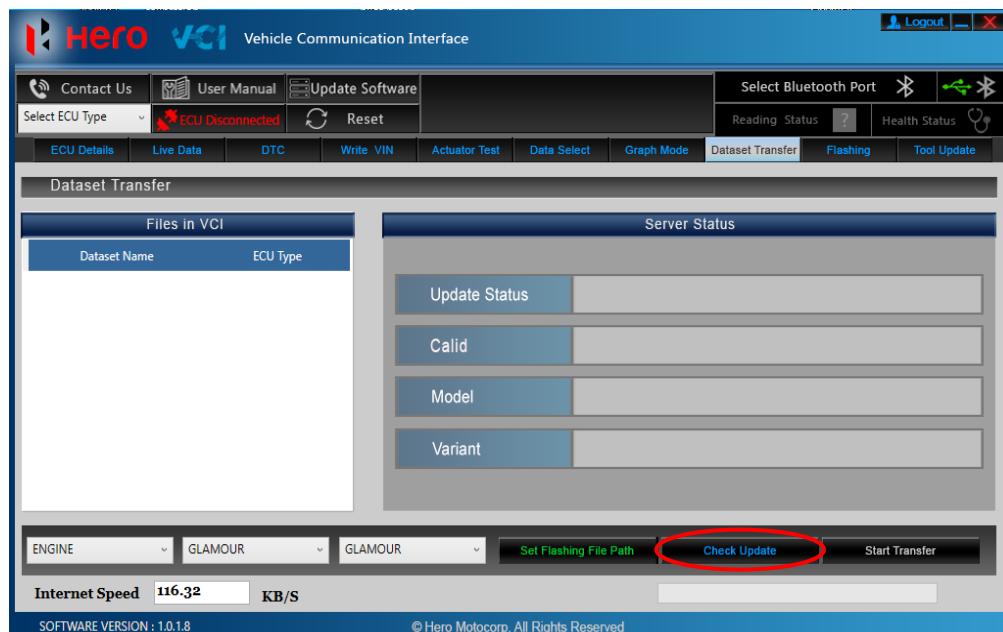
STEP 11:

Select the following

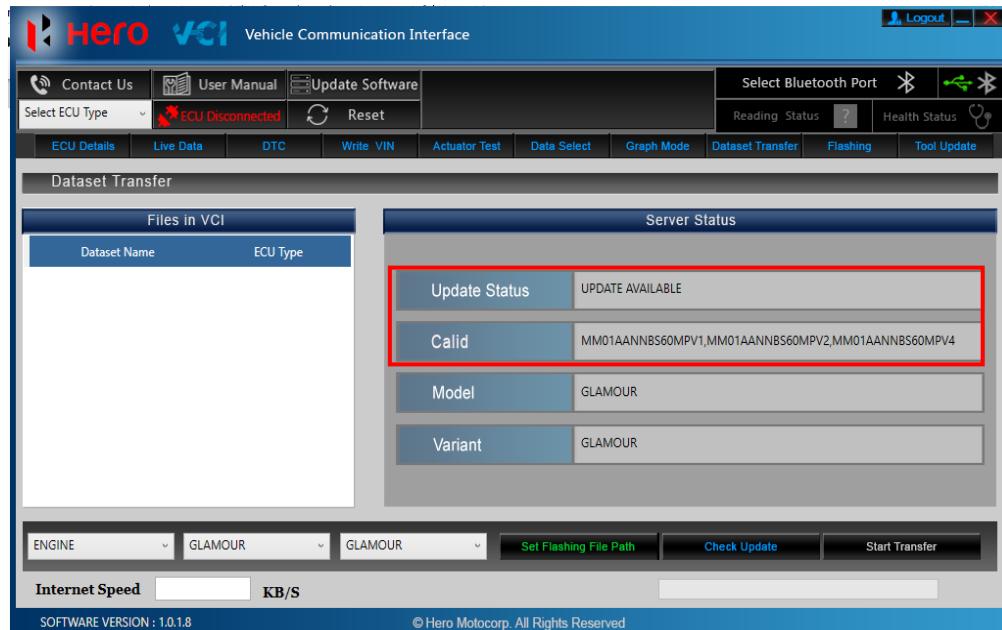
1. ECU
2. Model
3. Variant in the selection box



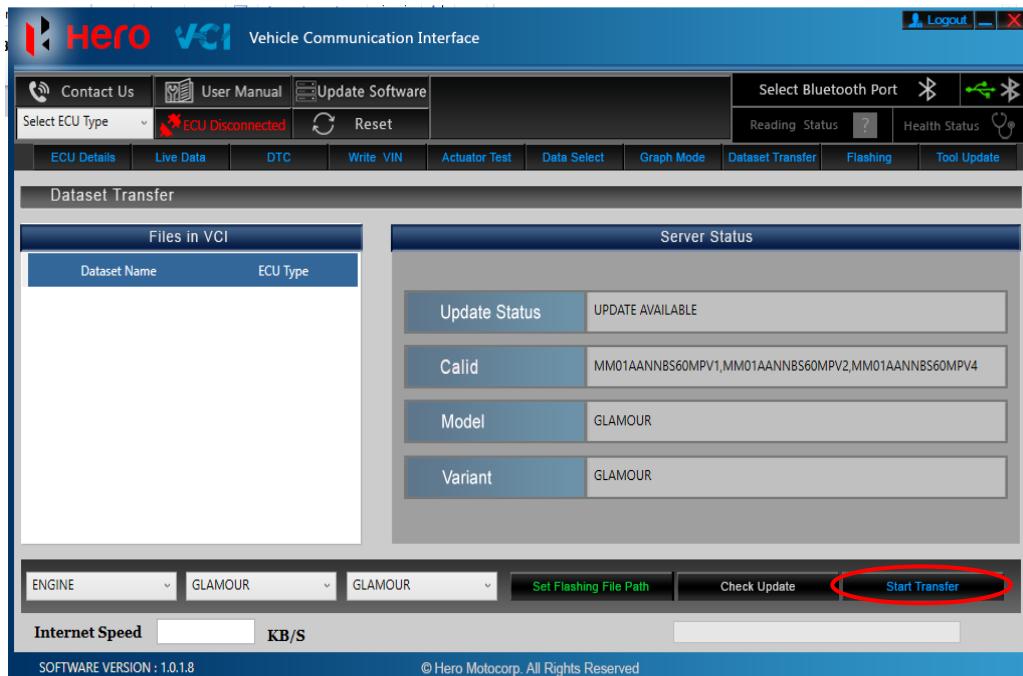
STEP 12: Click on “Check Update” to check the new ECU dataset update availability



STEP 12: If new ECU dataset update is available then it will show in the update status box as “Update Available” and also show the ECU Cal-ids will appear in the Cal id” option for reference.

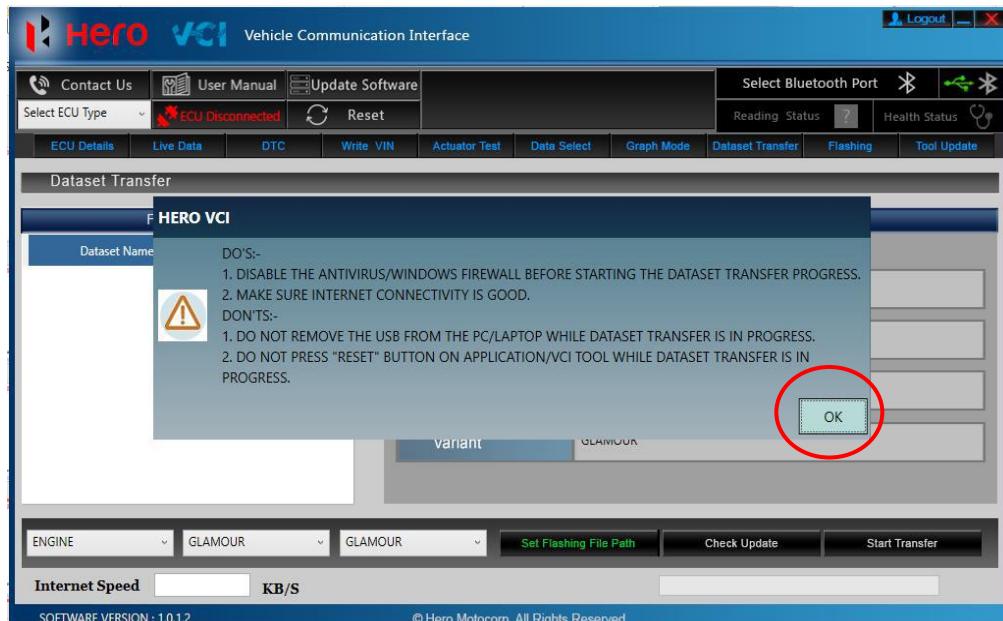


STEP 13: Click on the “Start Transfer” button to start the downloading of the new ECU dataset from the server.

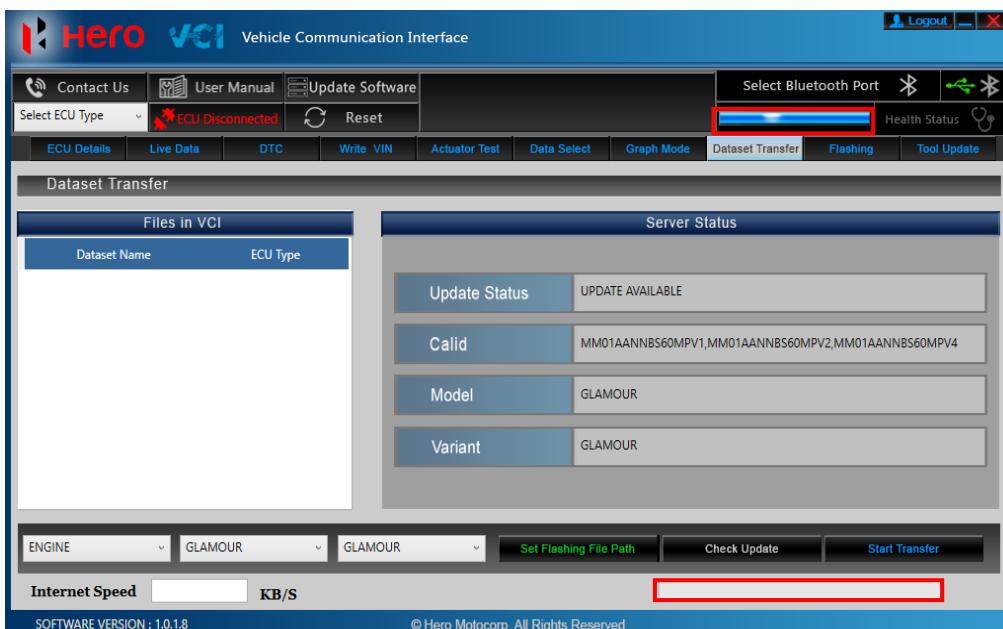


STEP 14: Read the “Do and Don’ts” carefully and then click on “OK” to continue.

