PLEASE READ BEFORE STARTING INSTALLATION!

RACE CHIP




+ APP-CONTROL

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GTS 5 BLACK

# User Manual

Audi Q8 (4M) SQ8

# *Contents*

*1 Scope of delivery* ..... *A*

*2 Overview of the RaceChip* ..... *B*

*3 Installation* ..... *C*

*5 Trouble Shooting* ..... *E*

*6 Contact* ..... *F*

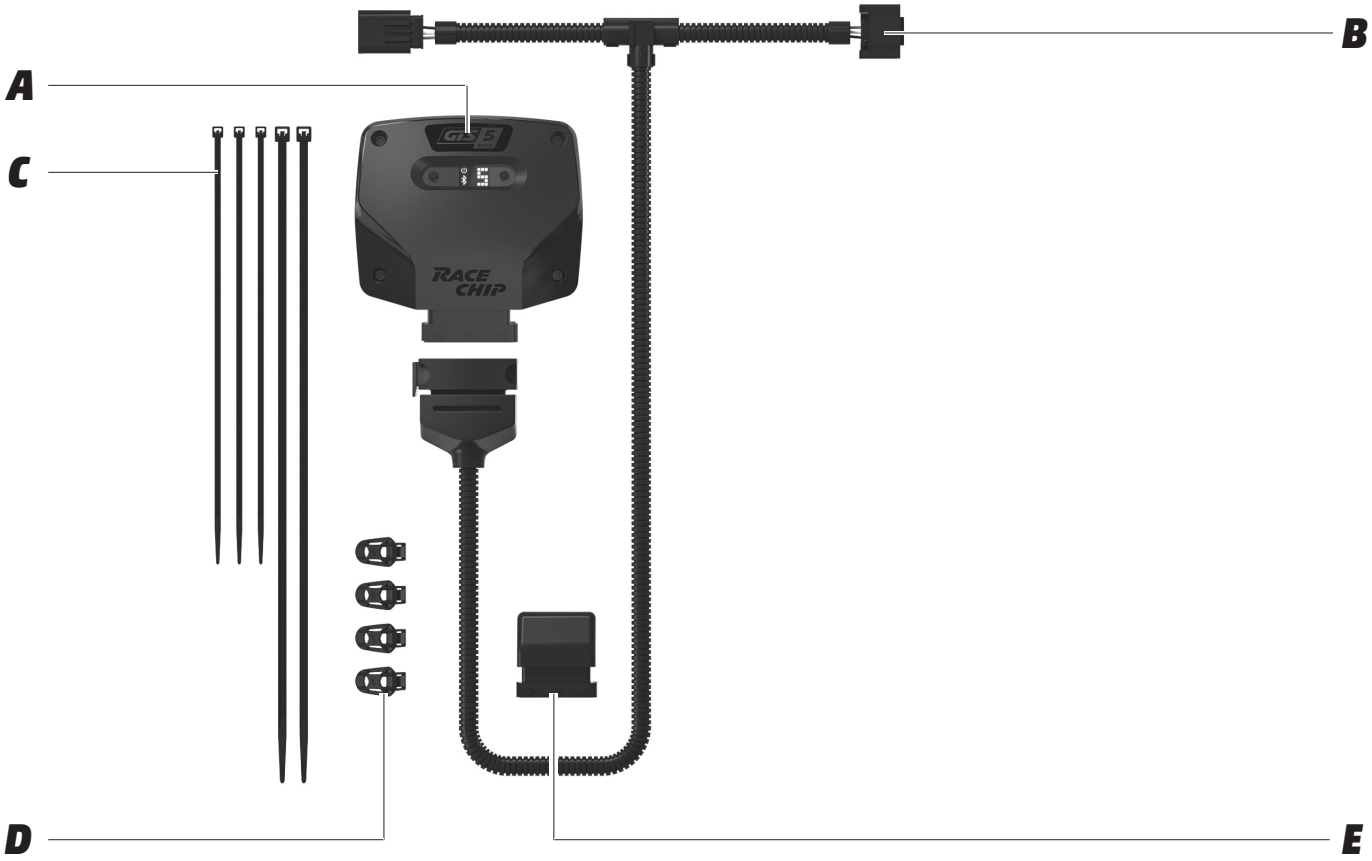
## *Overview and explanation of symbols*

⚠ **Warnings** and important information – **please read!**

i **General information** on installation and use

**Tips** to assist installation and use

# 1 Scope of delivery




**A** ***RaceChip GTS 5 Black***
calibrated specifically for your vehicle [1]

**B** ***Wiring harness***
automobile-grade, compatible with your vehicle [1]

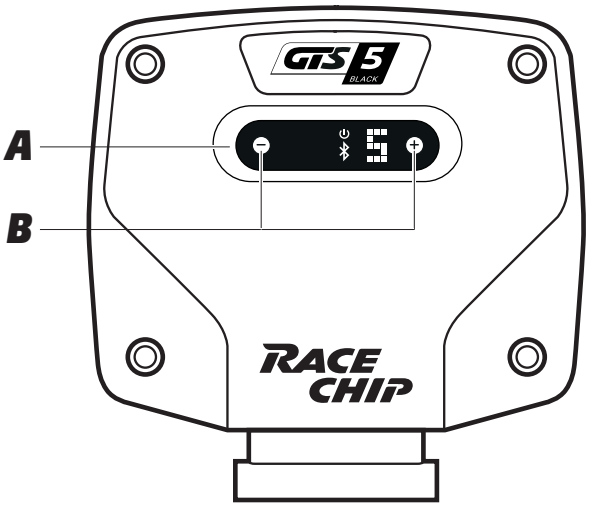
**C** ***Cable ties***
2 x long cable ties
3 x short cable ties

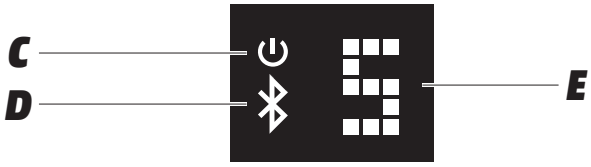
**D** ***Fixing system Pro***
4 x 360° fixing clips

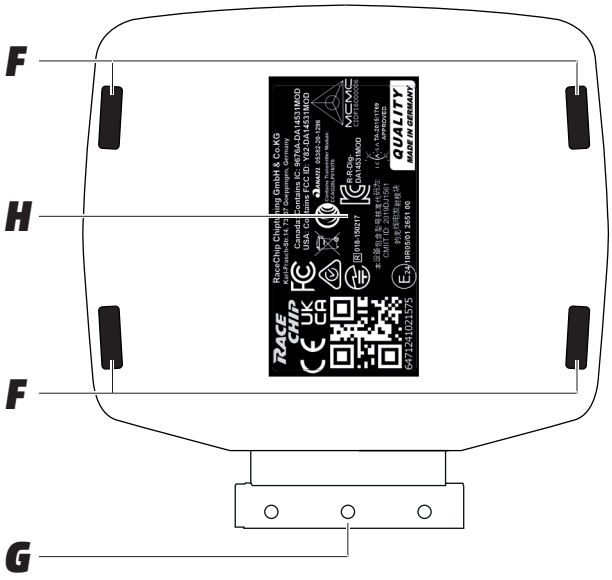
**E** ***Deactivation plug***
returns your engine to stock tune

[1] Picture may differ from delivered product.

# 2 Overview of the RaceChip




**A** Digital User Interface for controlling the RaceChip.

**B** +/- buttons for changing the tuning stages (see ***Operation***)

**C** Power ON light; lights only when the vehicle ignition is on and power is being supplied to the RaceChip.

**D** Bluetooth indicator: lights only when the vehicle ignition is on and the Bluetooth connection is active.

**E** Display showing tuning stage selected (see ***Operation***).

**F** Slot for 360° fixing clips.

**G** FCI plug for connecting to the vehicle's wiring.

**H** Product label contains:
- Serial number
- QR code

# 3 Installation DE/EN

### *DE: Schritt 1 von 7 – Vorbereitung der Installation*

⚠ **Lassen Sie bitte vor dem Einbau des RaceChip den Motor abkühlen. Es besteht sonst gegebenenfalls Verbrennungsgefahr.**

**1** Öffnen Sie die Motorhaube Ihres Fahrzeugs und verriegeln Sie die Türen.

**2** **Warten Sie ca. 15 min** bevor Sie mit ***Schritt 2*** fortfahren, da sich alle Stromverbraucher ausschalten müssen.

In der Regel benötigen Sie für den Einbau kein spezielles Werkzeug. Falls doch, dann verdeutlichen wir dies am jeweiligen Installationsschritt auf den Folgeseiten. Ein Seitenschneider ist meist hilfreich, um Reste der Kabelbinder nach der Installation zu entfernen.

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- Bei **Keyless Go** zu beachten: Schlüssel nach dem Verriegeln außerhalb der Funkreichweite (ca. 10 m vom Auto) platzieren.
- Bei einer Alarmanlage zu beachten: Alarmanlage vor dem Einbau deaktivieren.
- Es kann sein, dass sich Ihr Auto bei geöffneter Motorhaube **nicht komplett verriegeln lässt** und dadurch die Stromverbraucher aktiv bleiben. Drücken Sie in einem solchen Fall den Schließer der Motorhaube in die Aufnahme und verriegeln Sie Ihr Auto erneut und warten ca. 15 min. Lösen Sie in einem solchen Fall vor dem Schließen der Motorhaube nach dem Einbau einmal den Motorhaubenöffner.
- Sollten im Laufe der Installation Fragen oder Probleme auftauchen, so finden Sie unter ***Fehlerbehebung*** erste Hilfestellungen.
- Natürlich steht Ihnen auch unser Kundenservice stets gerne zur Seite. Mehr unter ***Kontaktdaten***.

### *EN: Step 1 of 8 – Preparation*

⚠ **Before installing the RaceChip, please wait for your engine to cool down. Otherwise there is a risk of sustaining burns**

**1** Open your vehicle's bonnet, and close and lock the doors

**2** **Wait about 10 minutes** before starting **Step 2,** as all current consumers must have switched themselves off.

Generally speaking, you do not require special tools to perform the installation. If you need a tool, we will tell you when you get to the relevant step in these instructions. You will probably find wire cutters useful for clipping off the loose ends of cable ties.

i

- For cars with **"Keyless Go"**: after locking the car, place the key out of signal range (about 10 m from the car).
- If an **alarm system** is fitted: disable the alarm before starting installation.
- Some cars **will not lock completely** if the bonnet is open and electrical consumers are still active. If this is the case with your car, push the bonnet catch over manually, lock the car again and wait ca. 15 minutes. When you have finished the installation, do not forget to release the catch again by pulling the bonnet release lever.
- If you have any questions or difficulties during the installation, please refer to Trouble Shooting for hints and tips.
- Our Customer Service is of course always ready to help. See **Contact** for details

# 3 Installation IT/FR

## *IT: Fase 1 di 7 – preparazione dell'installazione*

⚠ **Fai raffreddare il motore prima del montaggio del RaceChip. Può esistere il pericolo d'incendio**

**1** Apri il cofano del motore del tuo veicolo e tieni chiuse le porte

**2** **Attendere circa 10 minuti** prima di proseguire con la **fase 2**, poiché tutta la strumentazione elettrica deve essere disattivata.

Normalmente per l'installazione non hai bisogno di attrezzi speciali. Se tuttavia ne avessi bisogno, allora ti illustriamo la procedura nel relativo passaggio d'installazione nelle pagine seguenti. Di solito serve un tronchese per rimuovere i resti delle fascette dopo l'installazione.

i

- Con **„Keyless Go"** fare attenzione a tenere la chiave a una distanza adeguata (ca. 10 metri dalla vettura) per essere al di fuori della copertura radio
- In caso di presenza di un impianto antifurto, disattivare l'antifurto prima di iniziare il montaggio.
- È possibile che la tua auto **non si chiuda completamene** in caso di cofano del motore aperto e che in questo modo gli utilizzatori di energia rimangano attivi. In questo caso premi il dispositivo di chiusura del cofano del motore nell'inserimento, chiudi di nuovo la tua auto e aspetta circa 15 minuti. In una simile situazione prima di chiudere il cofano del motore dopo l'installazione, disattiva una volta l'apertura del cofano del motore
- Se dovessero sorgere in fase d'installazione domande o problemi, puoi trovare supporto su **Rimozione degli errori**.
- Naturalmente anche la nostra assistenza clienti è sempre a tua disposizione. Maggiori informazioni su **dati di contatto**.

