PCMTec Flash and Log Guide for Tuners

BA to FG-X FALCONS

SX to SZ II TERRITORY

6th Gen MUSTANG

13th Gen F-150

VERSION 2022 / 2.1x

In this statement, PCMTec means PCMTec Pty Ltd (ABN 30 618 619 613) and includes their related bodies, which may be referred to as “our”, “us” or “we”; and “you” or “your” means any and all users of PCMTec Software, users of this document or visitors to this website.

Your access to and continued use of our materials constitutes your acceptance, without limitation, of these policies and disclaimers. Any resale of this information or use for commercial gain is prohibited, except in agreement with PCMTec.

Failure to abide by these policies is a violation of the PCMTec End User Licence Agreement (EULA).

Copyright

Unless otherwise indicated, we (and/or our third-party licensors) own the copyright and other intellectual property rights in the text, graphics, information, designs, data, and other content on this website or document to which this notice is attached.

All materials indicated are protected by Australian copyright laws. Any reproduction or distribution is a violation of our copyright, except to the extent permitted under the Copyright Act 1968 (Cth).

We are committed to upholding the rights of copyright owners, and make every effort to contact copyright owners and request permission to reproduce and make available copyright material. If you believe that any content on this website or document may infringe your copyright or other intellectual property rights, please contact us at support@pcmtec.com.

Disclaimer

To the extent that you acquire goods or services from us as a consumer within the meaning of the Australian Consumer Law set out in Schedule 2 to the Competition and Consumer Act 2010 (Cth), as amended or replaced from time to time, you may have certain rights and remedies (including, without limitation, consumer guarantee rights) that cannot be excluded, restricted or modified by agreement. Nothing in these terms operates to exclude, restrict or modify the application of any implied condition or warranty, provision, the exercise of any right or remedy, or the imposition of any liability under the Australian Consumer Law or any other statute, where to do so would contravene that statute or cause any term of this agreement to be void (“non-excludable obligations”).

You acknowledge and agree that:

- Except for any non-excludable obligations, we (and/or our third-party licensors) give no warranty (express or implied) or guarantee that information, services and materials contained on this website are accurate, complete, current, or fit for any use whatsoever. All such information, services and materials are provided “as is” and “as available” without warranty of any kind. This means, you should not rely on the accuracy or completeness of any information provided on this website or document and its application to your particular circumstances, and it is your responsibility to contact an expert if you have any questions about suitability.
- To the maximum extent permitted by law and subject to any non-excludable obligations, we and individual contributors exclude all liability (including in negligence) for any loss arising out of access to, use of, or reliance upon information, services and materials contained on this website.
- To the maximum extent permitted by law and subject to any non-excludable obligations, we are not responsible or liable (including in negligence) for any factual inaccuracies, technical errors, corruption of data or unauthorised access of your personal information in connection with this website.
- We and individual contributors do not purport to provide expert advice through this website or document and if expert advice is required, the services of a competent professional person should be sought.

~~When to Use This Guide~~

~~This guide is applicable to PCMTec 2.1x or higher.~~

~~Please note that this manual contains some engine specific information, and it should be acknowledged that individual circumstances may vary.~~

~~When NOT to use this guide~~

~~This guide is not applicable to any other software package other than PCMTec.~~

How to use this guide

- Read the entire guide and understand the process.
- Make small incremental changes. Always test and validate the changes
- Never make a change if you are unsure

This guide extensively uses text colour to identify areas of interest:

Red text: IS A WARNING MAKE NOTE OF THIS INFORMATION ~~TO PREVENT DAMAGE~~

Blue text: IS INFORMATIONAL ABOUT VALUES THAT MAY VARY FROM VEHICLE TO VEHICLE

Green Text: IS GENERAL INFORMATION

Copyright PCMTEC Pty Ltd 2022

~~Before You Start~~

Copyright PCMTEC Pty Ltd 2022

Contents

Copyright 1

Disclaimer 1

How to use this guide 2

Contents 4

1. Overview 5

2. Prerequisites 6

3. Basic Workflow 7

4. Getting Started 8

   Customer Communication 8

   Optional: Invite the Customer 8

   Build the Stock File 9

   Tune the Stock File 12

   Licence 13

   Optional: CustomOS 14

   Complete Tune Details 15

   Provision the Customer and Send the Tune 16

5. The Customer Experience 18

   Customer E-mail 18

   PCMTec Flash and Log Edition Software 18

6. Troubleshooting 20

7. Where to Get Help 21

   PCMTEC Service Desk 21

1. Overview

PCMTec Flash and Log package is a special suite of tools which allow Tuners to remotely tune customer vehicles and provide special locked tune files to their customers.

The customers in turn can use a special edition of the PCMTec software to write the file to their vehicle as well as log the vehicle. ~~While~~ Where the contents of the file are protected from inspection and the PCM is scrambled to prevent re-reads by other 3rd party tools.