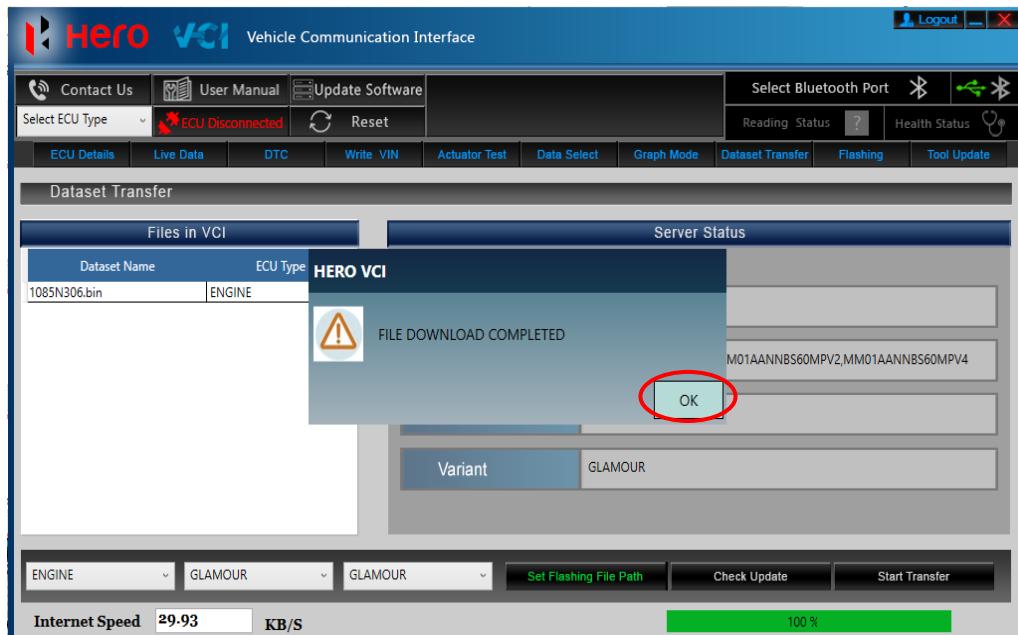
STEP 15: Once click on “OK” button then downloading of new ECU dataset process will start automatically.



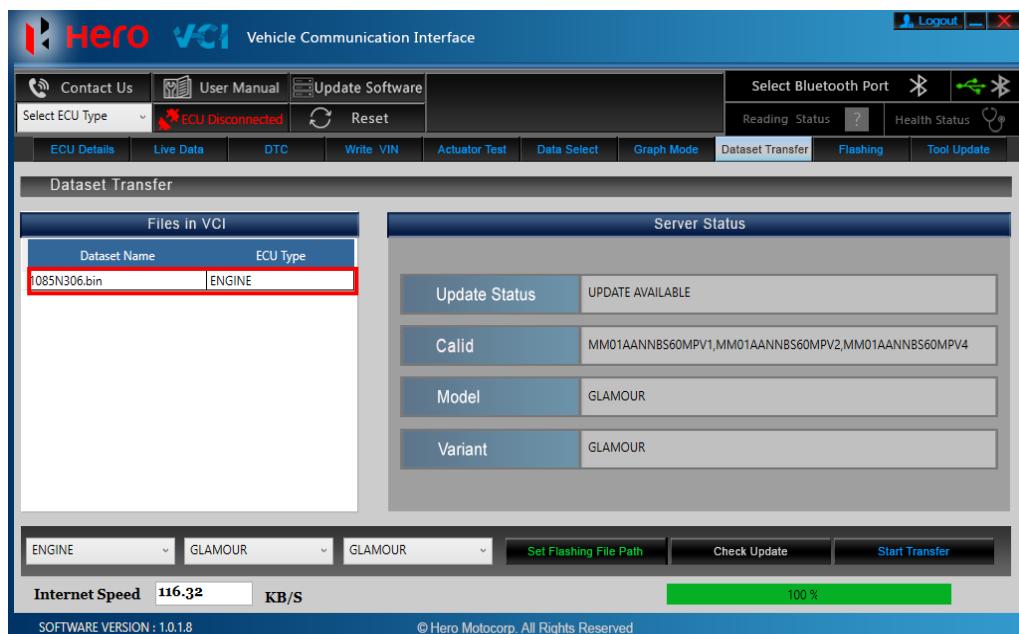
STEP 16: Progress bar will appear to show the downloading is in process.



STEP 17: Once the new ECU dataset file is downloaded a popup will appeared as “File Download Completed”, click on “OK” button to continue for next step.



STEP 18: After downloading the new ECU dataset file, file name will start displaying in the file box.



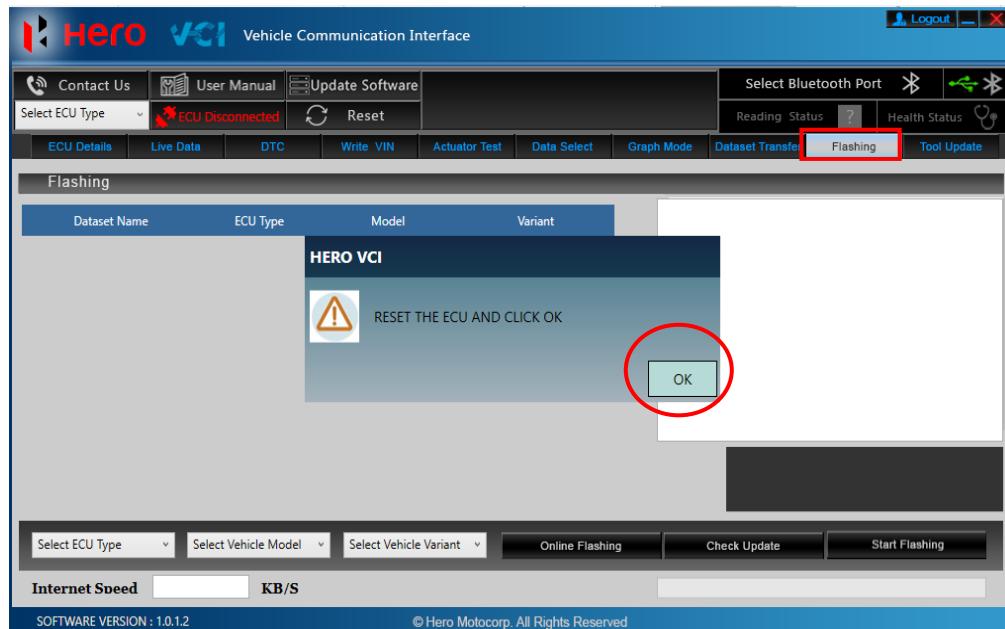
STEP 19: Now, close the VCI application and restart again, also click on “RESET” button provided on the VCI tool.

II. FLASHING



STEP 1: To start the ECU flashing click on “**Flashing**” button.

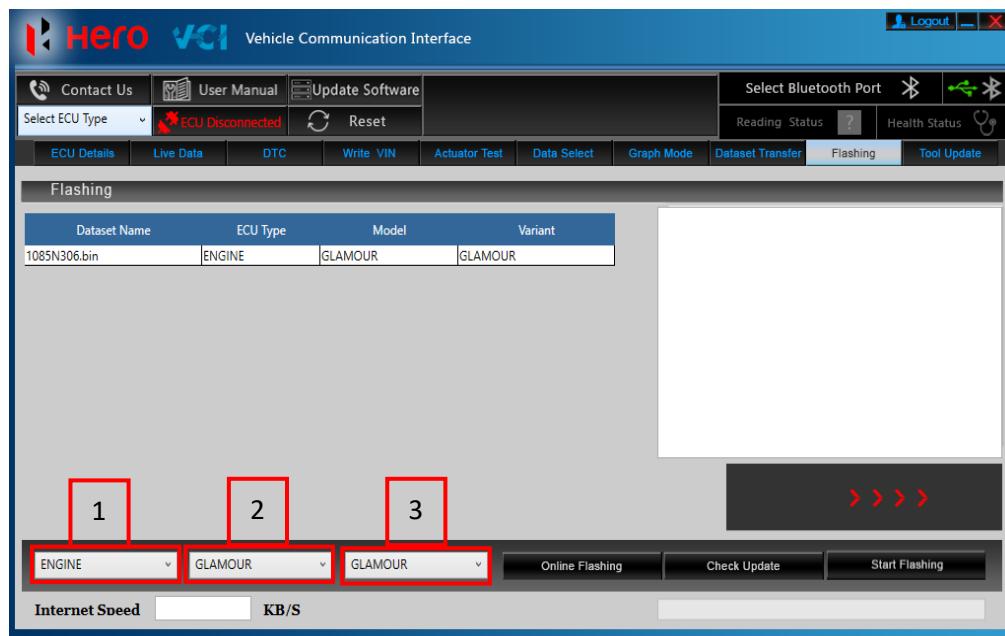
STEP 2: A popup will appear “**Rest the ECU and click OK**”, click OK to start the process.