## *FR: Étape 1 sur 7 – Préparation du montage*

⚠ **Laissez le moteur de votre véhicule refroidir avant de procéder au montage du boîtier RaceChip afin d'écarter tout risque de brûlure.**

**1** Ouvrez le capot de votre véhicule et verrouillez-en les portières.

**2** **Attendez environ 10 mn**. avant de passer à **l'étape 2** de manière à ce que tous les éléments consommateurs d'électricité s'éteignent.

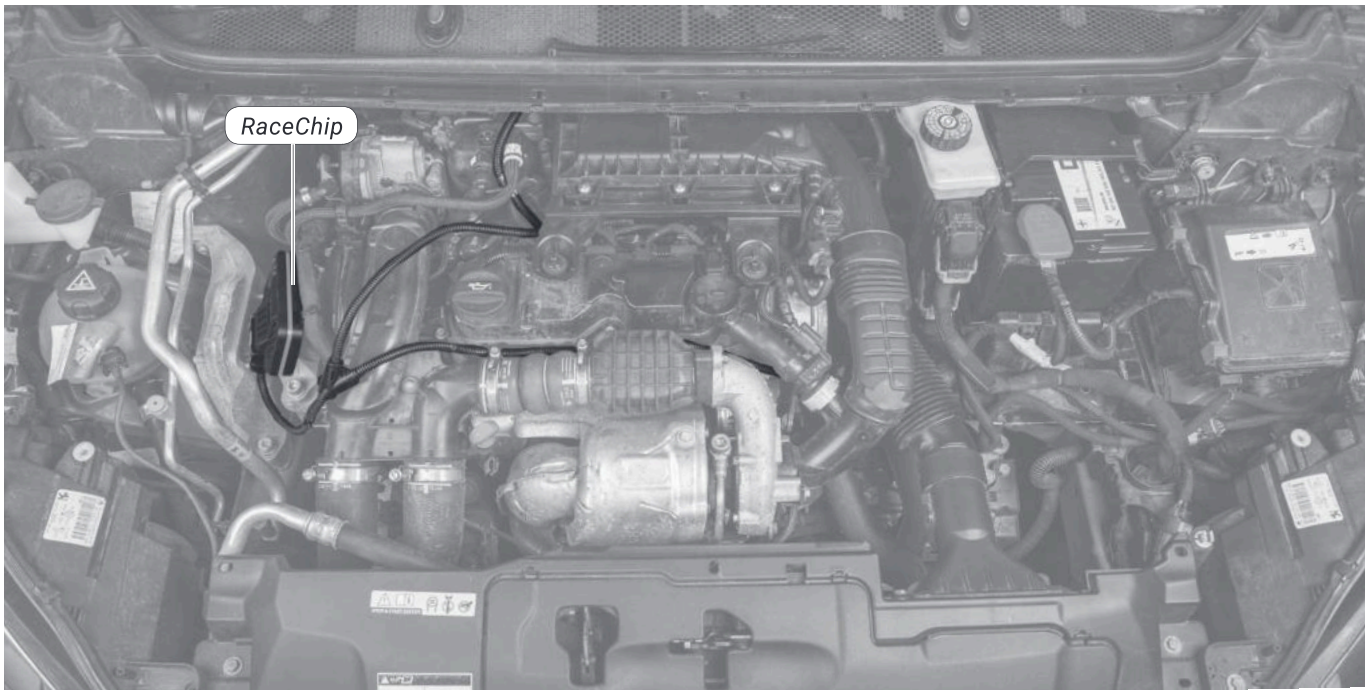
En règle générale, aucun outil particulier n'est nécessaire pour procéder au montage. Dans le cas contraire, nous le préciserons lors des étapes correspondantes au cours des pages suivantes. Une pince coupante s'avère bien souvent utile pour enlever les parties superflues des attache-câbles

i

- Système **« Keyless Go »** : Après le verrouillage, placez la clé hors de la portée radio (environ à 10 m de la voiture).
- **Système d'alarme** : Désactivez l'alarme avant le montage.
- Il est possible que votre voiture ne se laisse pas totalement verrouiller lorsque le capot est ouvert et que certains composants continuent donc à consommer de l'électricité. Dans ce cas, actionnez le loqueteau du mécanisme de fermeture du capot, verrouillez votre voiture puis attendez environ 15 mn. Une fois le montage du boîtier effectué, n'oubliez pas de relâcher le mécanisme de fermeture avant d'abaisser le capot.
- Si jamais vous rencontrez des difficultés ou si avez des questions pendant l'installation, veuillez consulter la rubrique **Dépannage.**
- Notre service client se tient bien entendu à votre disposition pour vous aider. Veuillez consulter la rubrique **Coordonnées.**

# 3 Installation DE/EN

## 7/8 – *DE: RaceChip und Kabelbaum befestigen* (Beispielabbildung)
## – *EN: Attach RaceChip and wiring harness* (Example illustration)




- **DE:** Achten Sie bei der Suche nach einem sicheren Montagepunkt für den RaceChip darauf, dass der Kabelbaum ebenfalls gut im Motorraum verlegt und gesichert werden kann, ohne übermäßige Spannung.
- **EN:** When looking for a secure mounting point for the RaceChip, ensure that the wiring harness can also be routed and secured well in the engine compartment without excessive tension.

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GTS

RS

- **DE:** Befestigen Sie den RaceChip mit Hilfe der beigelegten 360° Befestigungsclips und der Kabelbinder, indem Sie diese durch die Befestigungsclips ziehen.
- **DE:** Sollten Sie den RaceChip später einmal temporär ausbauen wollen, so müssen Sie nur die Befestigungsclips lösen und keinen Kabelbinder durchtrennen.
- **EN:** Secure the RaceChip using the included 360° mounting clips and cable ties by threading them through the mounting clips.
- **EN:** If you wish to temporarily remove the RaceChip later on, you only need to loosen the fastening clips and do not have to cut any cable ties.



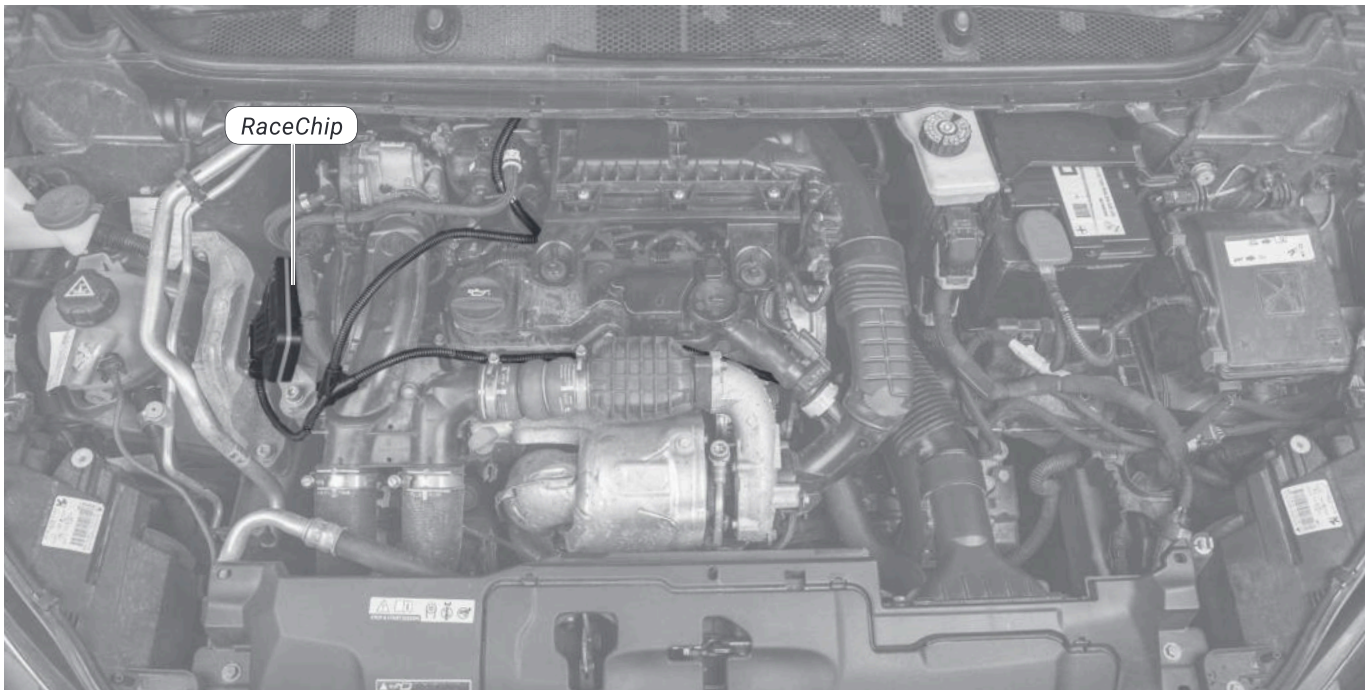

S

- **DE:** Befestigen Sie den RaceChip mit Hilfe der beigelegten Kabelbinder, indem Sie diese durch die Befestigungsösen ziehen.
- **EN:** Secure the RaceChip using the included cable ties by threading them through the mounting loops.

# 3 Installation IT/FR

*7/8* – ***IT: Fissare il RaceChip e il cablaggio*** (Esempio di illustrazione)

– ***FR: Fixez le RaceChip et le faisceau de câblage*** (Exemple d'image)




- **IT:** Quando cerchi un punto di montaggio sicuro per il RaceChip, assicurati che il cablaggio possa essere posizionato e fissato bene nel vano motore, senza eccessiva tensione.
- **FR:** Lors de la recherche d'un point de montage sécurisé pour le RaceChip, assurez-vous que le faisceau de câbles peut également être acheminé et sécurisé correctement dans le compartiment moteur sans tension excessive.

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GTS

RS

- **IT:** Fissare il RaceChip utilizzando le clip di fissaggio a 360° fornite e il fascetta, passando queste ultime attraverso le clip di fissaggio.
- **IT:** Se desidera rimuovere temporaneamente il RaceChip in un secondo momento, deve semplicemente allentare le clip di fissaggio senza dover tagliare alcun fascetto.
- **FR:** Fixez le RaceChip à l'aide des clips de montage 360° inclus et des attaches de câble en les passant à travers les clips de montage.
- **FR:** Si vous souhaitez retirer temporairement le RaceChip plus tard, il vous suffit de desserrer les clips de fixation et vous n'avez pas besoin de couper les attaches de câble.




S

- **IT:** Fissare il RaceChip utilizzando i fascette in dotazione, passando queste attraverso i fori di fissaggio.
- **FR:** Fixez le RaceChip à l'aide des attaches de câble fournies en les passant à travers les boucles de montage.