The benefit of this package is for Tuners who are providing a mail in service, or are separated by distance to their customers, can provide a full tune experience without access to a car.

All licencing is undertaken on the Tuners PCMTec account maintaining control over credits spent, and cost to the customer.

Copyright PCMTEC Pty Ltd 2022

2. Prerequisites

For tuners to access the PCMTec Flash and Log toolset they must meet the following criteria:

- Be a *PCMTec Workshop Edition* Customer
- Be provisioned by PCMTec to use *Flash and Log* tools (on application)
- Have access to the appropriate version of PCMTec Editor

For customers to use the *PCMTec Flash and Log Edition* they must have:

- A x86 based computer (ideally laptop) with Windows 10
- A suitable J2534 Cable
- An email address to be registered as a *PCMTec Flash and Log* customer
- An internet connection to download the tune files

Copyright PCMTEC Pty Ltd 2022

3. Basic Workflow

Comminicate	•Customer purchases Tune from Tuner in any private transaction •Tuner obtains a VIN and AB file -or- Customer Information
Invite	•Tuner can invite the customer to PCMTec Flash and Log from the Editor using AB file or email address •PCMTec will automatically create an Flash and Log customer account
Tune	•Tuner can use ab file to recreate customers "stock calibration" or customer can do a vehicle read and send the file to the tuner •Tuner can then use all of the PCMTec tools to tune the file as required
Email	•Save as LTEC automatically will encrypt and email the tune to the customer along with account details (if required) •Tuner can include tune details and notes with email
Flash	•Customer downloads the tune file from the email •Customer can flash the tune to thier car with an appropriate cable and laptop
Log	•Customer can peform any logging required for the Tuner •Customer can send and tuner can review any log files
Repeat	•Tuner can review and send customer as many tunes as needed

X

Copyright PCMTEC Pty Ltd 2022

4. Getting Started

Customer Communication

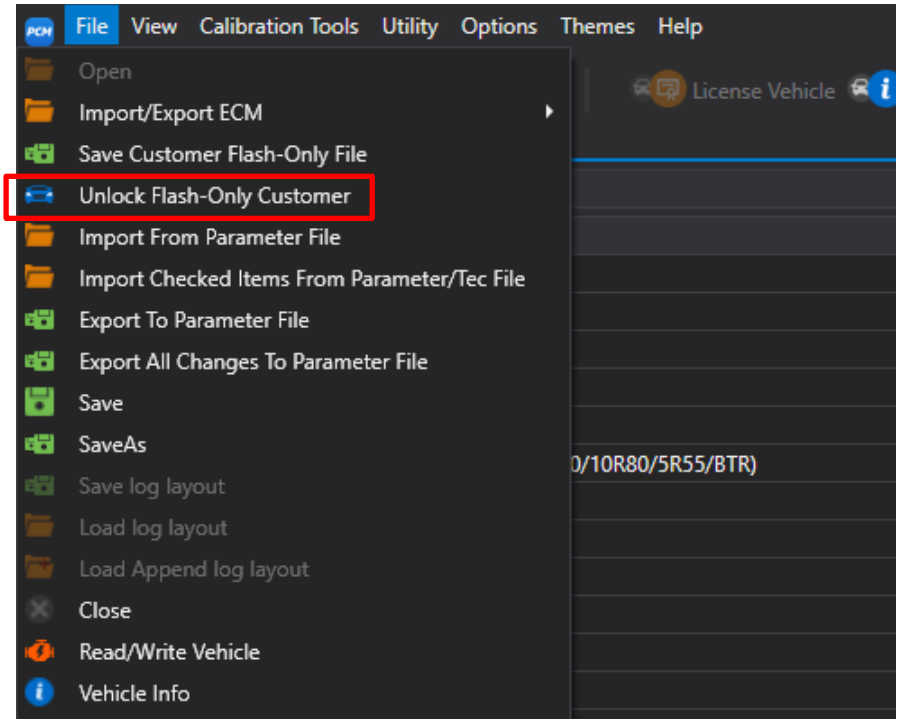
The first step in PCMTec Flash and Log process is to engage with the customer for the means of providing a tune. The only information needed from the customer at this point is the VIN of the car, or in the case a VIN is not available a customer email.

At this point it is important to explain to the customer the process of using PCMTec Flash and Log and ensure they have the appropriate hardware (Laptop and Cable).

Or if required, sell/loan or otherwise have them acquire the appropriate interface cable.

Optional: Invite the Customer

If the customer cannot provide a VIN or the AB does not include enough information. The customer can be invited without sending a tune file so they can do a “stock read”.



Currently an AB file is always required to unlock a customer. However, this will be possible via email in the future for a “stock read” scenario.