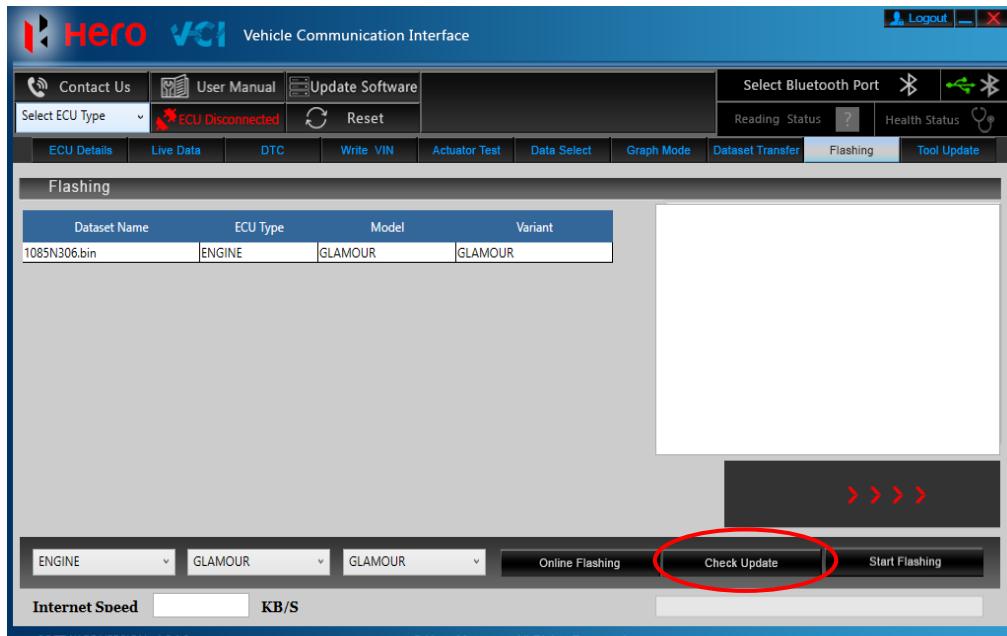
STEP 3: Select the following

Note: Select only correct ECU, Model and Variant

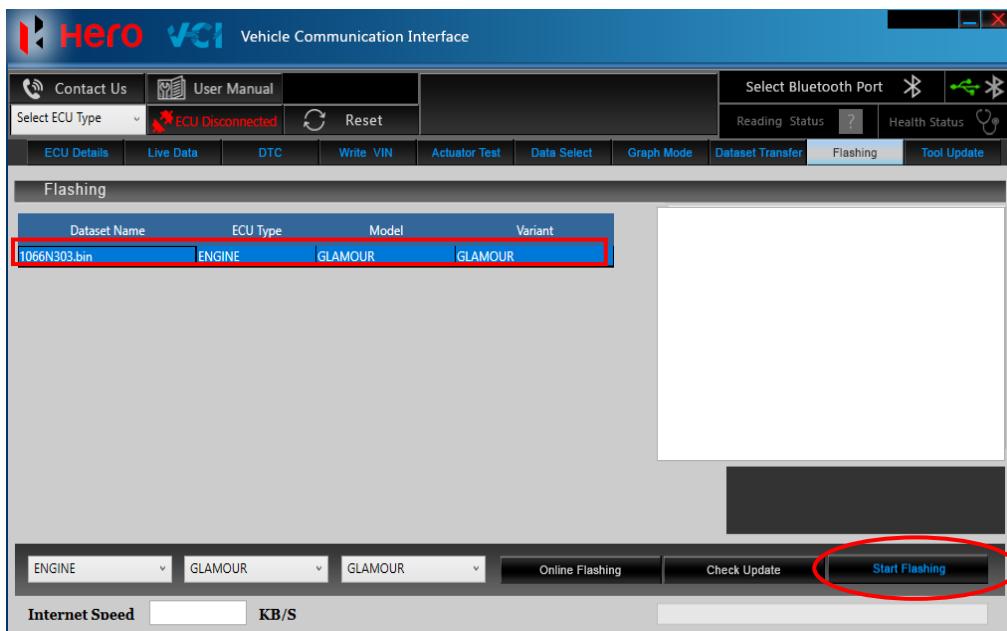
1. ECU
2. Model
3. Variant in the selection box



STEP 4: Click on “Check Update” button to refresh the file list.

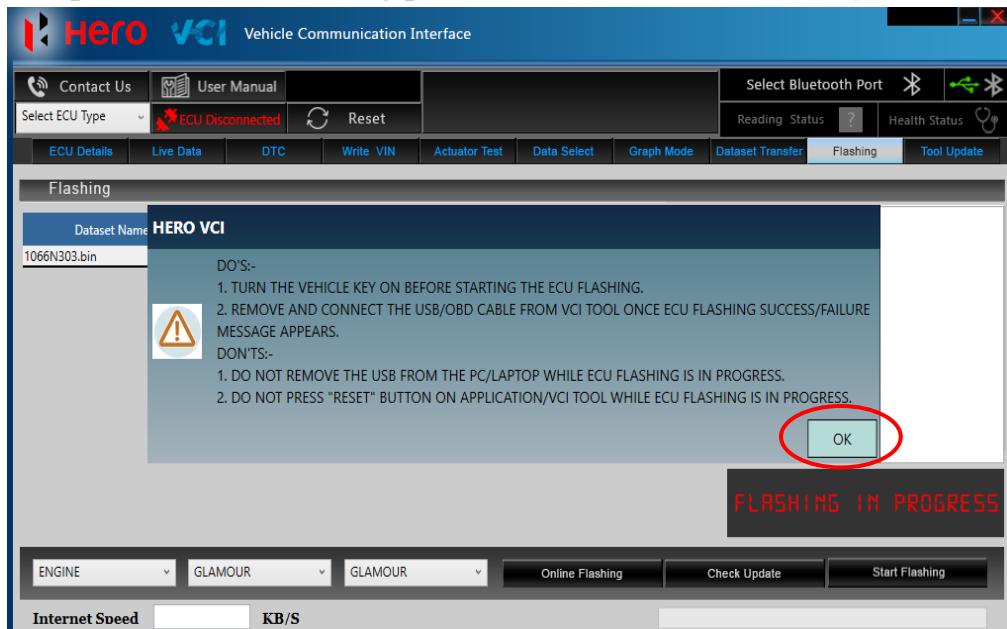


STEP 5: Select the appropriate file from the list and click on “Start Flashing” button to start the ECU flashing with new dataset.



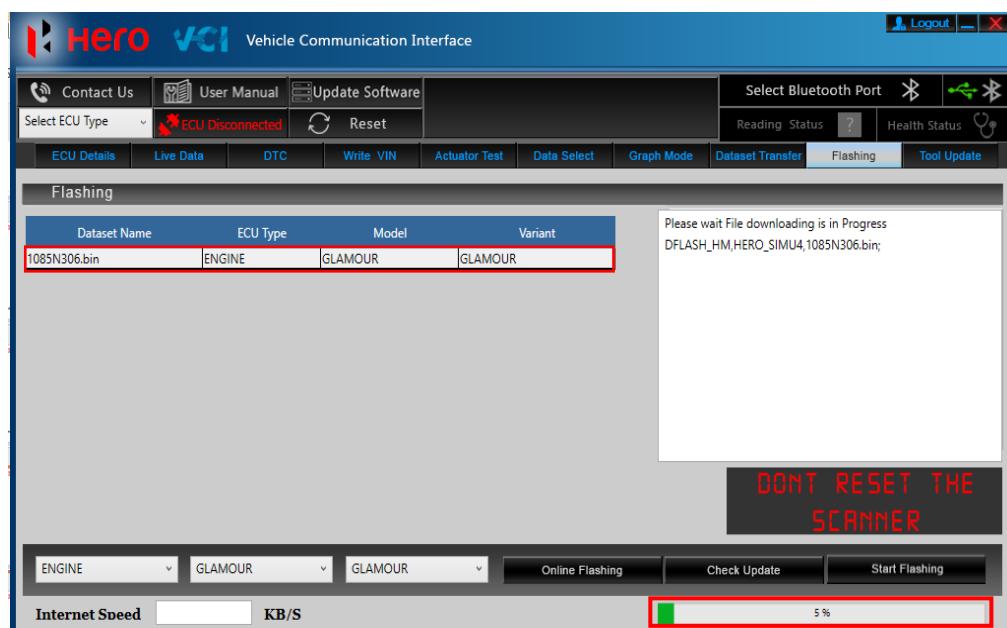
STEP 6: Read the **Do & Don'ts** carefully and click on “OK”.

Once “OK” button is pressed ECU flashing process will start automatically.

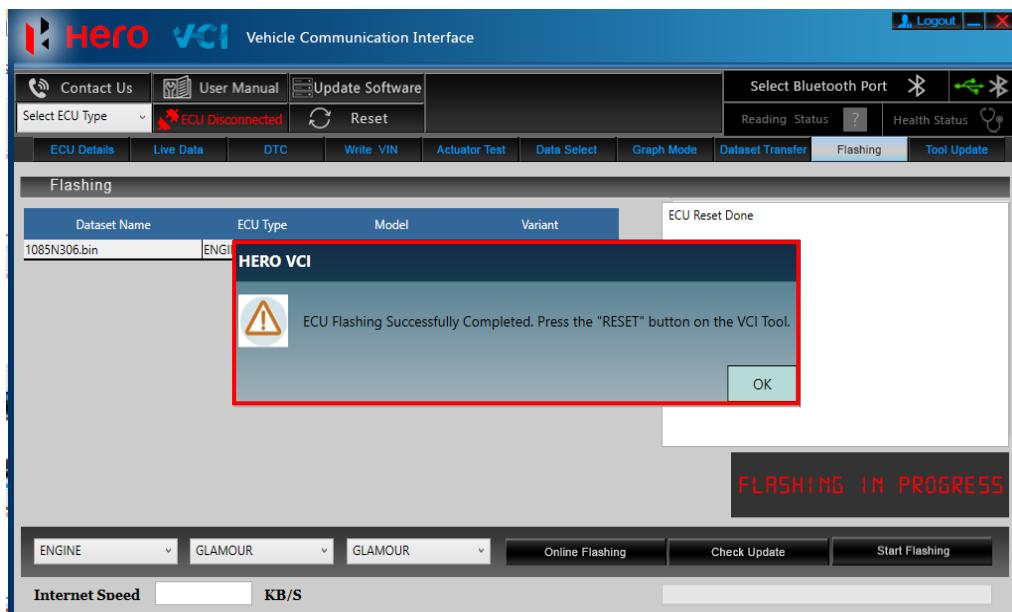


Status bar will start reflecting the ECU flashing is in process.