# 3 Installation



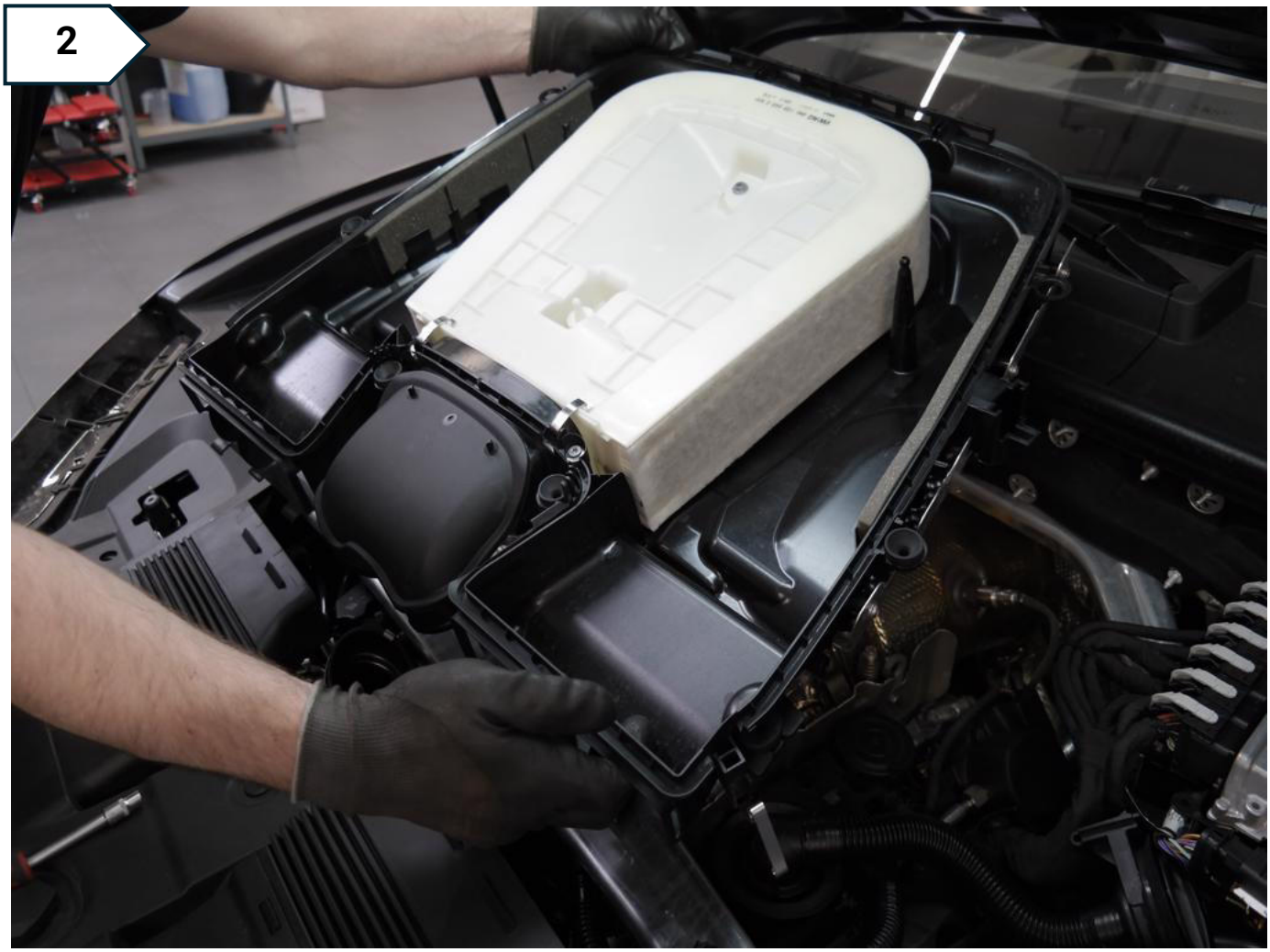

**DE:**
Ansichst Motor längs

**EN:**
Engine longitudinal view

**IT**:
Vista motore longitudinale

**FR**:
Vue longitudinale du moteur

# 3 Installation



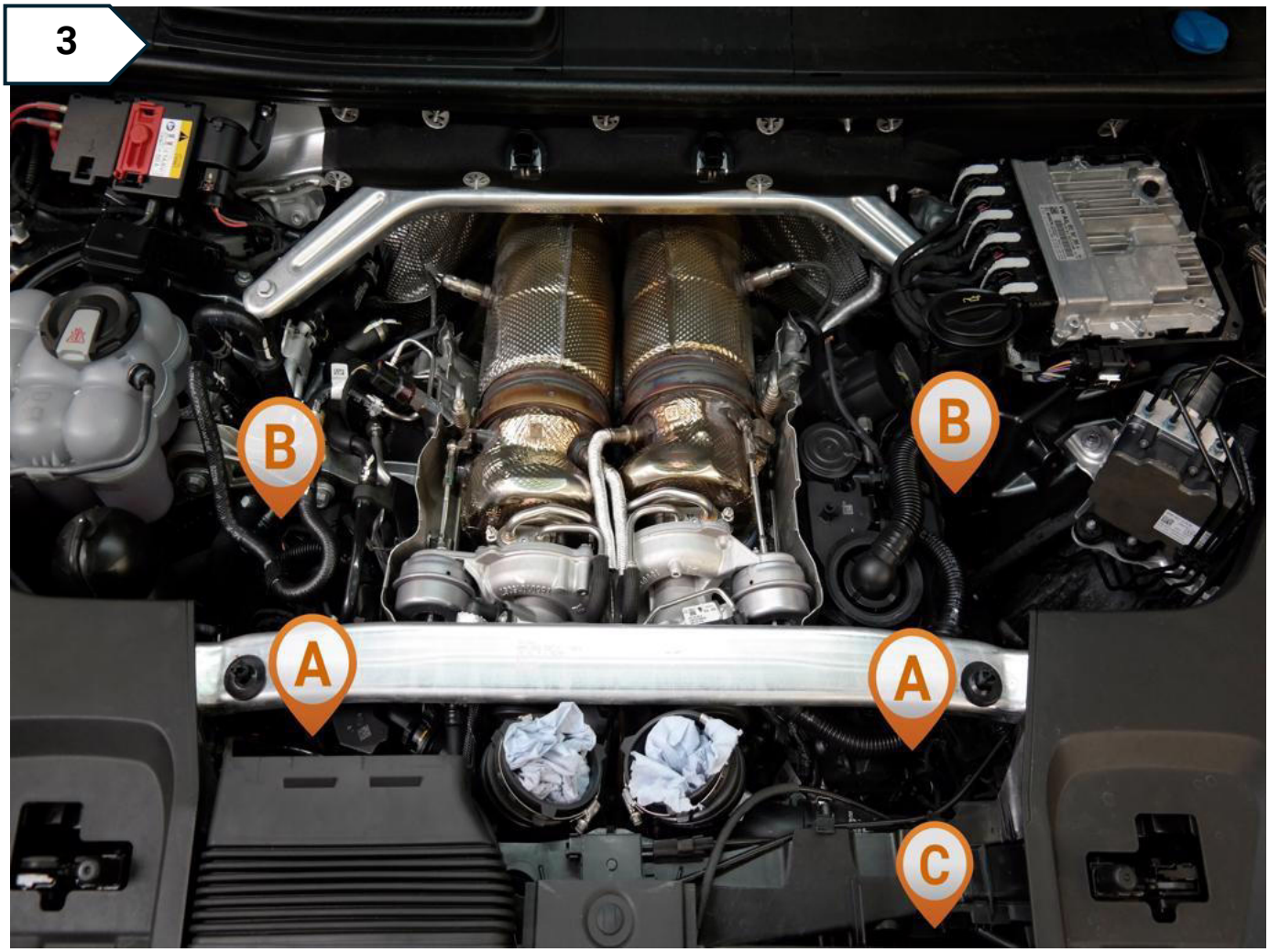

**DE:**
Motorabdeckung und Luftfiltergehäuse entfernen.

**EN:**
Remove engine cover and air filter assembly

**IT:**
Rimuovere il coperchio del motore e il gruppo del filtro dell'aria.

**FR:**
Retirer le cache moteur et l'ensemble du filtre à air.

# 3 Installation




**DE:**
Ungefähre Positionen der Sensoren A, B & C.

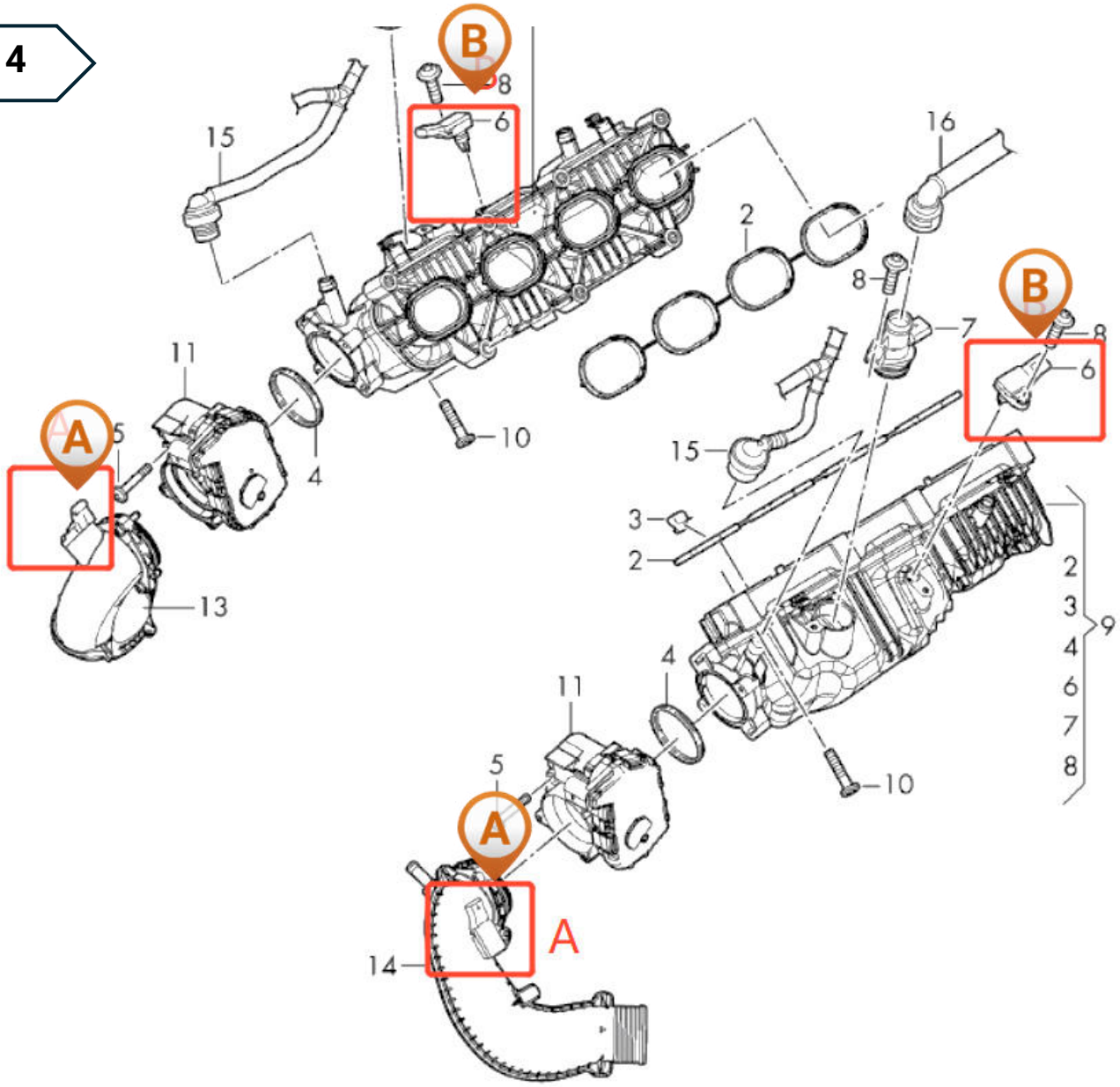
**EN:**
Approximate locations of sensors A, B & C.