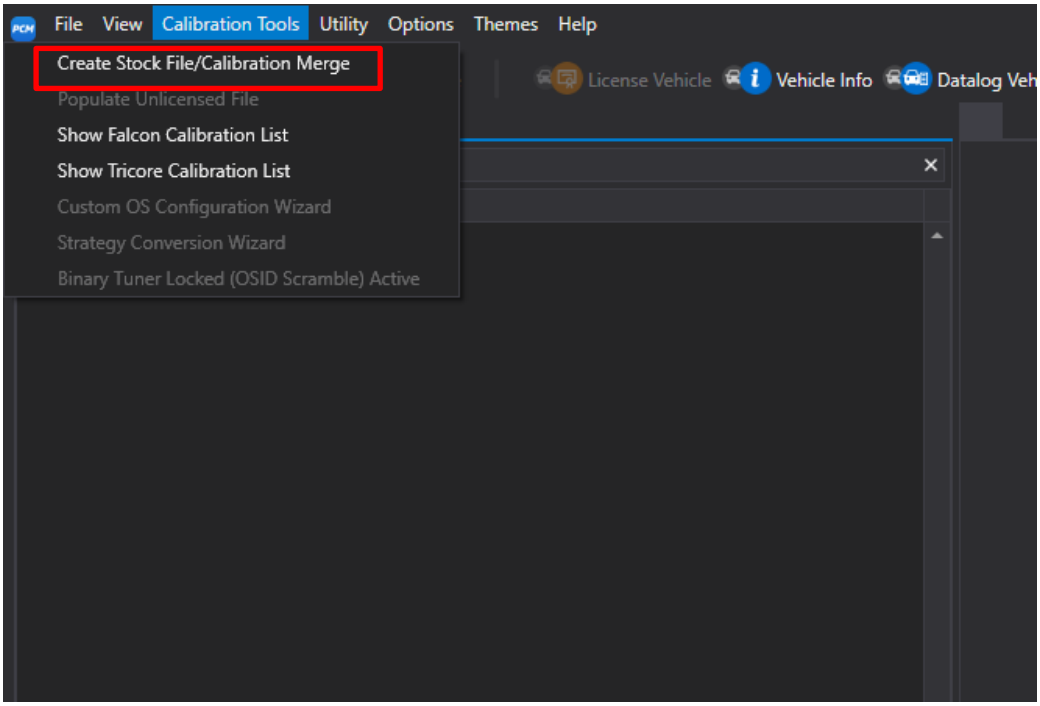
Copyright PCMTEC Pty Ltd 2022

Build the Stock File

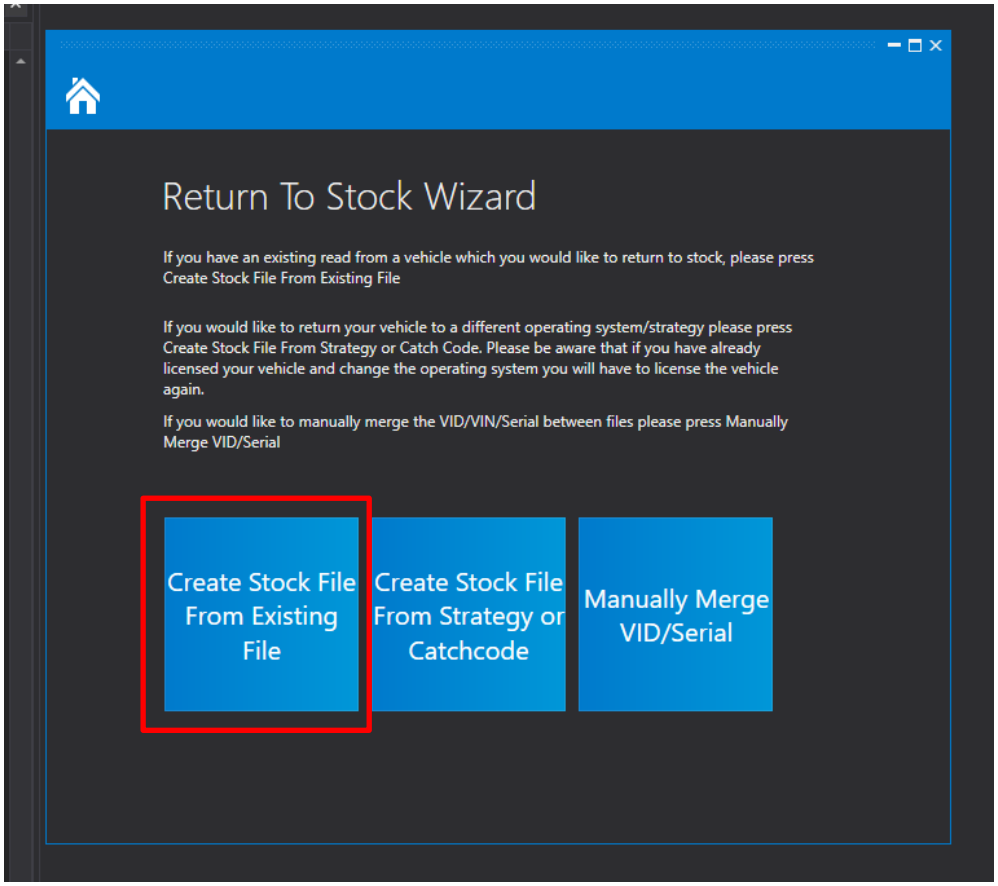
Once the customer VIN is obtained, it is possible to ~~use~~ download an AB (As Built) file to generate the customer stock file as the vehicle was delivered from the factory. These can be download from the Motorcraft website.