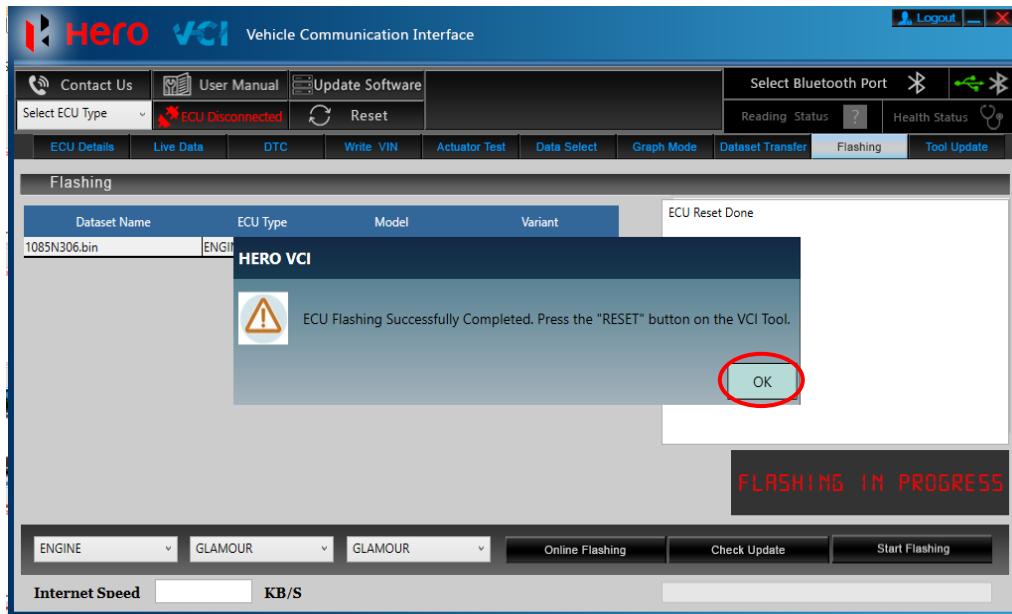
STEP 7: Note: Do not “Reset” the VCI tool and application and also do not turned OFF the ignition switch when ECU flashing is in process.



STEP 8: Once ECU flashing is completed, successful message will appear on the screen.

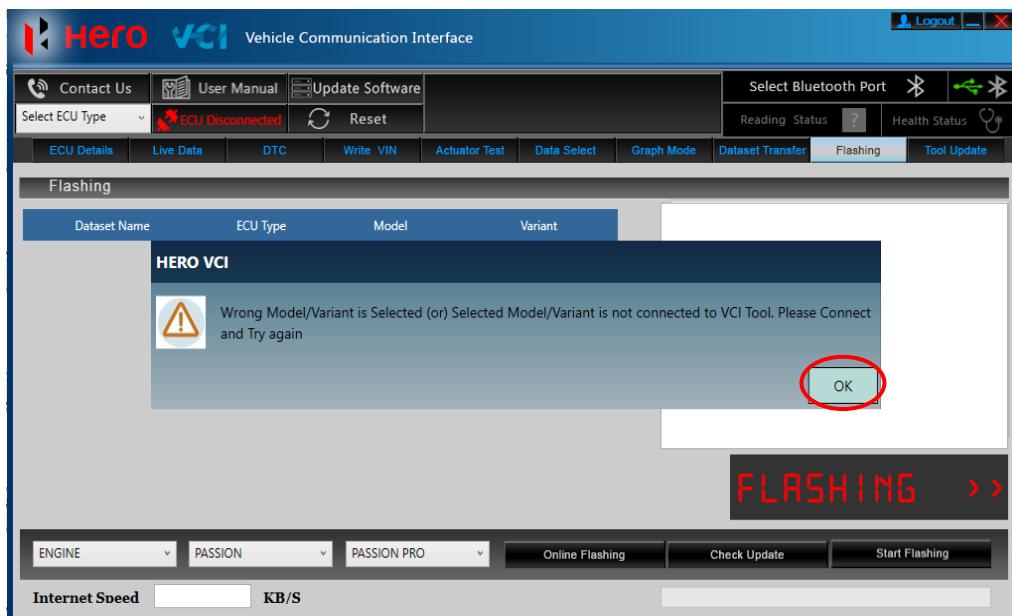


STEP 9: Now click on “OK” button and turned OFF the ignition switch and turned ON after 30 sec.

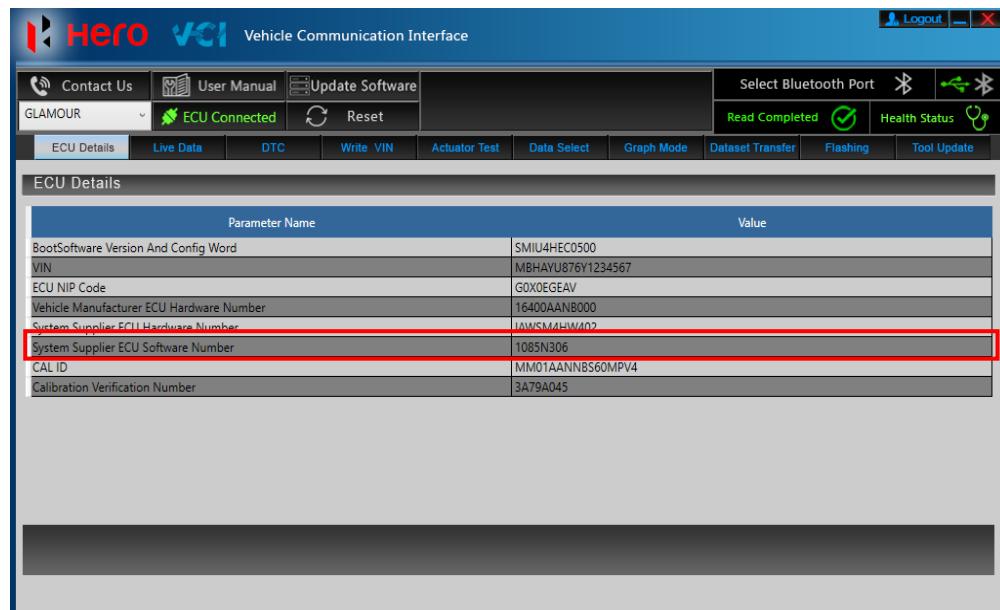


STEP 10: Close and restart the application also press the reset button provided on VCI tool.

STEP 11: While ECU flashing if user has selected the wrong model and try to flash the ECU, software will display the message and will not start the ECU flashing to avoid the wrong ECU flashing.



STEP 11: Finally start engine and select the appropriate model to check the new ECU update details in the “ECU Details” tab.

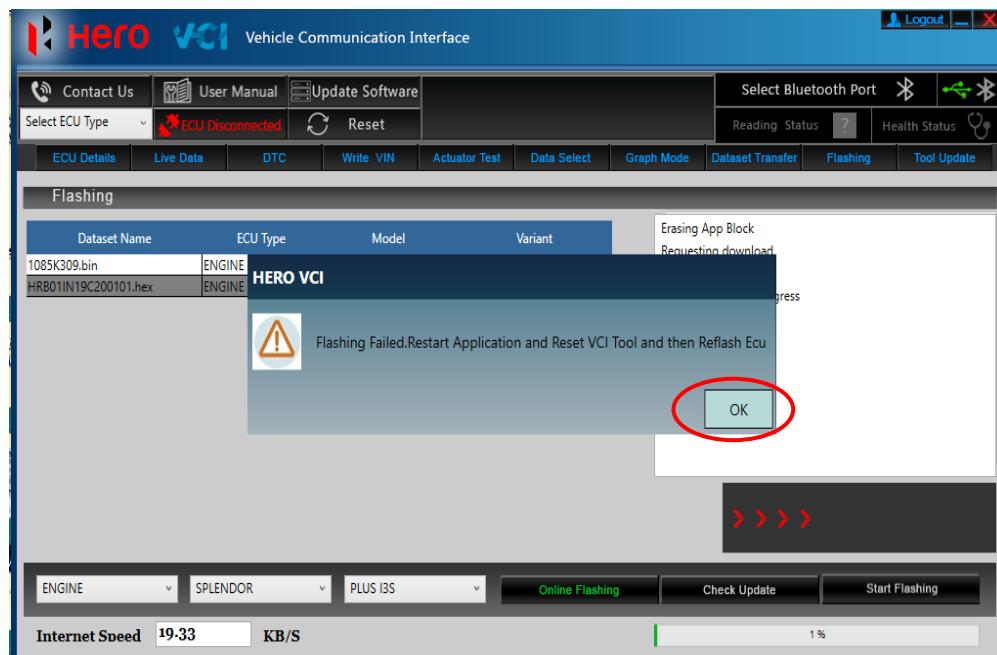


STEP 12: During ECU dataset flashing if ECU connection is disconnected then “Flashing Failed” message will appear.

STEP 13: In case, ECU flashing get failed during the process, disconnect the VCI Tool from the vehicle and reconnect it.

STEP 14: Press the Reset Button on the VCI Tool and also restart the VCI Application.