**IT:**
Posizioni approssimative dei sensori A, B & C.

**FR:**
Emplacements approximatifs des capteurs A, B & C.

# 3 Installation

4




**DE:**
Hier ein Teileschema zur besseren Visualisierung der Sensoren A und B.

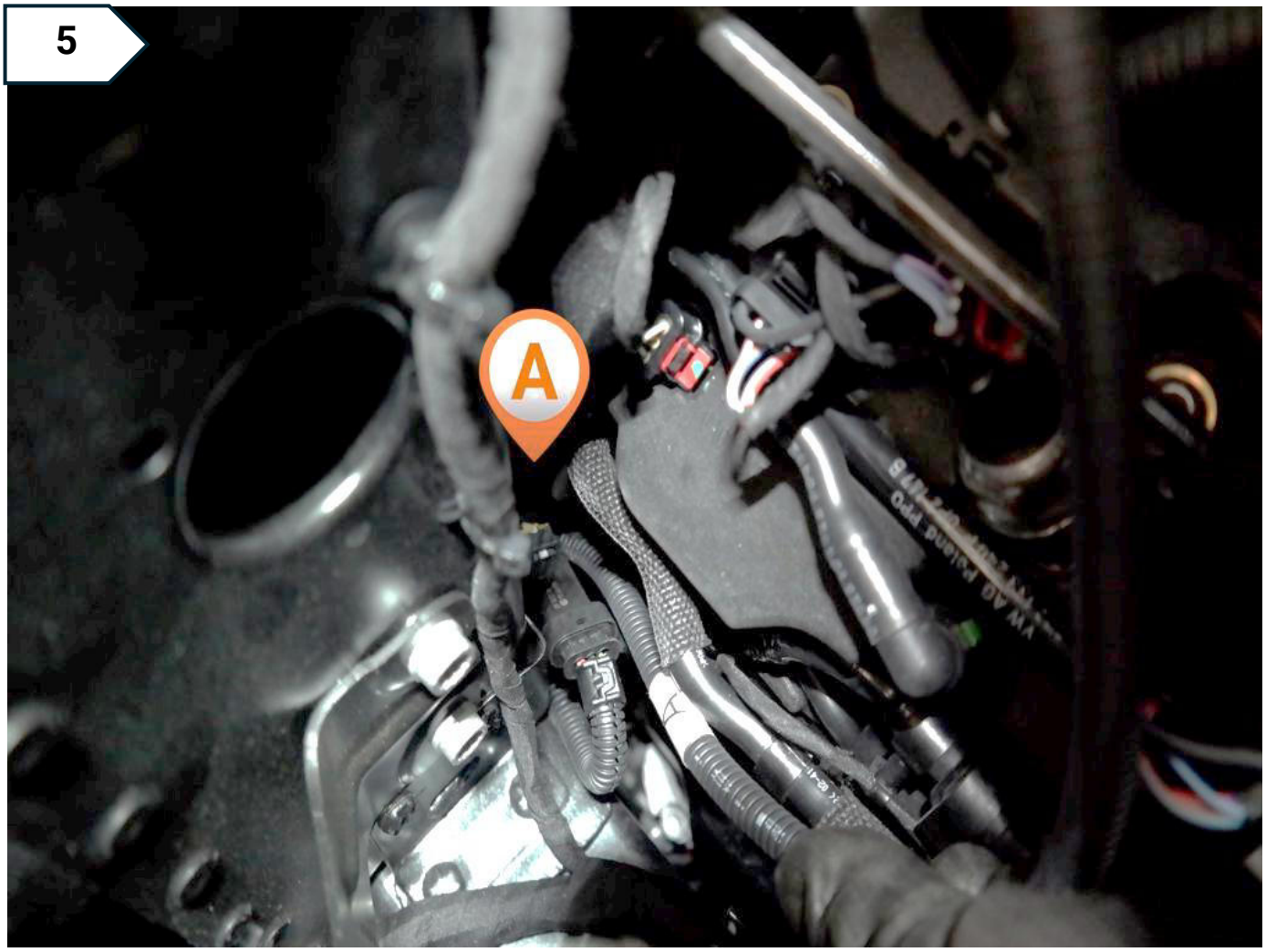
**EN:**
Here a Part diagram for easier visualization of Sensors A & B

**IT:**
Ecco uno schema dei componenti per una migliore visualizzazione dei sensori A e B.

**FR:**
Voici un schéma des pièces pour une meilleure visualisation des capteurs A et B.

# 3 Installation

5



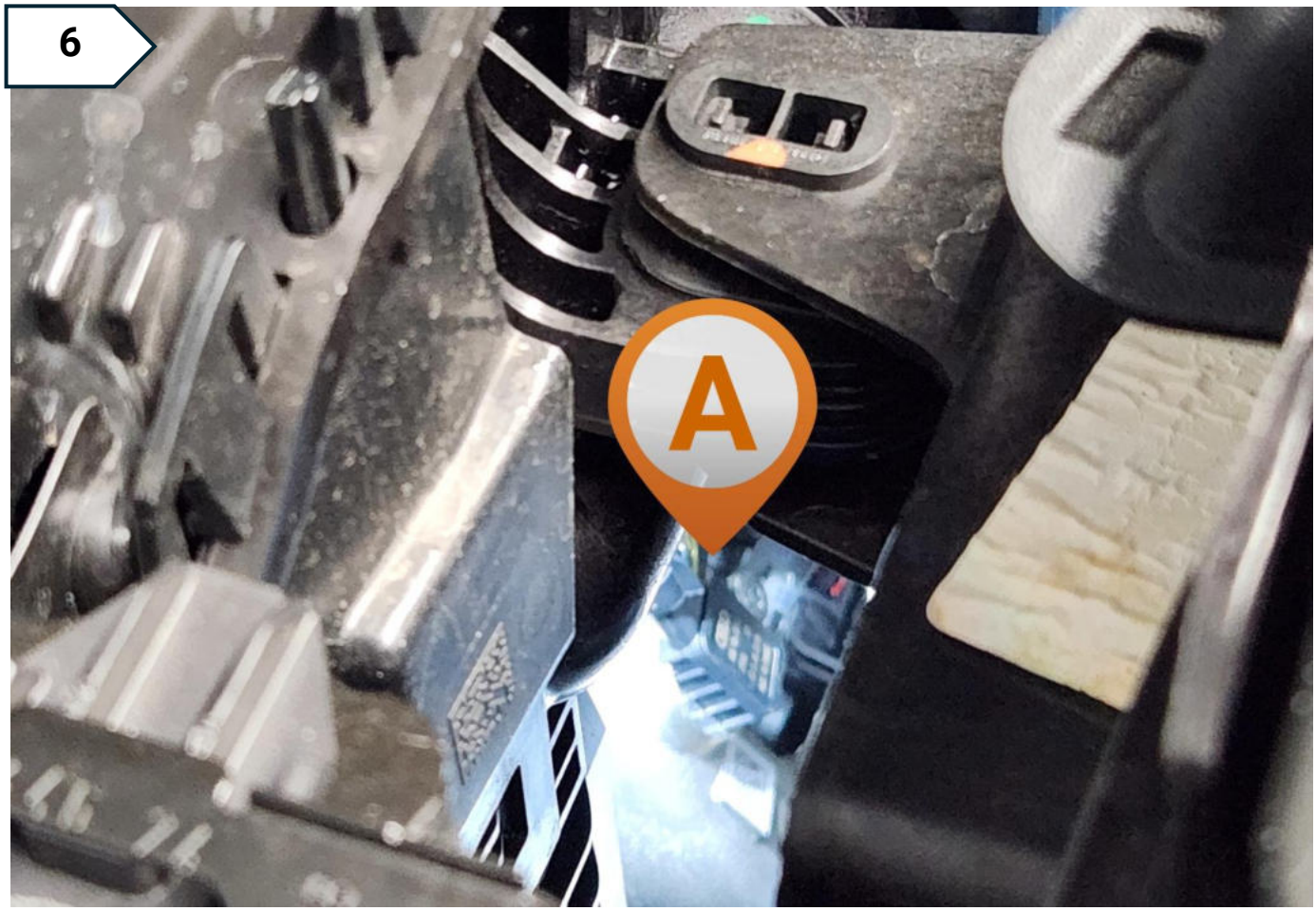

**DE:**
Vor dem Auto stehend, beginnen wir auf der Fahrerseite (Linkslenker) / Beifahrerseite (Rechtslenker). Kabelbaum (A) nach vorne durch den Frontträger führen, wie in der Abbildung gezeigt.

**EN:**
Standing in front of the car, let's start from the Driver's side - LHD / Passenger's side – RHD. Fish cable harness (A) forward, through the front-end carrier as per the picture.

**IT:**
Stando davanti all'auto, iniziamo dal lato conducente (guida a sinistra) / lato passeggero (guida a destra). Far passare il cablaggio (A) in avanti, attraverso il supporto frontale come indicato nell'immagine.

**FR:**
En se tenant devant la voiture, commençons par le côté conducteur (conduite à gauche) / côté passager (conduite à droite). Faire passer le faisceau de câbles (A) vers l'avant, à travers le support avant, comme indiqué sur l'image.