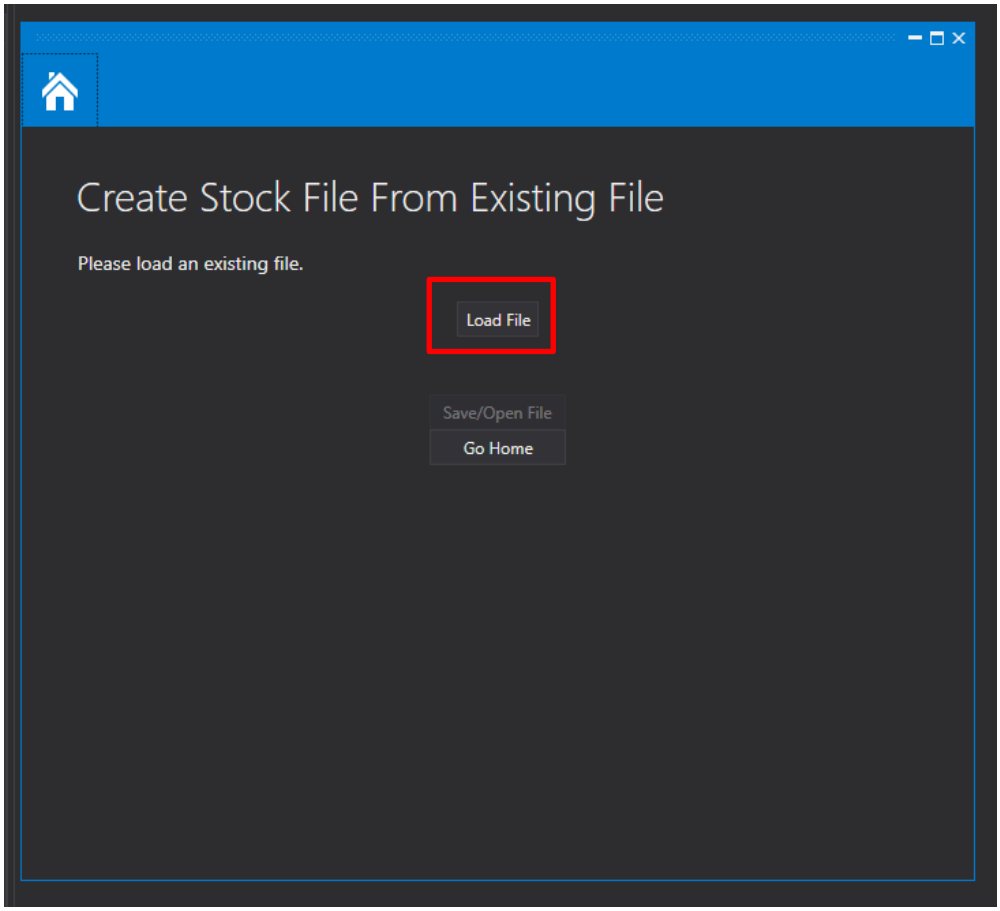
https://www.motorcraftservice.com/AsBuilt