STEP 15: Try to flash the same vehicle again until it flashes successfully.



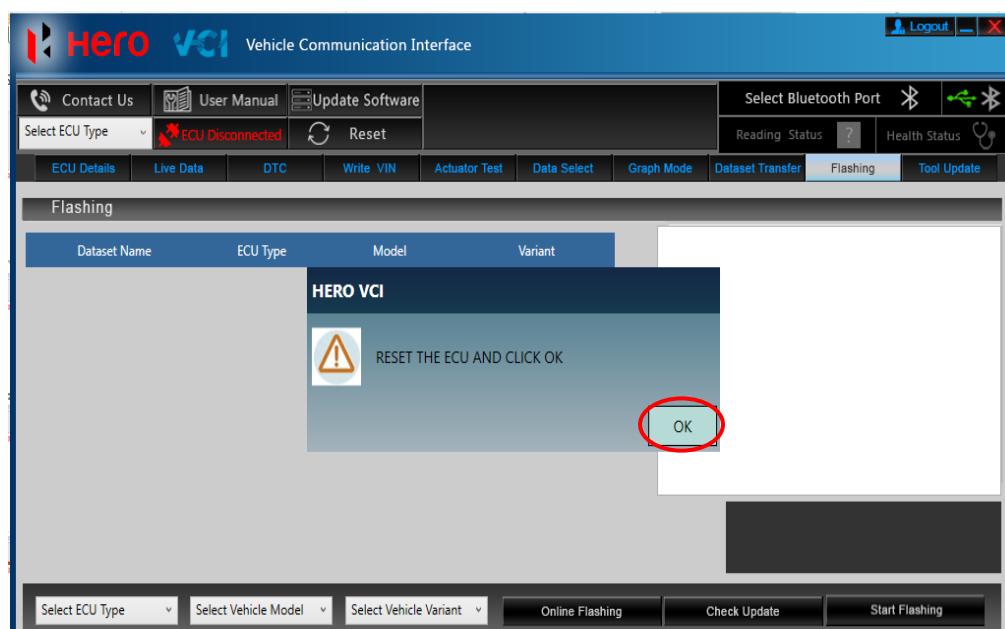
2. Online ECU Flashing Process



STEP 1: Connect the VCI tool with the vehicle to be flashed and switch ON the ignition.

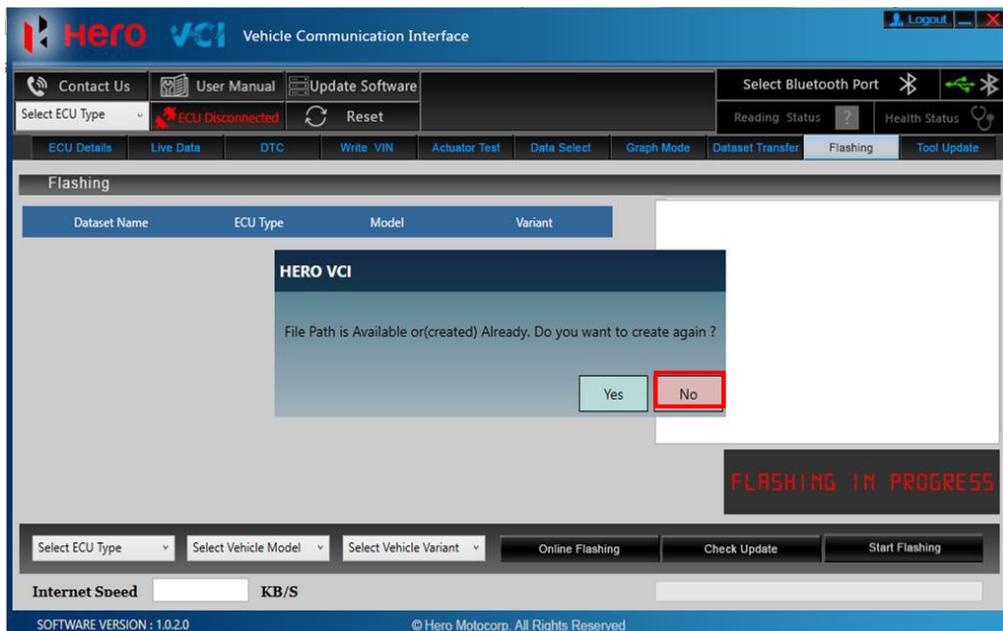
STEP 2: For Online flashing of the vehicles, select “Flashing” option “**RESET THE ECU AND CLICK OK**” popup will appear, click on “OK” to continue

Ensure the internet connection is good before selecting “OK”.



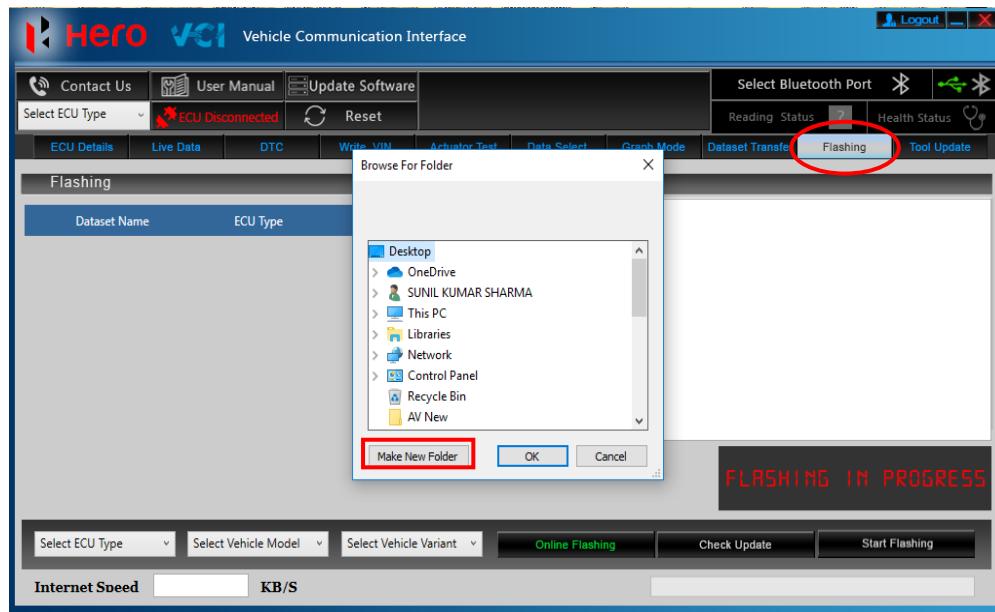
STEP 3: While selecting the “Online flashing” option a pop-up will appear (if Flashing file path is already created)-“File path is available or created already, Do you want to create again”. Click on “NO” to continue.

Note: Do not select the “Yes” and create a new folder once again.

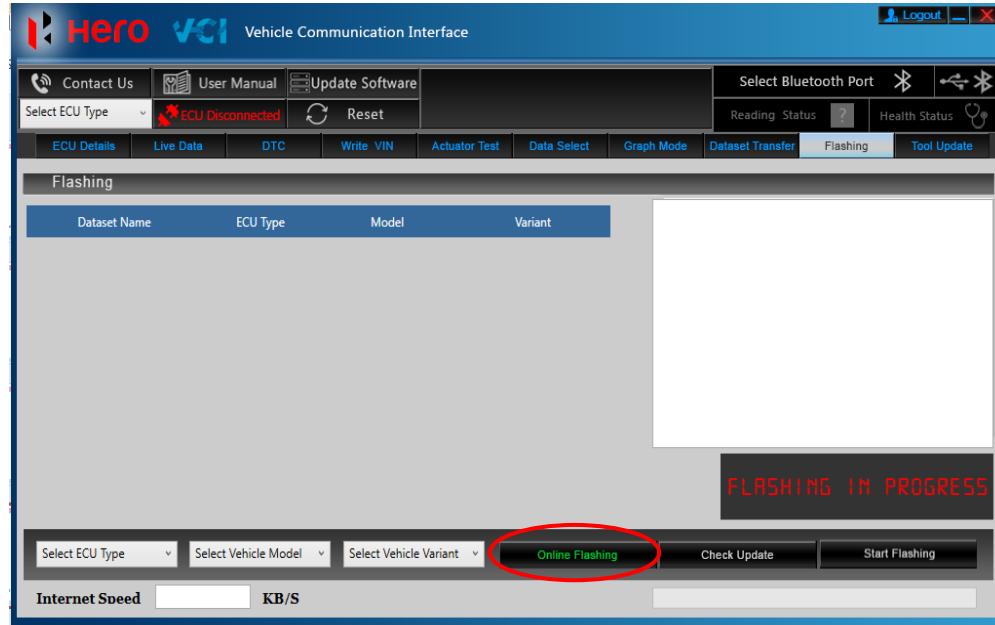


STEP 4: If flashing file path is not set, it is mandatory to set the “**Flashing File Path**” in Online ECU Flashing mode also.

When you click on “**Online Flashing**” button, it will ask you to set “Flashing File Path” automatically. In case, if the path is not selected for Online flashing, it will not proceed to ECU Flashing.



STEP 5: Once the flashing file path has been created, online flashing will be enabled , the “Online Flashing” button colour will be converted into green.