# 3 Installation



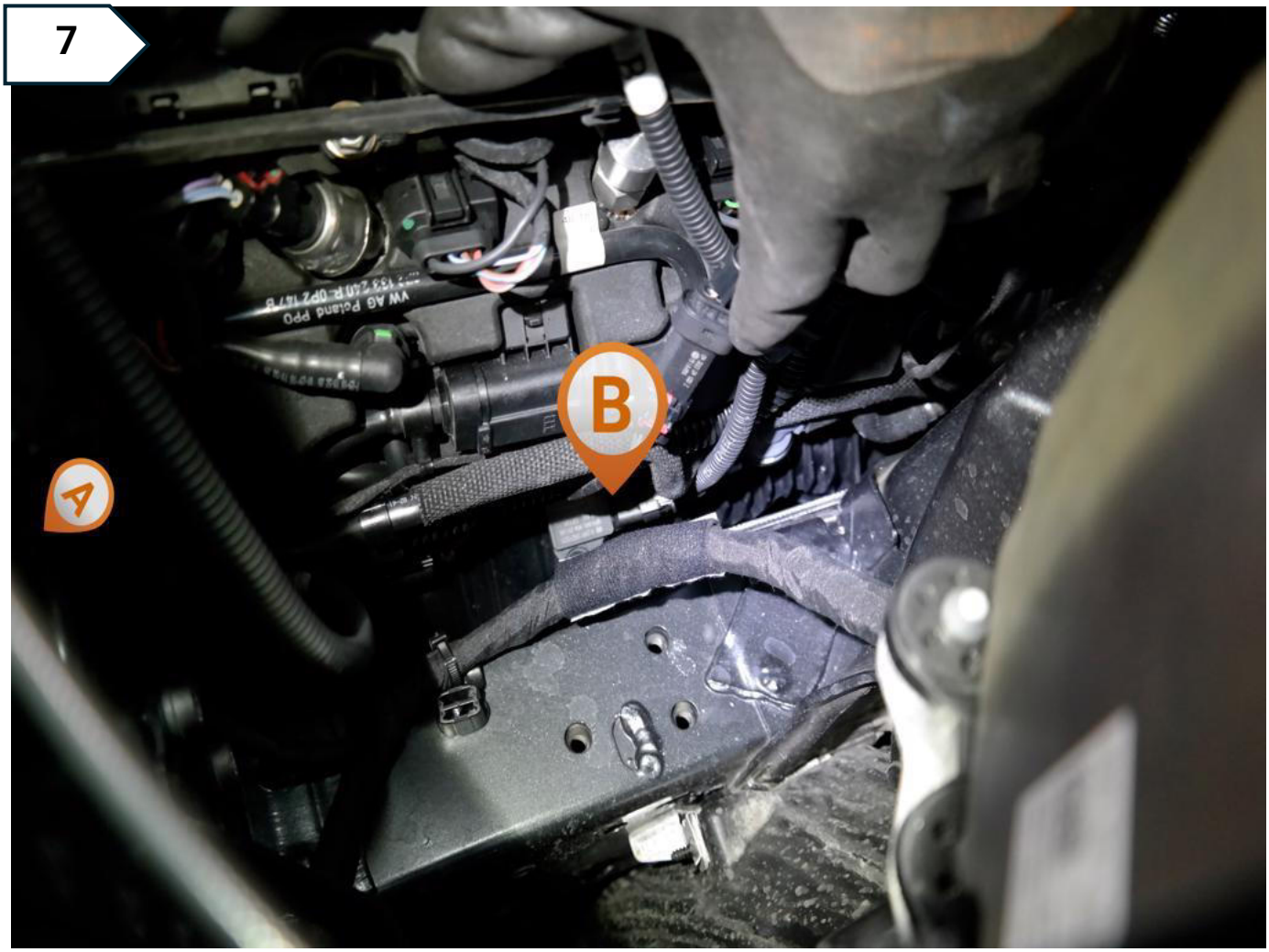

**DE:**
(A) Ladedrucksensor  lokalisieren.

**EN:**
Locate (A) Boost pressure sensor

**IT:**
Individuare (A) il sensore di pressione di sovralimentazione.

**FR:**
Localiser (A) le capteur de pression de suralimentation.

# 3 Installation




**DE:**
Saugrohrdrucksensor (B) lokalisieren

**EN:**
Locate Manifold Pressure Sensor (B)

**IT:**
Individuare il sensore di pressione del collettore (B)

**FR:**
Localiser le capteur de pression du collecteur d'admission (B)

# 3 Installation

8




**DE:**
Nun zur Beifahrerseite (Linkslenker) / Fahrerseite (Rechtslenker).

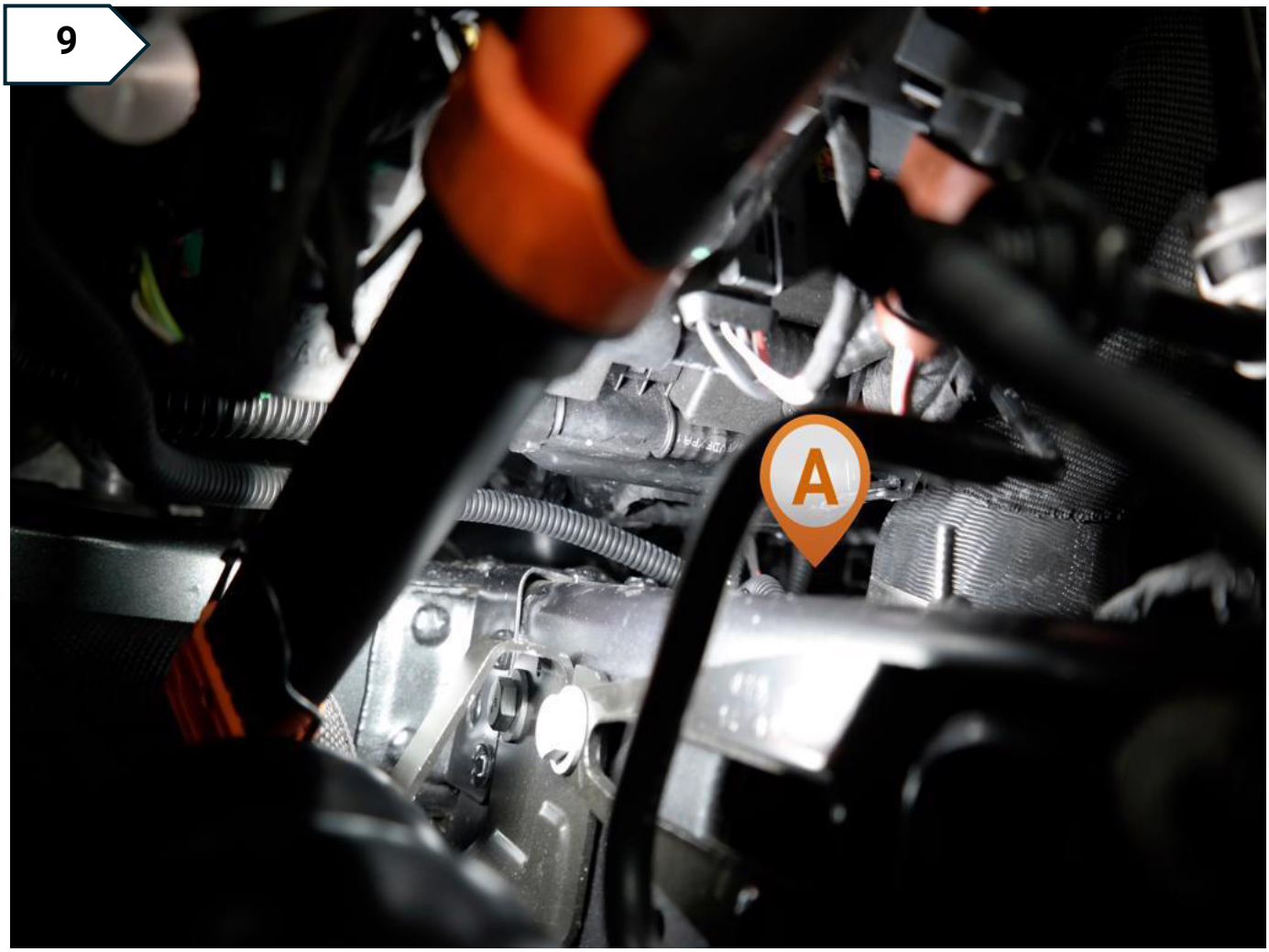
**EN:**
Now to the Passenger's side - Left hand drive / Driver's side - Right hand drive.

**IT:**
Ora passiamo al lato passeggero (guida a sinistra) / lato conducente (guida a destra).

**FR:**
Maintenant, passons au côté passager (conduite à gauche) / côté conducteur (conduite à droite).

# 3 Installation

9




**DE:**
Kabelbaum (A) nach vorne durch den Frontträger führen, wie in der Abbildung gezeigt.

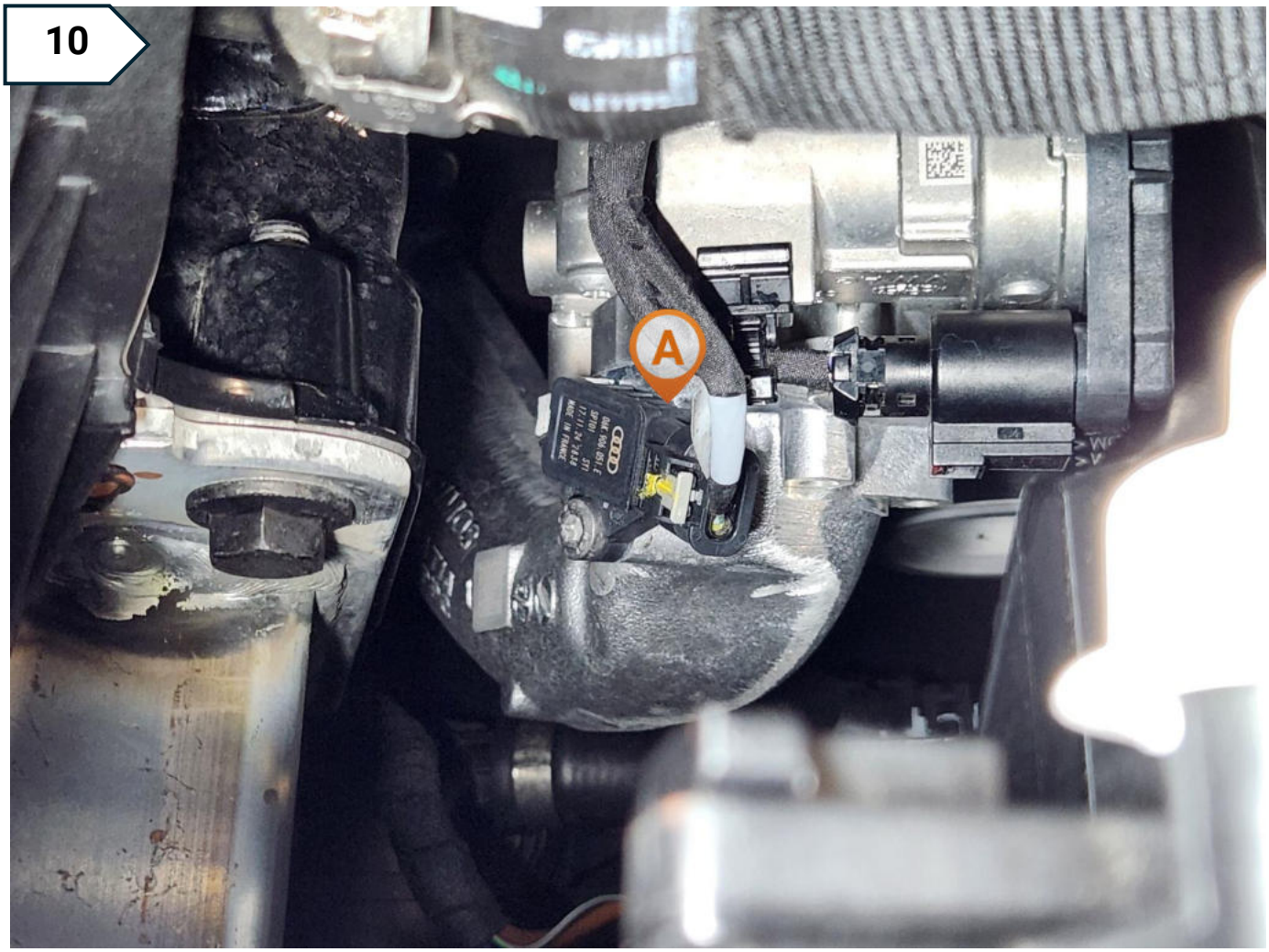
**EN:**
Fish cable harness (A) forward, through the front-end carrier as per the picture.