~~Alternatively, the customer can provide a stock read if required.~~

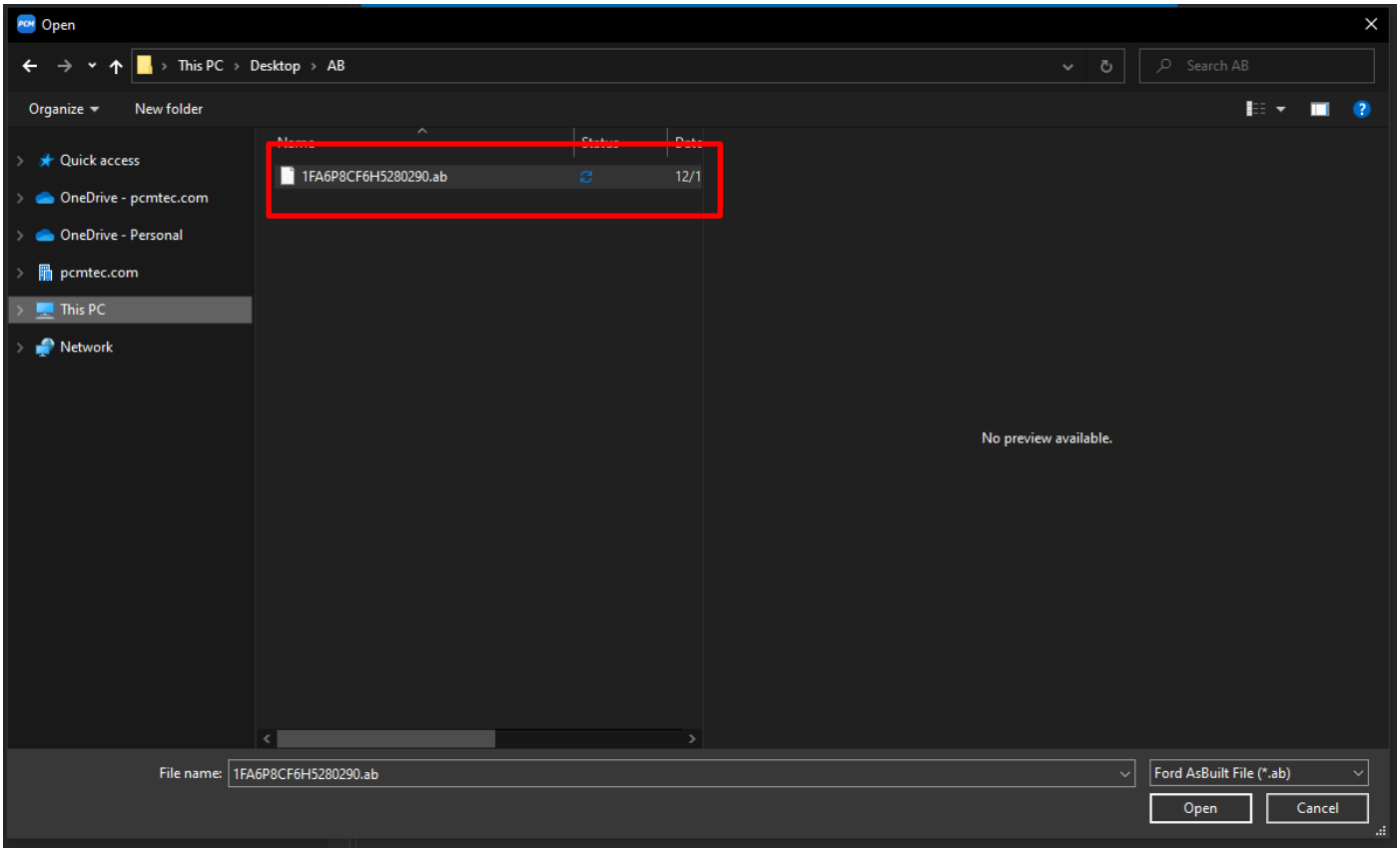


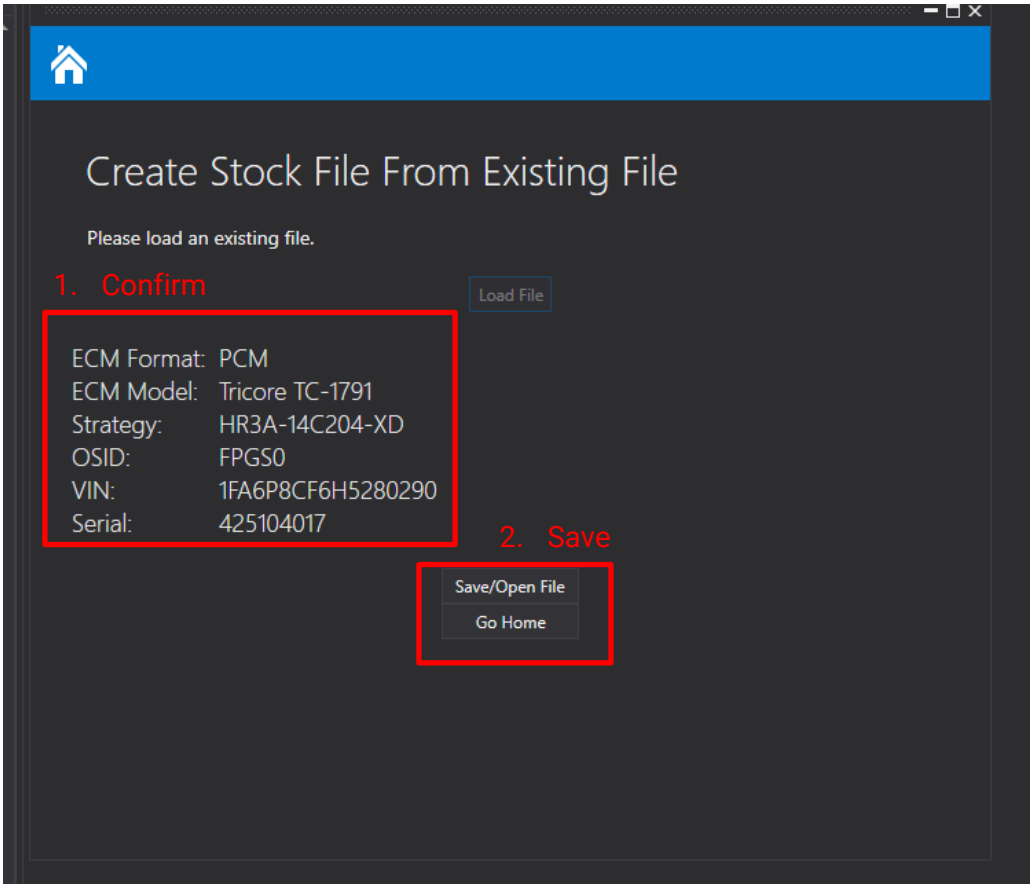
Copyright PCMTEC Pty Ltd 2022





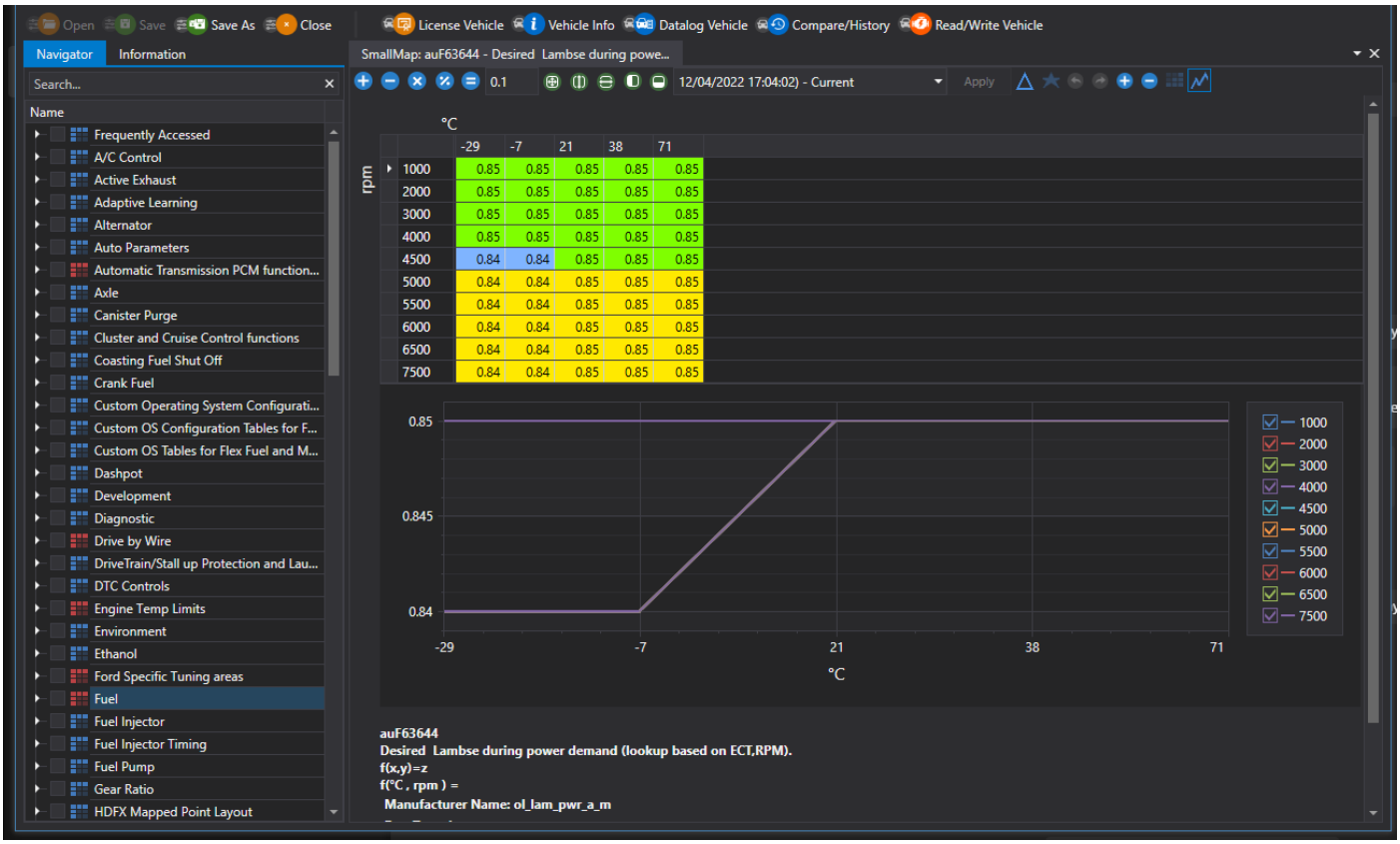
Copyright PCMTEC Pty Ltd 2022





Copyright PCMTEC Pty Ltd 2022

Tune the Stock File



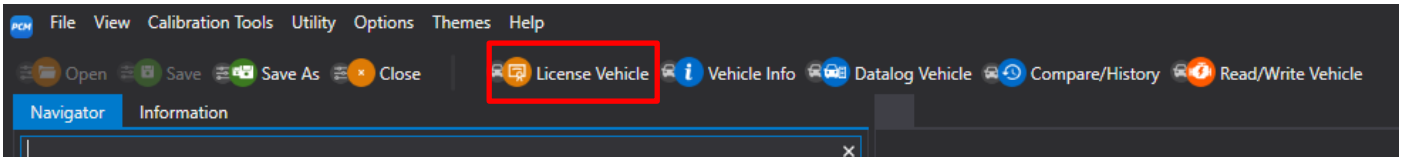
Tune your file using the full suite of PCMTec tuning tools.