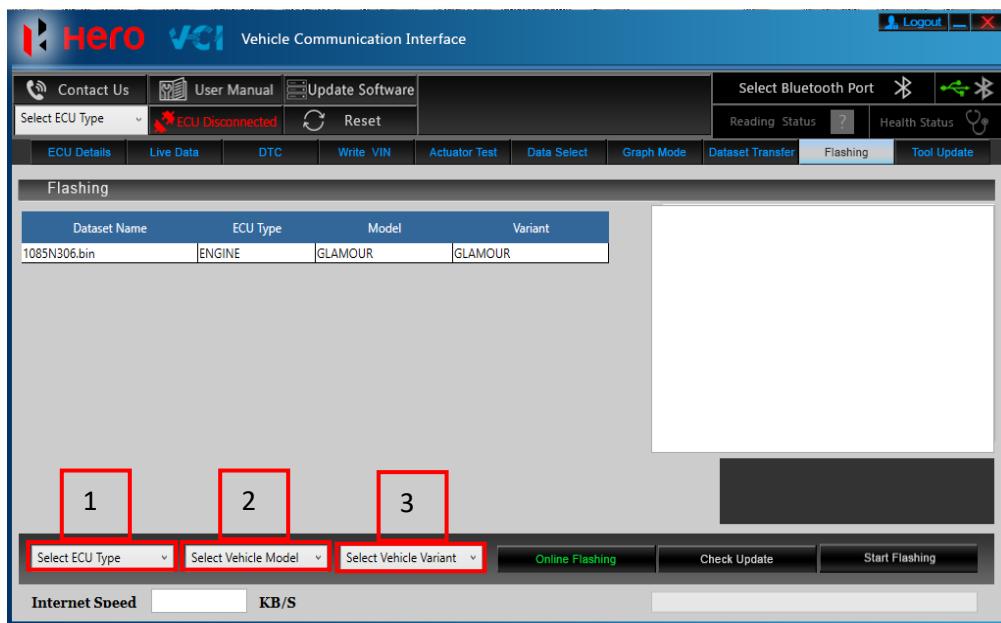


STEP 6:

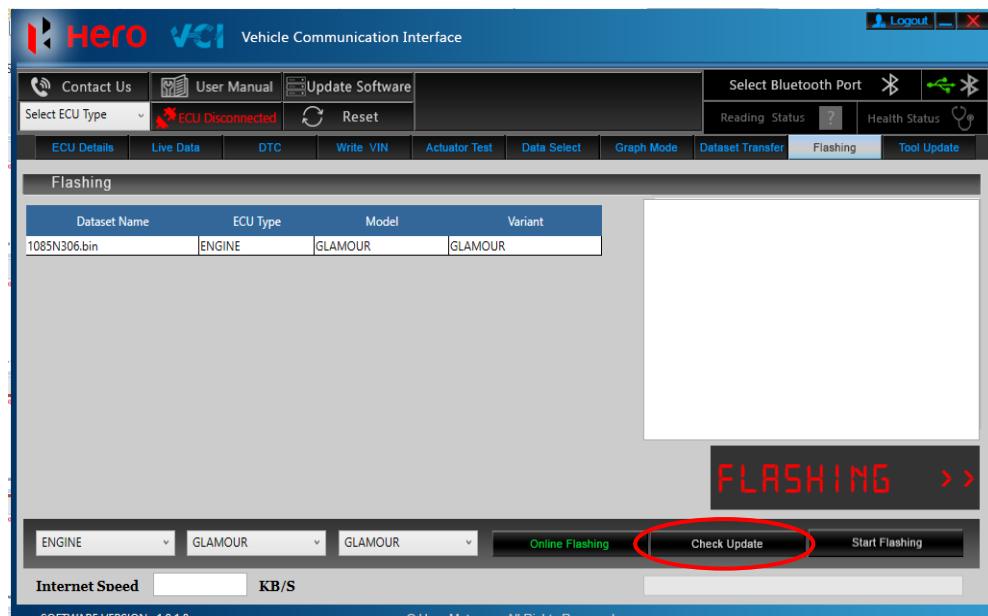
Select the following

Note: Select only correct ECU, Model and Variant

1. ECU
2. Model
3. Variant in the selection box

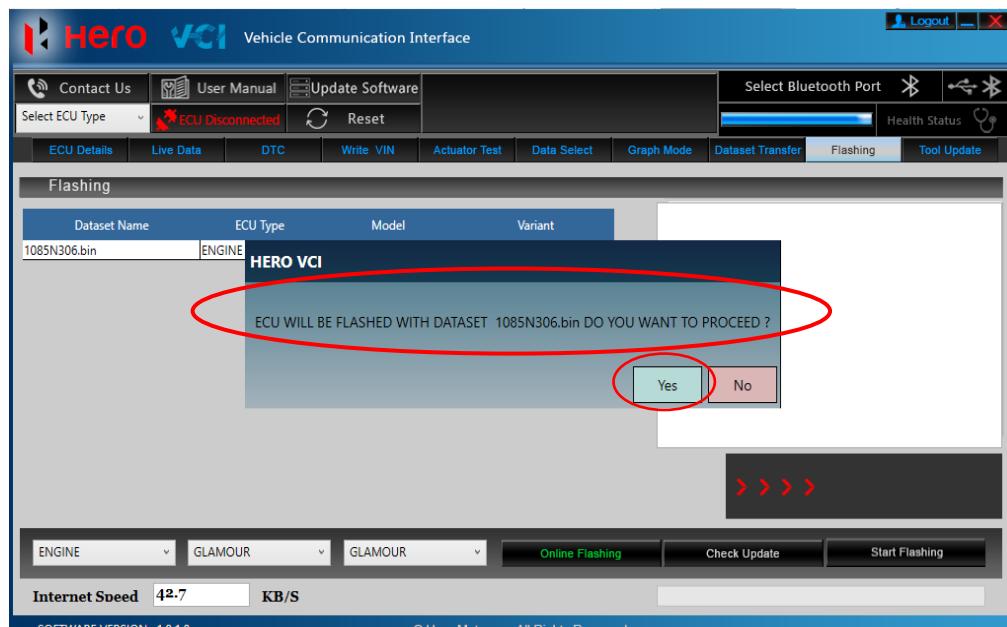


STEP 7: Click on the “Check Update” button to check the new ECU dataset file availability.

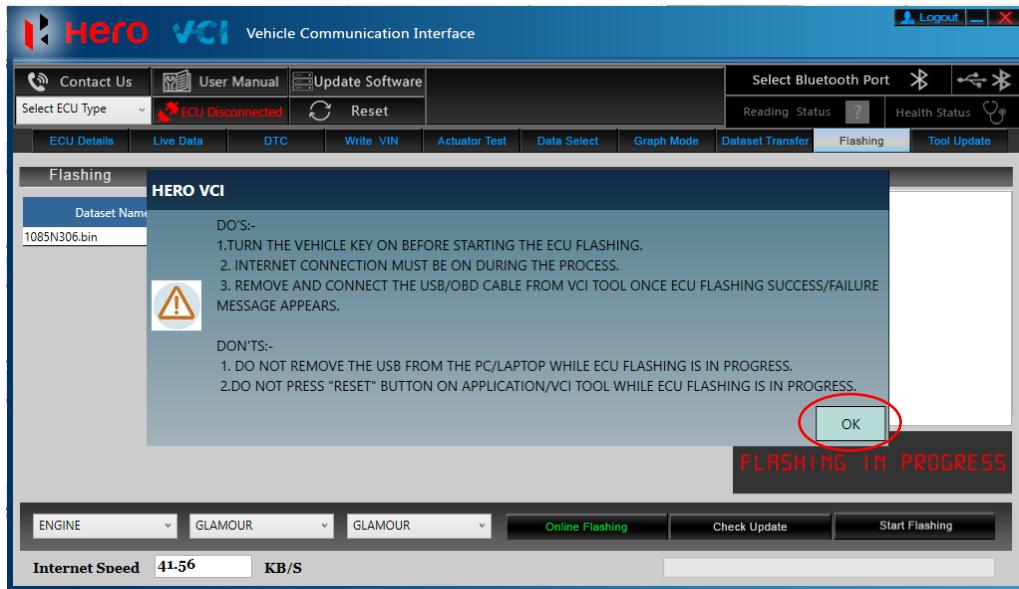


STEP 8: A message will be displayed as “ECU WILL BE FLASHED WITH **XXXXXX** Do YOU WANT TO PROCEED”

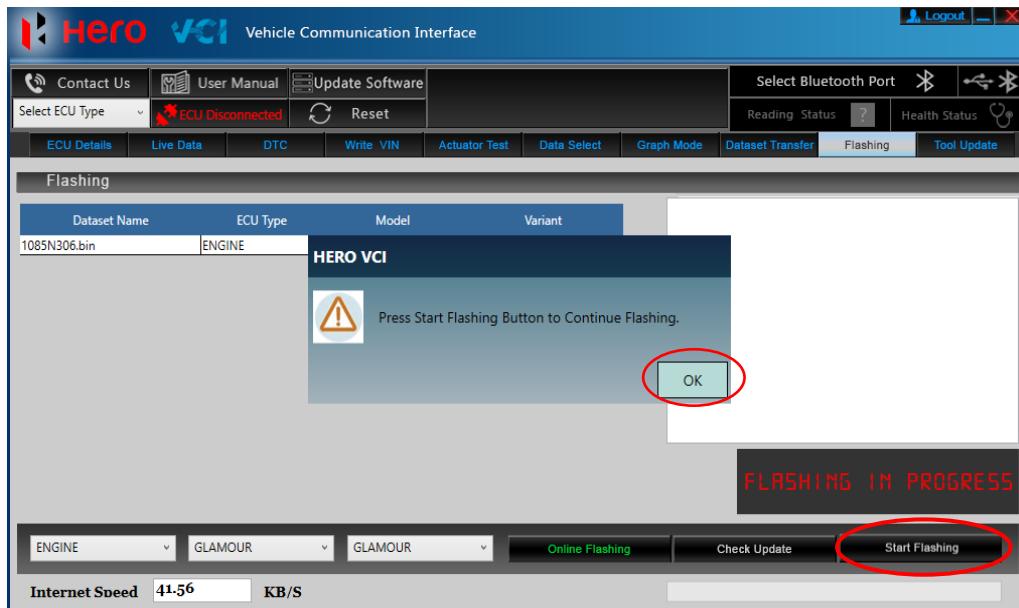
STEP 9: Press “YES” button to go to the next step.



STEP 10: Read the instruction and click on OK.