**IT:**
Far passare il cablaggio (A) in avanti, attraverso il supporto frontale come indicato nell'immagine.

**FR:**
Faire passer le faisceau de câbles (A) vers l'avant, à travers le support avant, comme indiqué sur l'image.

# 3 Installation

10



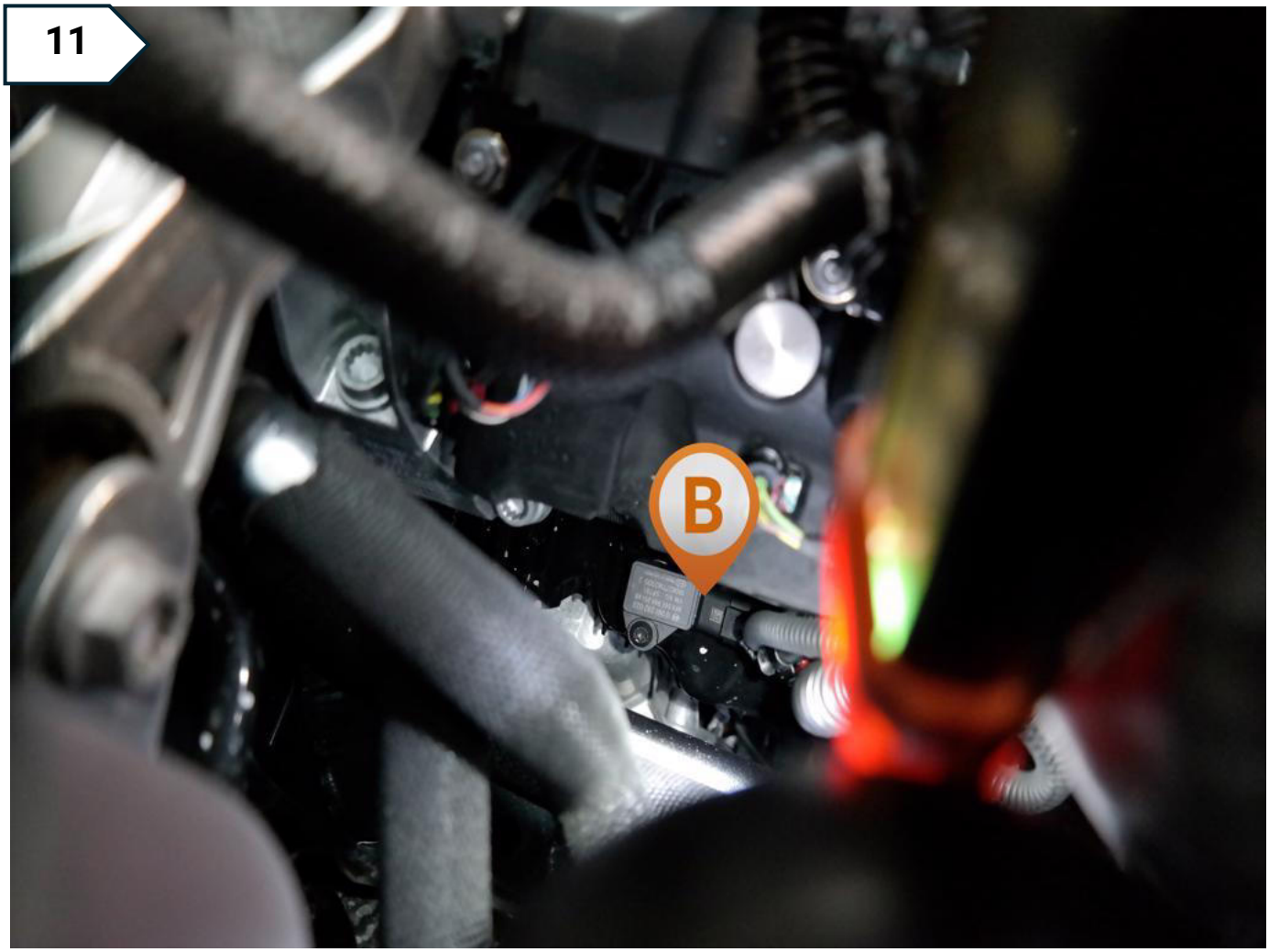

**DE:**
(A) Ladedrucksensor  lokalisieren.

**EN:**
Locate (A) Boost pressure sensor

**IT:**
Individuare (A) il sensore di pressione di sovralimentazione.

**FR:**
Localiser (A) le capteur de pression de suralimentation.

# 3 Installation



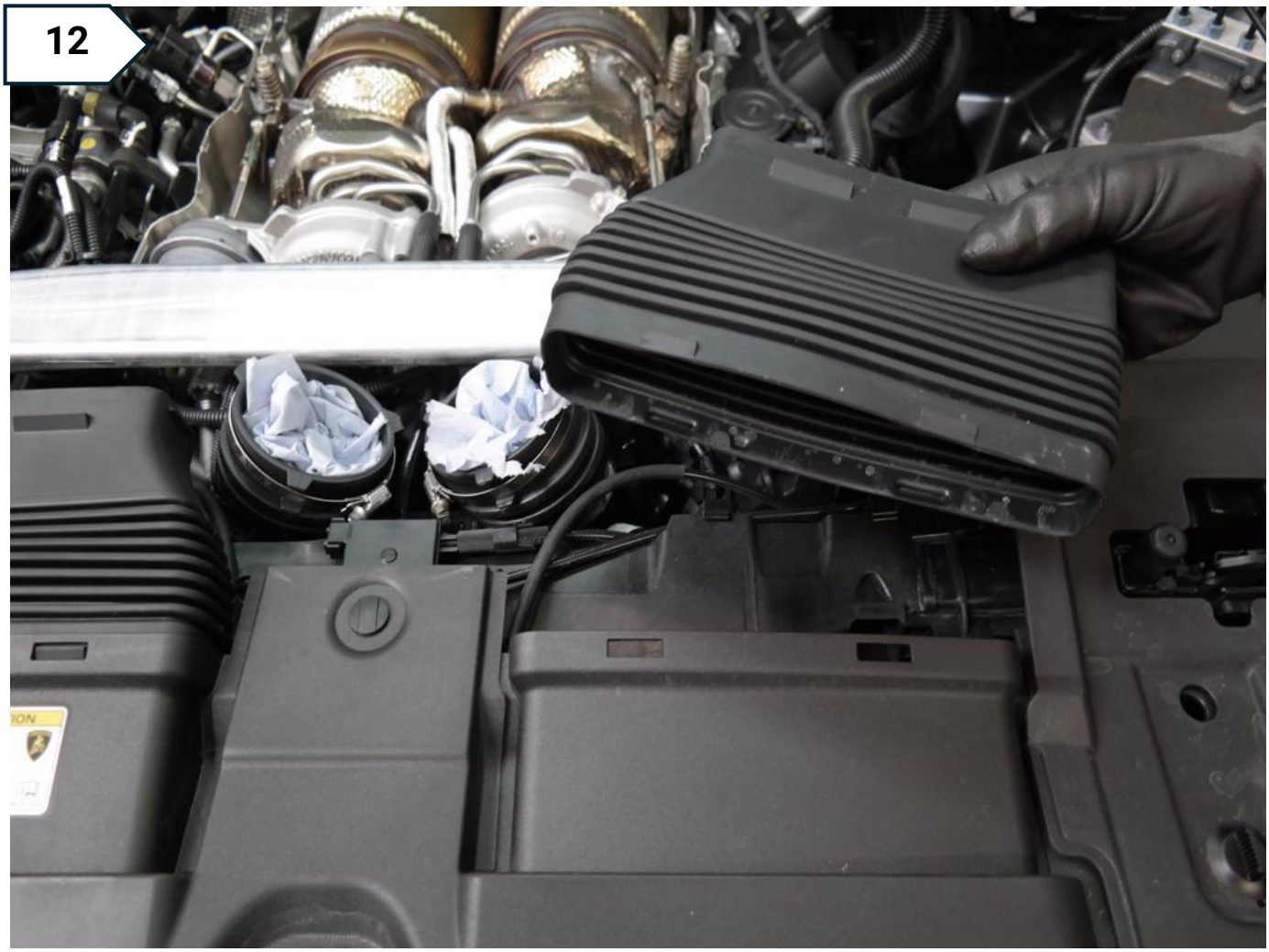

**DE:**
Saugrohrdrucksensor (B) lokalisieren

**EN:**
Locate Manifold Pressure Sensor (B)

**IT:**
Individuare il sensore di pressione del collettore (B)

**FR:**
Localiser le capteur de pression du collecteur d'admission (B)

# 3 Installation




**DE:**
Luftansaugführung entfernen, um Zugang zum Sensoranschluss (C) zu erhalten.

**EN:**
Remove air inlet guide piece to access sensor connection (C)

**IT:**
Rimuovere il condotto di guida dell'aria per accedere al collegamento del sensore (C).

**FR:**
Retirer le guide d'entrée d'air pour accéder à la connexion du capteur (C).

# 3 Installation

13




**DE:**
Nockenwellenpositionssensor (C) lokalisieren

**EN:**
Locate Cam Position Sensor (C)

**IT:**
Individuare il sensore di posizione albero a camme (C)

**FR:**
Localiser le capteur de position d'arbre à cames (C)

# 3 Installation DE/EN

- **DE:** Führen Sie das Kabel an einer geeigneten Stelle (etwa einem schon vorhandenen Kabelstrang) entlang und befestigen Sie es mit den beigelegten Kabelbindern.
- **EN:** Run the cable along a suitable location (such as an existing cable harness) and secure it with the cable ties provided.

**DE**

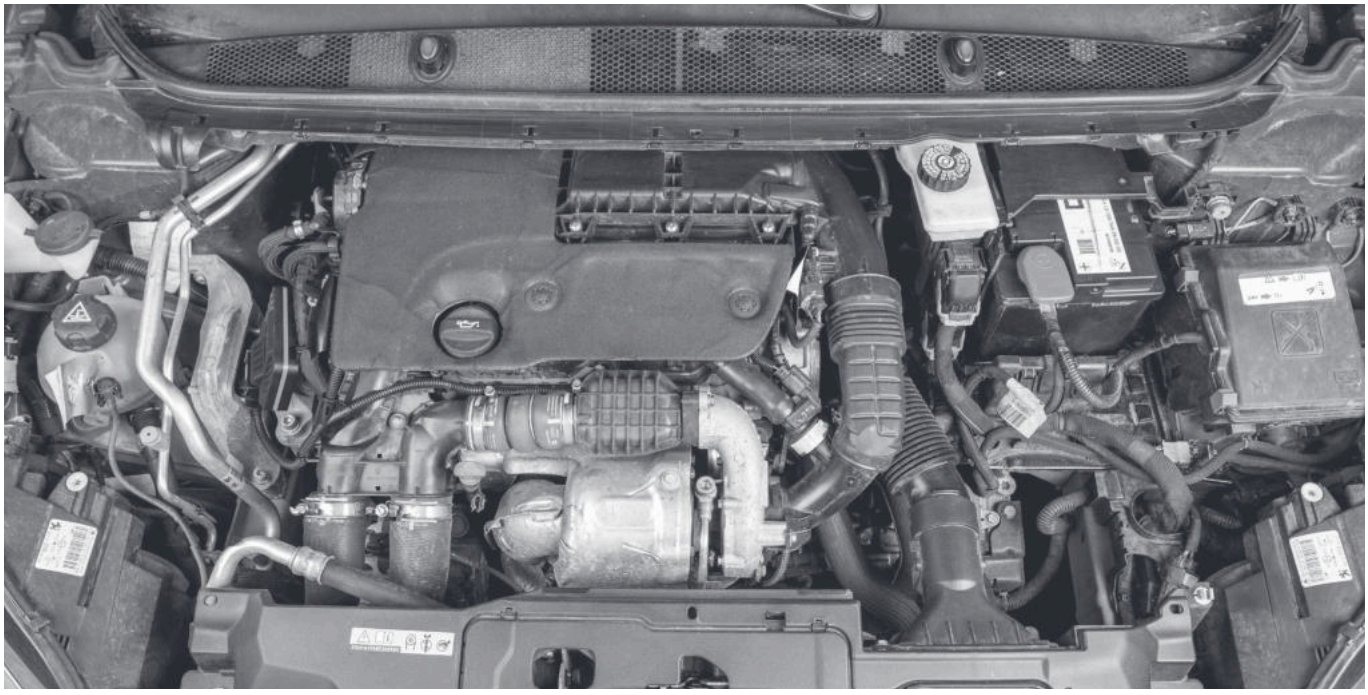
- Achten Sie bei der Auswahl des Befestigungspunktes auch darauf, dass der RaceChip vor Wasser, übermäßiger Hitze und Vibrationen geschützt ist.
- Verpacken Sie den RaceChip nicht in einer luftdichten Tüte, dadurch kann Schwitz oder Kondenswasser entstehen.
- Führen Sie das Kabel nicht an Stellen im Fahrzeug entlang, die sich beim Betrieb übermäßig erhitzen können (z.B.: Abgassystem, Turbolader, etc.).
- Führen Sie das Kabel nicht an beweglichen Teilen entlang.
- Vermeiden Sie unbedingt die Befestigung des Kabels an Schläuchen (z.B.: Bremsschlauch), um ein eventuelles Aufscheuern zu vermeiden.
- **Bitte bringen Sie alle zuvor entfernen Bauteile wieder in umgekehrter Reihenfolge an.**

**EN**

- When selecting the mounting point, also ensure that the RaceChip is protected from water, excessive heat and vibrations.
- Do not pack the RaceChip in an airtight bag, as this can cause condensation or moisture to form.
- Do not route the cable along areas of the vehicle that may become excessively hot during operation (e.g. exhaust system, turbocharger, etc.).
- Do not run the cable along moving parts.
- Be sure to avoid attaching the cable to hoses (e.g. brake hose) in order to prevent possible chafing.
- **Please reinstall all previously removed components in reverse order.**

*DE: Abschluss der Installation im Motor*

*EN: Completion of the installation in the engine*



- **DE:** Bitte bringen Sie die zuvor entfernte Motorabdeckung wieder auf Ihrem Motor an und schließen Sie die Motorhaube.
- **EN:** Please reattach the previously removed engine cover to your engine and close the bonnet.
- **DE:** Der Einbau am Motor ist jetzt abgeschlossen und Ihr RaceChip betriebsbereit (mit **App-Steuerung**: in der Leistungsstufe **Sport)**.
- **EN:** The installation on the engine is now complete and your RaceChip is ready to use (with **app control**: in **Sport** power level).

# 3 Installation IT/FR

- **IT:** Fai passare il cavo in un punto appropriato (ad esempio, lungo un cablaggio esistente) e fissalo con i fascette per cavi in dotazione.
- **FR :** Faites passer le câble le long d'un emplacement approprié (comme un faisceau de câbles existant) et fixez-le avec les attaches de câble fournies.