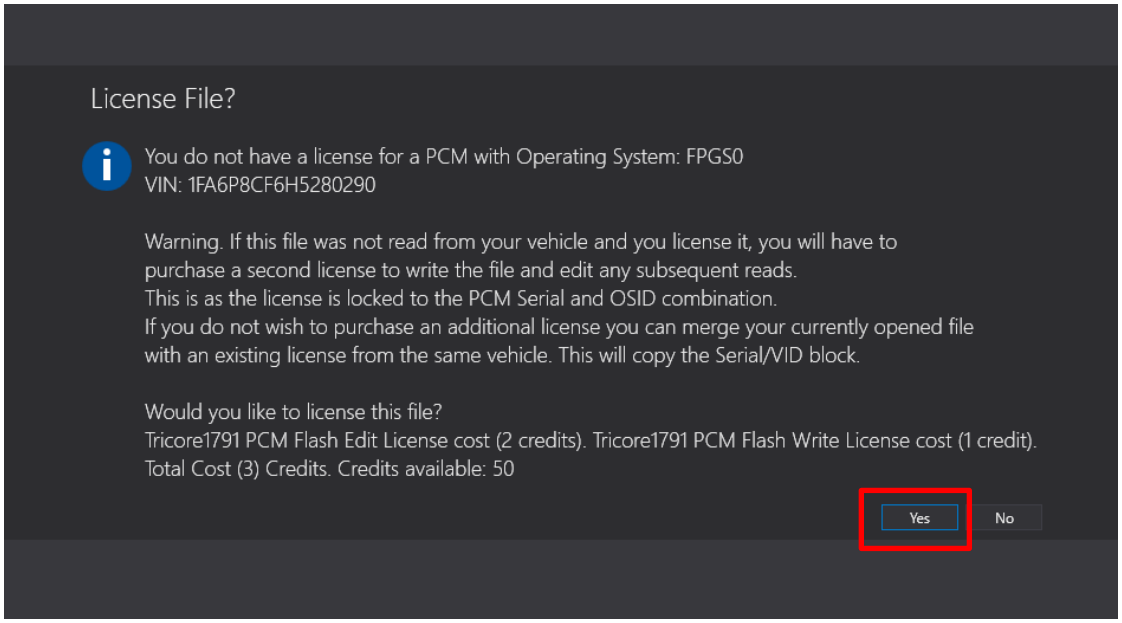
- Parameter Files
- Merge and Compare

Copyright PCMTEC Pty Ltd 2022

Licence

Licence the file to add the file to your licence database.





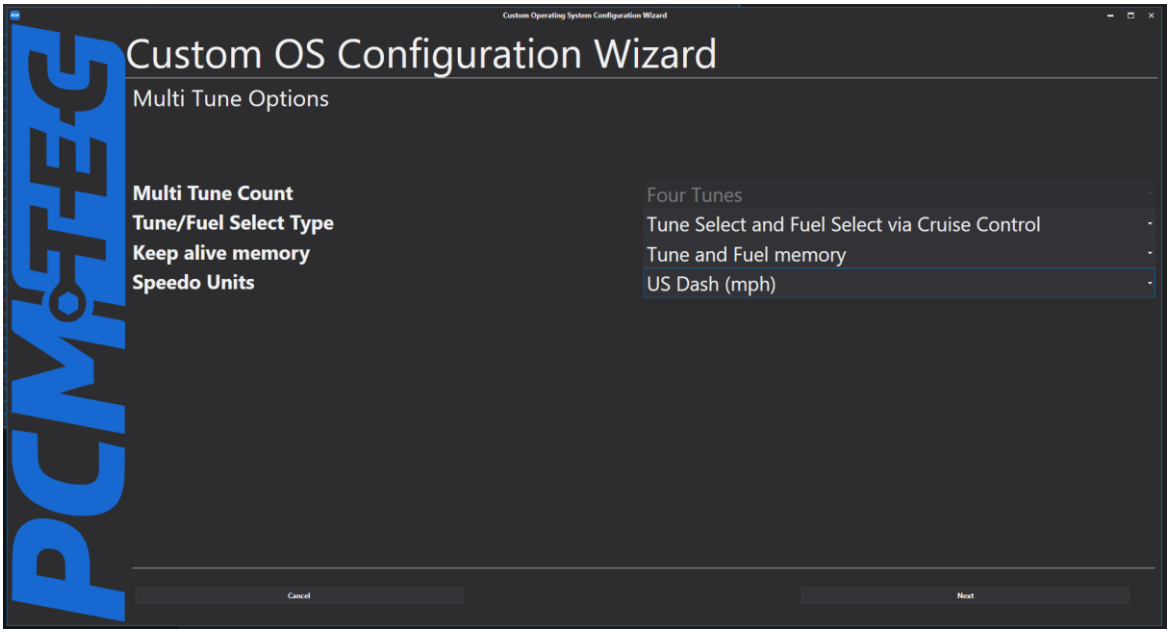
NB: The licence you create will be 'shared' with the customer, ~~but~~ you only need to spend the credits once.