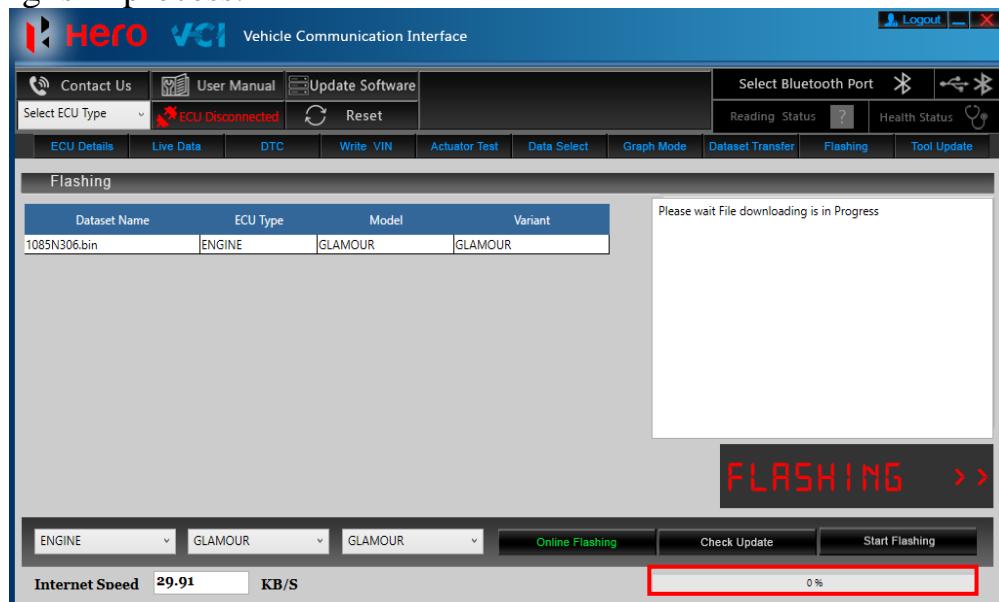
STEP 11: Now select the “Start Flashing” button to start the online ECU dataset flashing.



STEP 12: Read the Do & Don'ts carefully and click on “OK”. Once “OK” button is pressed ECU flashing process will start automatically

STEP 13: Status bar will start reflecting the ECU flashing is in process.

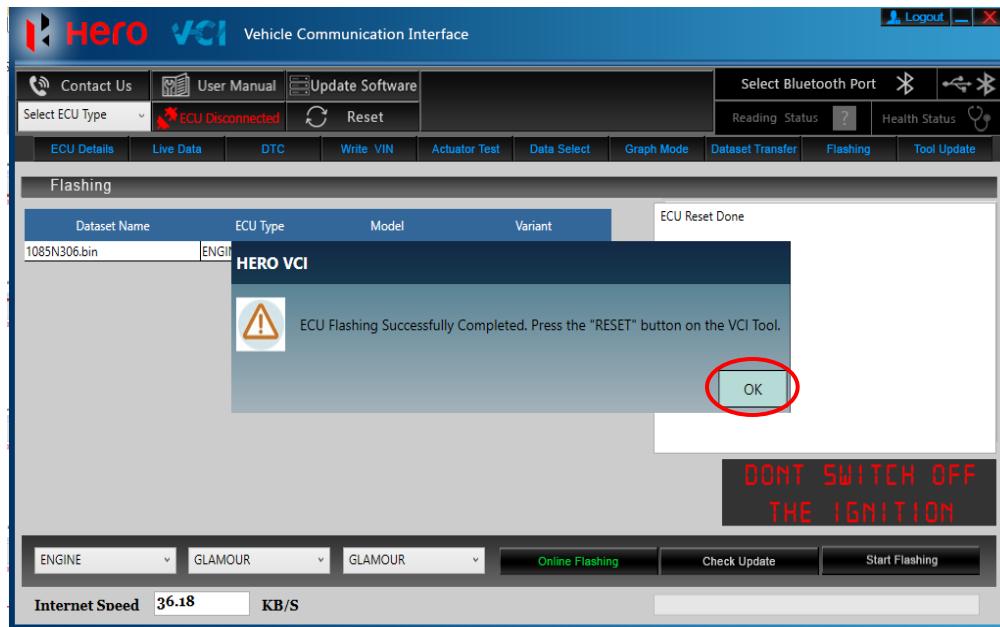
Note: Do not “Reset” the VCI tool and application and also do not turn OFF the ignition switch when ECU flashing is in process.



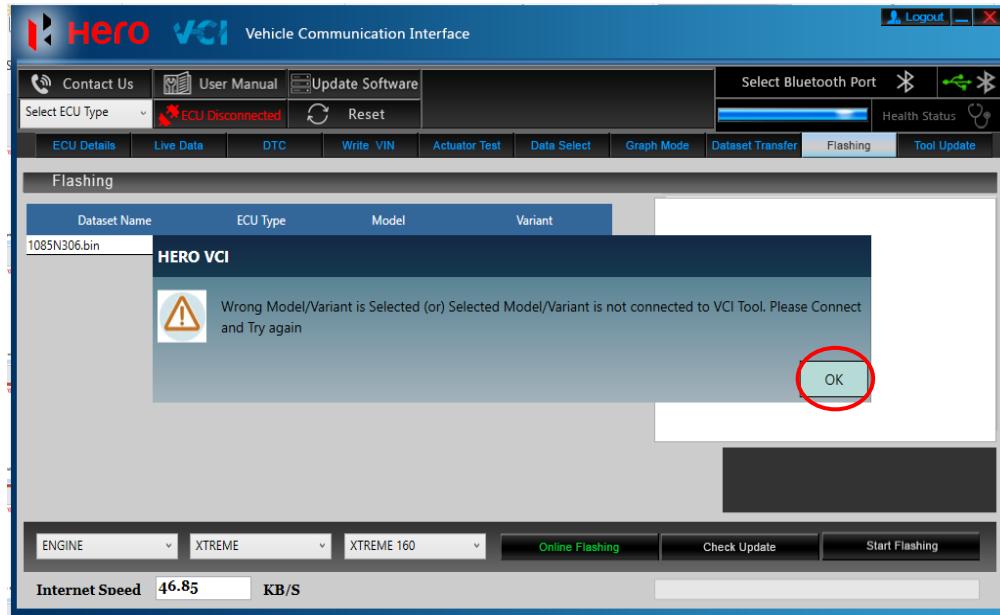
STEP 14: Once ECU flashing is completed, successful message will appear on the screen.

STEP 15: Now click on “OK” button and turn OFF the ignition switch and turn it ON after 30 secs.

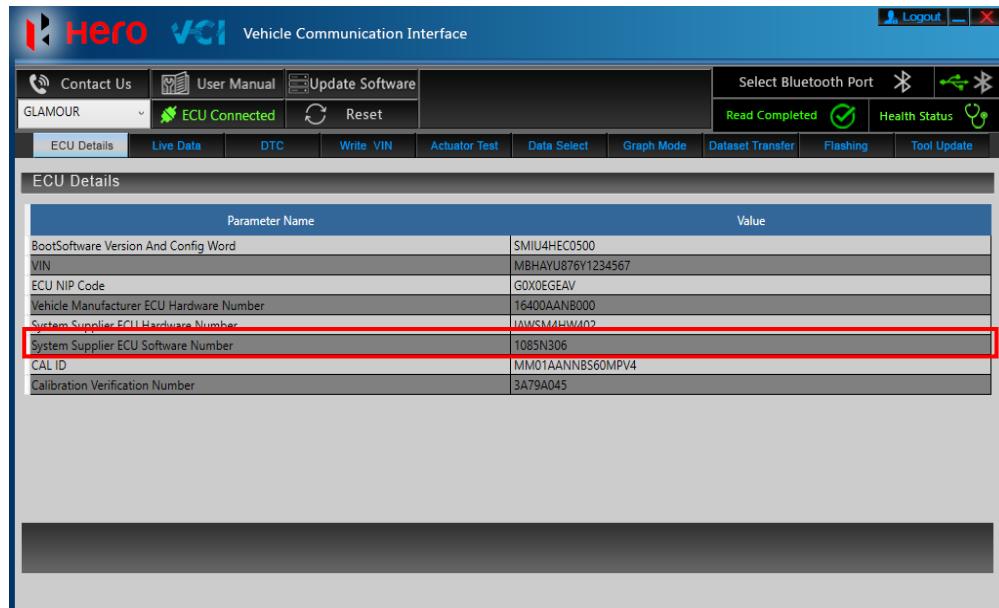
STEP 16: Close and restart the application also press the reset button provided on VCI tool.



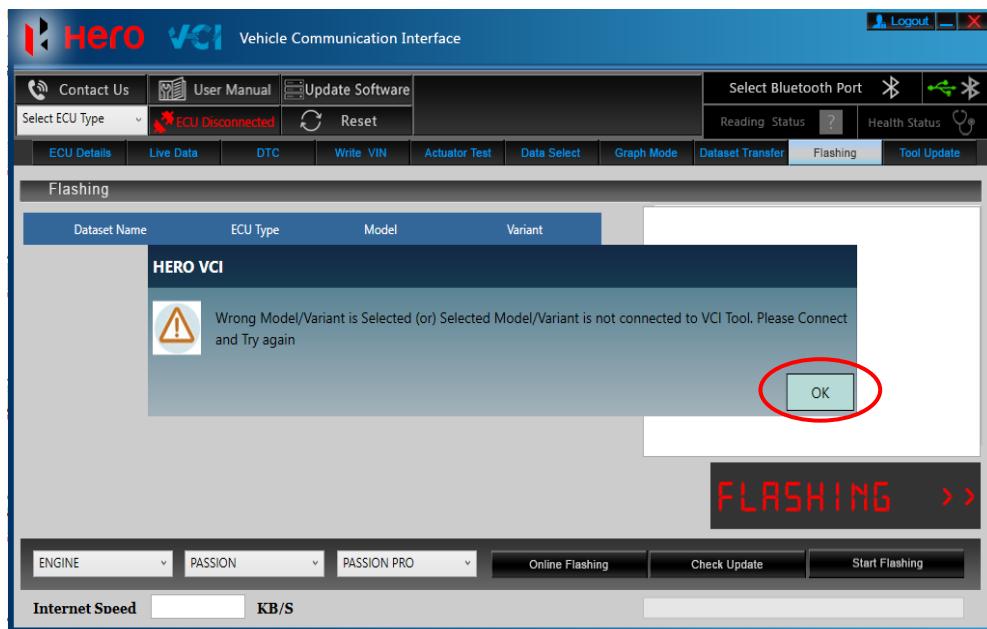
STEP 17: During ECU dataset flashing if user select the wrong model and start the ECU flashing then software will display the message and will not start the ECU flashing to avoid the wrong ECU flashing.