⚠

**IT**

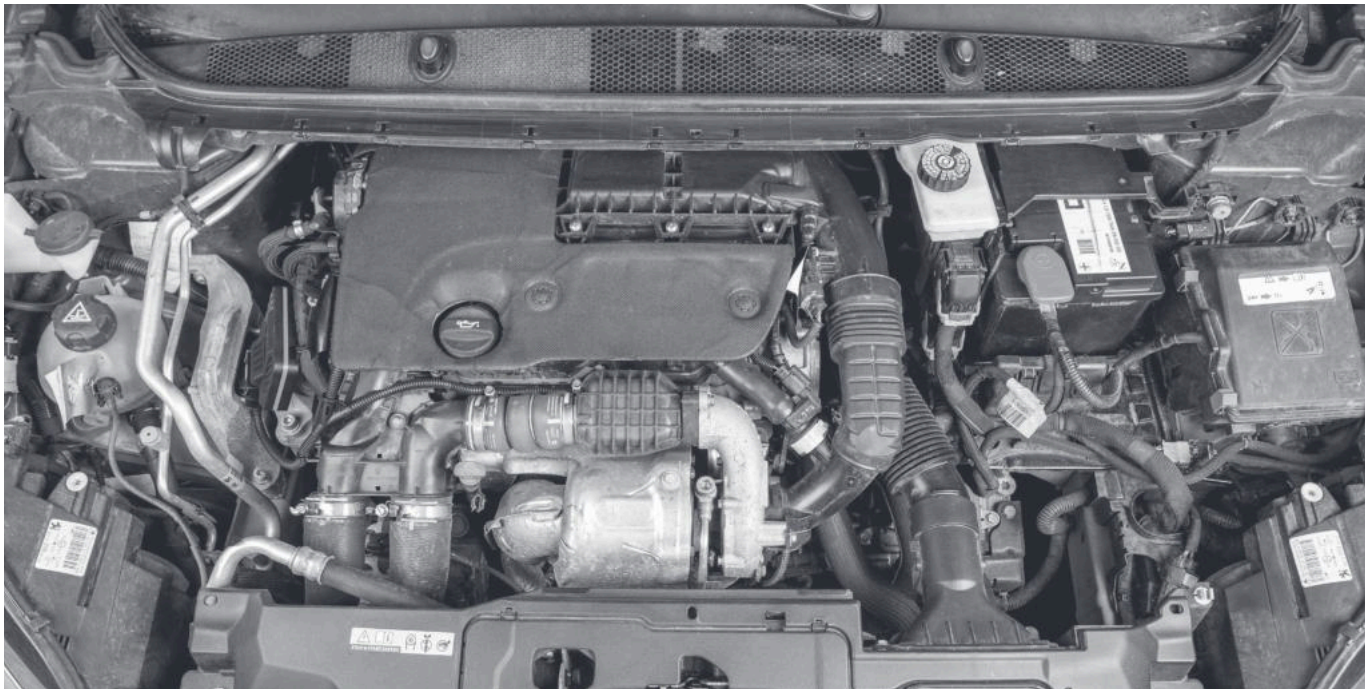
- Fai attenzione nella scelta del punto di fissaggio affinché il RaceChip sia protetto da acqua, eccessivo calore e vibrazioni.
- Non imballare il RaceChip in un sacchetto ermetico, poiché ciò può causare umidità o condensa.
- Non far passare il cavo attraverso aree dell'auto che potrebbero surriscaldarsi eccessivamente durante il funzionamento (ad es.: sistema di scarico, turbocompressore, ecc.).
- Non far passare il cavo lungo parti in movimento.
- Assicurati di non collegare il cavo ai tubi (ad es.: tubo dei freni) per evitare possibili abrasioni.
- **Si prega di rimontare tutti i componenti precedentemente rimossi in ordine inverso.**

**FR**

- Lors du choix du point de montage, assurez-vous également que le RaceChip est protégé de l'eau, de la chaleur excessive et des vibrations.
- Ne rangez pas le RaceChip dans un sac hermétique, car cela peut provoquer la condensation ou l'humidité.
- Ne faites pas passer le câble dans des zones du véhicule qui pourraient devenir excessivement chaudes pendant le fonctionnement (par exemple, le système d'échappement, le turbocompresseur, etc.).
- Ne faites pas passer le câble le long des pièces mobiles.
- Assurez-vous d'éviter de fixer le câble aux tuyaux (par exemple, le tuyau de frein) afin de prévenir tout frottement possible.
- **Veuillez réinstaller tous les composants précédemment retirés dans l'ordre inverse.**

*IT: Completamento dell'installazione nel motore*

*FR : Achèvement de l'installation dans le moteur*



- **IT:** Si prega di riposizionare il coperchio del motore rimosso in precedenza e chiudere il cofano.
- **FR:** Veuillez rattacher le couvercle du moteur précédemment retiré à votre moteur et fermer le capot.
- **IT:** L'installazione sul motore è ora completata e il tuo RaceChip è pronto per l'uso (con controllo tramite **app**: nella modalità di prestazione **Sport**).
- **FR:** L'installation sur le moteur est maintenant terminée et votre RaceChip est prêt à être utilisé (avec contrôle par **application** : au niveau de puissance **Sport**).

# 3 Installation

### *Last step – Pair RaceChip with your smartphone*

According to your operating system (**Android** and **Apple**), the steps for connecting the RaceChip and your smartphone may vary. Please find the most important steps below. In general, you should follow the instructions given by your smartphone for the connection.

i

- The connection between the RaceChip and your smartphone is set up in the last step of the installation process.
- The RaceChip is fully functional even if there is no connection to a smartphone running the RaceChip app.
- The RaceChip is now in the factory setting **SPORT**.

**1** Download the free **RaceChip+** app.

GET IT ON Google Play

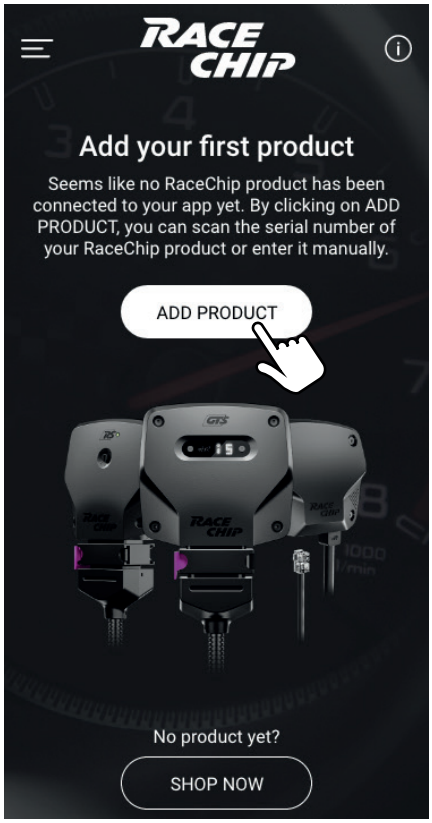
Download on the App Store

**2** Switch on the ignition of your car. **Do not** start the engine.

**3** Activate the Bluetooth function of your smartphone.

**4** Open the RaceChip+ app.

**5** With opening the RaceChip+ app for the first time, the installation dialogue for chip tuning by RaceChip is shown. Touch **ADD PRODUCT** and follow the instructions given by your smartphone.

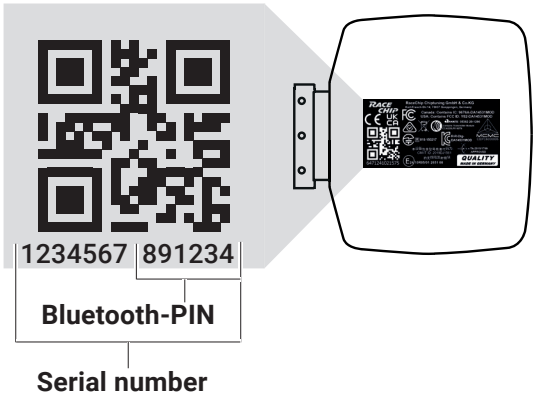


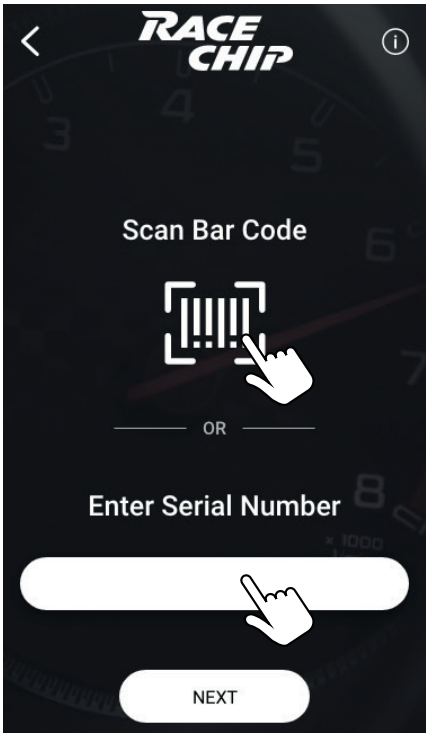
# 3 Installation

**6** You can enter the serial number by hand (touch **MANUALLY**) or with the barcode/qrcode scanner of the camera . Confirm the entry with **NEXT**.

The 13-digit serial number or the QR code can be found on the back of the RaceChip housing. The Bluetooth PIN consists of the last 6 digits of the serial number.

***Example:***




**Having trouble with connecting RaceChip XLR and your phone's Bluetooth?**
Follow these steps one by one until the pairing is complete:

1. Check that the car's ignition is switched on.
2. Check that the Bluetooth function on your smartphone is fully activated.
3. Check to see if the RaceChip's Bluetooth connection is active (see ***Overview of the RaceChip***). If the Bluetooth symbol is flashing or not lit, please contact our customer service.
4. Deactivate and then re-activate the Bluetooth connection. Check if RaceChip and your phone will pair now.
5. Re-start the RaceChip+ app.
6. Go to your smartphone's settings and view all discoverable Bluetooth devices. If your RaceChip (**RC Black | RC GTS | RC RS**) is not visible, please contact our customer service.

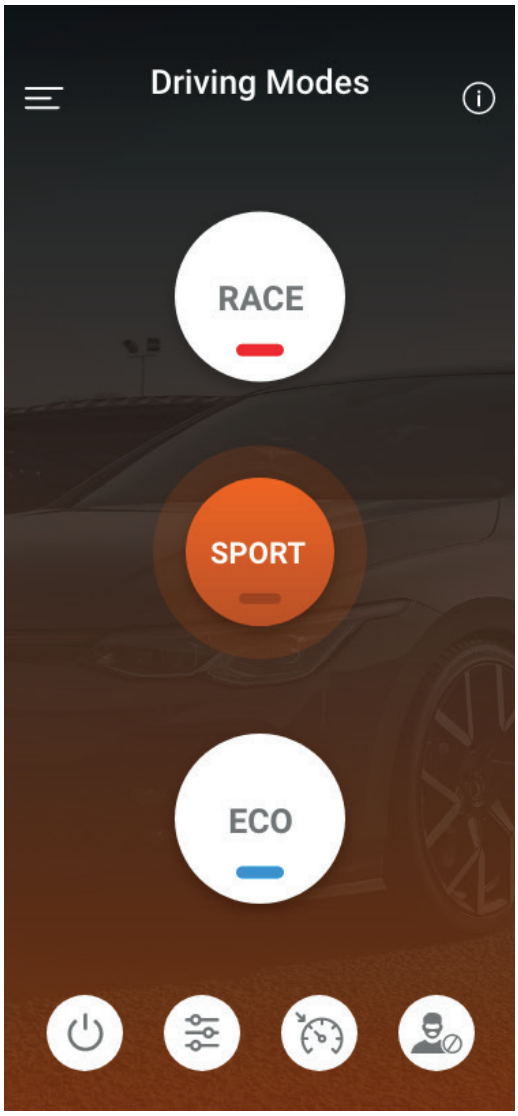
**7** As soon as the connection is set up, the installation is completed.

# 4 Operation

### *The RaceChip app — Selecting a tuning stage*

> ⚠ **Legal warning:**
>
> - **Traffic regulations in many countries make it illegal for drivers to have a smartphone in their hand while driving, or even when the engine is running.**

Open the RaceChip+ app. You can find the tuning stages offered by your RaceChip under the menu heading Tuning Stages. For safety reasons, you can select the tuning stage only when the car's ignition is on but the motor is not running.