STEP 18: Finally start engine and select the appropriate model to check the new ECU update details in the “ECU Details” tab.



STEP 19: While ECU flashing if user select the wrong model and start the ECU flashing, then software will display the above message and will not start the ECU flashing to avoid the wrong ECU flashing.

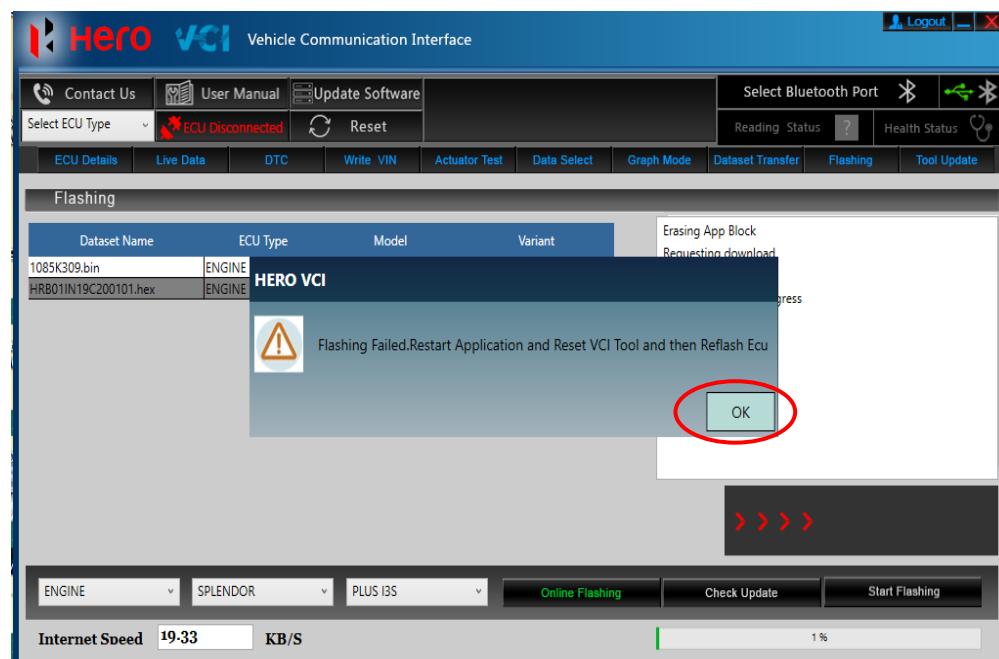


STEP 20: During ECU dataset flashing if ECU connection is disconnected then “Flashing Failed” message will appear.

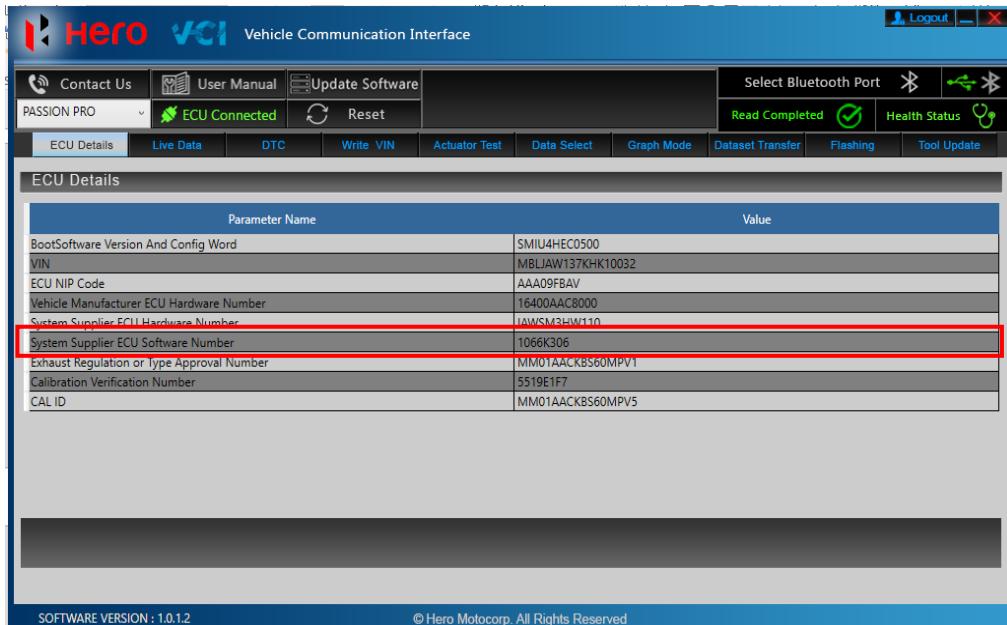
STEP 21: In case, ECU flashing get failed during the process, disconnect the VCI Tool from the vehicle and reconnect it.

STEP 22: Press the Reset Button on the VCI Tool and also restart the VCI Application.

STEP 23: Try to flash the same vehicle again until it flashes successfully.



STEP24-Finally start engine and select the appropriate model to check the new ECU update details in the “ECU Details” tab.

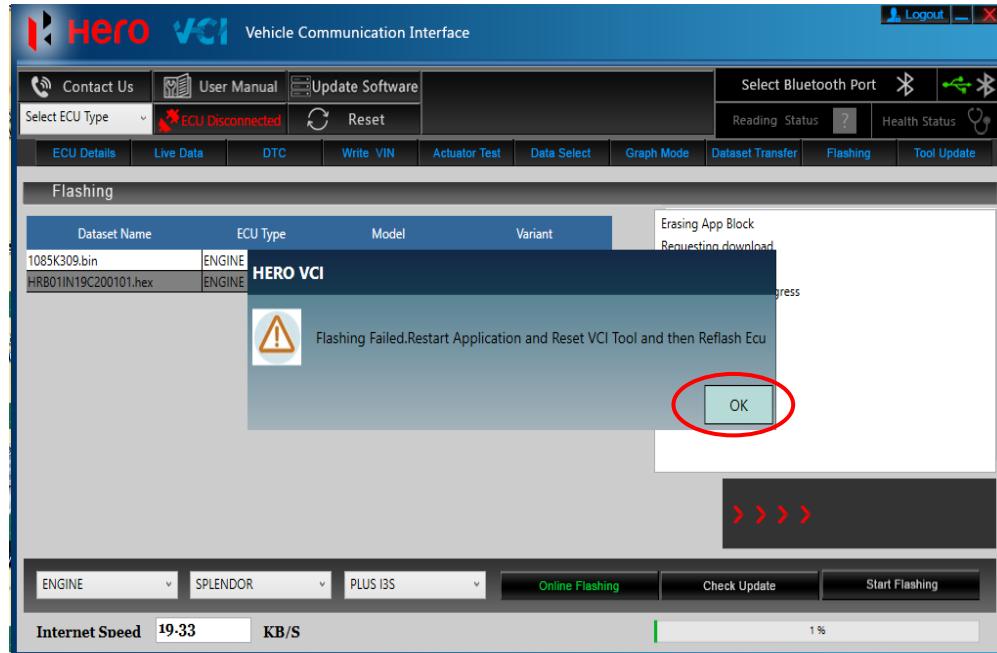


STEP 25: During ECU dataset flashing if ECU connection is disconnected then “Flashing Failed” message will appear.

STEP 26: In case, ECU flashing get failed during the process, disconnect the VCI Tool from the vehicle and reconnect it.

STEP 27: Press the Reset Button on the VCI Tool and also restart the VCI Application.

STEP 28: Try to flash the same vehicle again until it flashes successfully.



Frequently asked question for Flashing

Q1. Do I need to check the battery voltage before start the flashing process?

Ans. Yes, battery voltage should be more than 11V before start the flashing.

Q2. What if the vehicle battery is less than 11V and I try to flash the vehicle?

Ans. Flashing may fail if battery voltage is less than 11V, otherwise it may fail during the process. It is recommended to have a fully charged battery.

Q3. While setting flash file path, do I need to run VCI application as “Run as administrator”?

Ans. Yes, set flashing file path must be done in administrator mode. Also remove the existing “DATASET” flashing file folder.

Q4. Do I need to set flashing file path every time I do online / offline flashing?

Ans. No. you have to set flashing file path first time only in administrator mode.

Q5. If flashing is failed, do I have to re-flash the vehicle using specific mode (online/offline)?

Ans. No, vehicle can be re-flashed using any of the mode –Offline/Online.

Q6. If flashing is failed in one model, is it advisable to shift to another model and do the flashing?

Ans. No, user should re-flash the same model before shifting to the next model for flashing.

Q7. If flashing is failed in one model, can I shift to another model to diagnose it?

Ans. Yes, you can diagnose another model and can later comeback to re-flash previous model.

Q8. What are the possible reasons for Flashing Failure?

Ans.

1. VCI application / VCI tool version not up to date
2. Vehicle battery voltage less than 11V
3. Vehicle ignition off during ECU flashing
4. Poor internet connection (in online flashing only)
5. Loose Connection between OBD cable and DLC Coupler
6. Loose connection between VCI tool and USB cable
7. By pressing reset button in VCI application
8. By pressing reset button in VCI tool

CUSTOMER SUPPORT

For customer queries click on **Contact us** as shown below. Support Mail ID and Help Desk Number is Available.