**ECO**
Helps reduce consumption when used in combination with an economical driving style.

**SPORT**
Perfect for more enthusiastic driving.

**RACE**
Maximum power enhancement and performance.

**STOCK TUNE**
⏻ Deactivates the RaceChip.

# 4 Operation

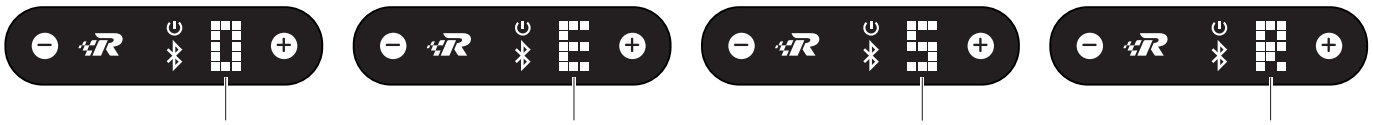
The RaceChip has been calibrated specifically for the engine in your car, and further adjustment is generally not necessary in order to get the best performance. However, performance tolerances or the condition of the engine sometimes mean that Fine tuning is needed after installing the RaceChip.

**Engine runs roughly, or the extra performance is not detectable.**

- The RaceChip app is connected with our server and can download settings specially for your car.
- Our Customer Service can also make adjustments to your RaceChip if your engine runs roughly or doesn't deliver its extra power noticeably enough.
- Please contact our Customer Service. We can adjust the settings on your RaceChip depending on the symptoms you describe.
- You can install updates onto your RaceChip yourself by going to the menu Settings and ***searching for updates for your vehicle***.

### *The Digital User Interface – Selecting a tuning stage*

The tuning stages **ECO**, **SPORT** and **RACE** can be selected via the Digital User Interface on the RaceChip itself as well as from the RaceChip+ app.
You can also deactivate the RaceChip via the Digital User Interface.



*RaceChip **disabled*** ***ECO*** ***SPORT*** ***RACE***

The Digital User Interface and the RaceChip+ app sync automatically. If you select a different tuning stage on the app, the change is automatically transmitted to the Digital User Interface.

# 5 Trouble Shooting

If the RaceChip does not function as it should, you can find some initial assistance here. If the suggestions here do not solve the problem, please contact our Customer Service (see ***Contact***).

| Description of problem | What to do |
|---|---|
| **No extra performance or performance not noticeable enough**<br>I am not satisfied with the performance level of my vehicle. | • The RaceChip App is connected to our server and can download settings specially for your car.<br>• This means that our Customer Service can update your RaceChip's settings if you do not feel any enhancement in your car's performance.<br>• Please contact our Customer Service. We can update your RaceChip's settings based on your description of your experience with your car.<br>• You can update the settings on your RaceChip by going to Settings on the App (***Search for updates for my car***). |
| **Knocking/ rattling**<br>The engine knocks or rattles (diesel engine) more under load. It runs less smoothly than in stock tune. | • If you have the impression that your engine knocks or rattles more than in stock tune, please take the car for a few test drives to be sure that your first impression was right. On the test drive, pay special attention to the engine's behaviour under load – the RaceChip only works then. On the test drives, check to see if the increased knocking/rattling occurs in all 3 tuning stages (**EFFICIENCY**, **SPORT**, **RACE**) on the RaceChip App. The information helps us to find the right solution for you quickly.<br>• If your first impression was right, please contact our Customer Service.<br>• If the knocking/rattling is obviously increased, a test drive is not necessary – please contact our Customer Service immediately.<br>• The RaceChip App is connected to our server and can download settings specially for your car.<br>• This means that our Customer Service can update your RaceChip's settings to make the knocking/rattling disappear and help the engine run as smoothly as before.<br>• We can update your RaceChip's settings based on your description of the problem.<br>• You can update the settings of your RaceChip by going to Settings on the App (***Search for updates for my car***). |

# 5 Trouble Shooting

| Description of problem | What to do |
|---|---|
| **Engine fault light or other warning light comes on and stays on after installing the RaceChip.**<br>A warning light on the dashboard comes on and stays on after installation of the RaceChip.<br> | • If a warning light (e.g engine fault light) comes on, it does not automatically mean something is wrong with the engine. The lamp can simply be a measure programmed by the manufacturer to protect the engine; it can be triggered if a cable is disconnected from a sensor when there was still power in the system, for instance. (one indication is if the Power On control lamp (see ***Overview of the RaceChip***) lit up as soon as the wiring harness was connected; it should light up only when the ignition is switched on). Please follow the steps below carefully until you have found the cause of the warning lamp and fixed it.<br>• De-install the RaceChip wiring harness to the point that you can reconnect all the connections in your car as they were before you started installing the RaceChip. Lock the car and wait ca. 30 minutes before starting the engine. If the warning light still stays on, stopping and restarting the engine several times or waiting for even longer can sometimes help.<br>• If the warning lights have gone out, you can re-install the RaceChip. Make sure the ignition is off and wait at least 15 minutes before disconnecting the sensors. When the installation is complete, double check all the connections to ensure the connectors are joined correctly and tightly. Please connect the Deactivation plug to the wiring harness and start the engine again.<br>• If the warning lights do not come on, switch off the engine again and wait for 15 minutes. You can now replace the Deactivation plug with the RaceChip and start the engine again.<br>• If the warning lights come on again now, please contact our Customer Service (see ***Contact***). |

# 5 Trouble Shooting

| Description of problem | What to do |
|---|---|
| **Jolting**<br>With the RaceChip installed, my car jolts, stutters or hesitates in situations where it did not before. | • First, please check to see if the jolting, stuttering or hesitation occurs in all 3 tuning stages (**EFFICIENCY**, **SPORT**, **RACE**) on the RaceChip App. The information helps us to find the right solution for you quickly.<br>• The RaceChip App is connected to our server and can download settings specially for your car.<br>• This means that our Customer Service can update your RaceChip's settings to make the problem disappear and help the engine run as smoothly as before.<br>• Please contact our Customer Service. We can update your RaceChip's settings based on your description of the problem.<br>• You can update the settings of your RaceChip by going to Settings on the App (***Search for updates for my car***). |
| **Quality of gear shift reduced**<br>The shift behaviour and/or the shift quality has worsened since the installation of the RaceChip. The gearbox sometimes cannot seem to find the right gear. | • First, please check to see if the shift quality is worse in all 3 tuning stages (**EFFICIENCY**, **SPORT**, **RACE**) on the RaceChip App. The information helps us to find the right solution for you quickly.<br>• The RaceChip App is connected to our server and can download settings specially for your car.<br>• This means that our Customer Service can update your RaceChip's settings to make the problem disappear and help your car shift gears as smoothly as before.<br>• Please contact our Customer Service. We can update your RaceChip's settings based on your description of the problem.<br>• You can update the settings of your RaceChip by going to Settings on the App (***Search for updates for my car***). |

# 5 Trouble Shooting

| Description of problem | What to do |
|---|---|
| **Engine fault light comes on after a while and stays on**<br>After driving with the RaceChip (including acceleration) for while, the engine fault light comes on and stays on. | • Please stop at the next available opportunity and switch the engine off, but leave the ignition on. On the RaceChip App, activate the **EFFICIENCY** tuning stage and then switch the ignition off. If the warning light went on while you were driving in the **EFFICIENCY** tuning stage, please deactivate the RaceChip via the RaceChip App (see ***Operation***) and skip the next step. Lock your car and wait for ca. 30 minutes before re-starting the engine. If the warning light is still on, stopping and restarting the engine several times or leaving the car locked for a longer period of time may help. Take your car for a test drive, making sure you put the engine under load.<br>• If the fault warning does not come on again during the test drive, please park the car and switch the engine off, but leave the ignition on. If the **SPORT** tuning stage was not active when the fault light came on for the first time, please activate it now on the RaceChip App. If it was active, you can skip the next step and contact our Customer Service straight away. After selecting the **SPORT** tuning stage, re-start the engine and take your car for a test drive, making sure you put the engine under load. Check to see if the warning light comes on again.<br>• Contact our Customer Service with this information (see ***Contact***).<br>• The RaceChip App is connected to our server and can download settings specially for your car.<br>• This means that our Customer Service can update your RaceChip's settings to resolve the problem and help you to enjoy the enhanced performance you want.<br>• You can update the settings of your RaceChip by going to Settings on the App (***Search for updates for my car***). |

# 5 Trouble Shooting

| Description of problem | What to do |
|---|---|
| **Soot generation**<br>My car produces (more) soot since installing the RaceChip. | • First, please check whether your car produces (more) soot in all 3 tuning stages (**EFFICIENCY, SPORT, RACE**) on the RaceChip App. The information helps us to find the right solution for you quickly.<br>• The RaceChip App is connected to our server and can download settings specially for your car.<br>• This means that our Customer Service can update your RaceChip's settings and stop your car producing excess soot.<br>• Please contact our Customer Service. We can update your RaceChip's settings based on your description of the problem.<br>• You can update the settings of your RaceChip by going to Settings on the App (***Search for updates for my car***). |
| **The car does not start**<br>The car's ignition does not work after installing the RaceChip | • Something probably went wrong during the installation procedure. Please follow the steps below to check that the RaceChip is installed correctly.<br>• De-install the RaceChip wiring harness the point that you can reconnect all the connections in your car as they were before you started installing the RaceChip. (You can leave the wiring harness in the engine bay; the important thing is that it is not connected to the vehicle electrics). Lock the car and wait ca. 30 minutes before trying to start the engine again.<br>• If the car starts, you can re-install the RaceChip. Make sure the ignition is switched off and wait at least 15 minutes before disconnecting the sensors in the engine bay. After installing the RaceChip, double check that all the connectors are correctly and firmly fixed. Go through all the steps described in ***Installation*** again. Finally, start the engine.<br>• If the car still does not start, please contact our Customer Service (see ***Contact***). |

# 5 Trouble Shooting

| Description of problem | What to do |
|---|---|
| **No noticeable fuel savings**<br>I do not notice any fuel savings | • Make sure you are comparing before-and-after fuel consumption based on the vehicle's actual consumption – on-board computers often display incorrect values.<br>• It is important that your driving style remains the same, i.e. you do not accelerate harder or drive fast more often than before. You will not see any fuel savings either if you often drive at or near maximum load – you need to adopt an economical driving style at least some of the time in order to save fuel.<br>• If your driving style is economical but you still do nott notice any fuel savings, please contact our Customer Service.<br>• The RaceChip App is connected to our server and can download settings specially for your car.<br>• This means that our Customer Service can update your RaceChip's settings and help you save fuel when you use an appropriate driving style.<br>• You can update the settings of your RaceChip by going to Settings on the App (***Search for updates for my car***). |
| **No connection after updating the operating system**<br>No pairing between RaceChip App and RaceChip possible after updates of the operating system on your smartphone. | • Shut down the RaceChip App (iOS: push the home button twice and close the RaceChip App; Android: Open the task manager and close the RaceChip App) and re-start it again<br>• If that does not cure the problem, please contact our Customer Service. |

# 5 Trouble Shooting

| Description of problem | What to do |
|---|---|
| **No connection**<br>No pairing between RaceChip App and RaceChip possible. | • Follow these steps one by one until the pairing is complete:<br>• Check that the car´s ignition is switched on.<br>• Check to see if the RaceChip's Bluetooth connection is active (see ***Overview of the RaceChip***). Please contact our Customer Service if it is not. The connection problem is probably caused by a function or installation fault.<br>• Check that the Bluetooth function on your smartphone is fully activated.<br>• Deactivate and then re-activate the Bluetooth connection. Check if RaceChip and your phone will pair now.<br>• Deactivate the Bluetooth connection and completely shut down the RaceChip App (iOS: push the home button twice and close the RaceChip App; Android: Open the task manager and close the RaceChip App). Activate the Bluetooth connection and open the RaceChip App again.<br>• Go to your smartphone's settings and view all discoverable Bluetooth devices. Select "**RaceChip**" to pair your smartphone with the RaceChip. In case no connection is established, delete "**RaceChip**" from the list of discoverable Bluetooth devices. Try pairing again.<br>• Re-start the installation dialogue of the RaceChip App. Make sure you have entered the correct Bluetooth pin.<br>• Please contact our Customer Service if the issue still exists. |

# 6 Contact



***Our Customer Service is ready to help!***

Find out how to contact us at:
**www.racechip.com/service-support**

Please have your customer details close by when you contact us.

***Follow us on:***

/racechipchiptuning

@racechipchiptuning

***Legal notice***

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