CustomOS costs ~~more~~ extra credits, these will be charged during the CustomOS configuration wizard. You can upgrade to the CustomOS at a later date for the difference in credits.

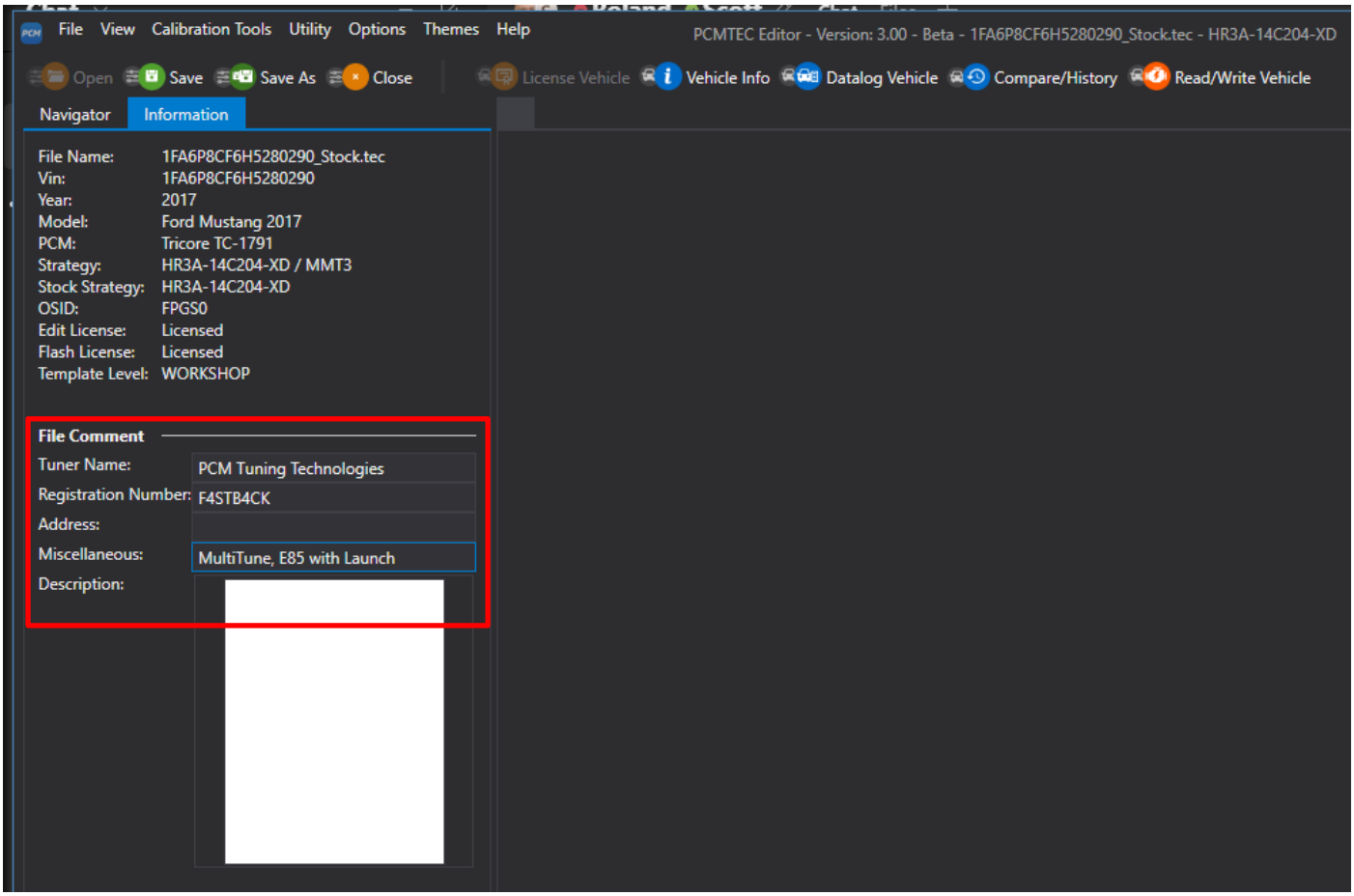
Copyright PCMTEC Pty Ltd 2022

Optional: CustomOS

Build the customer a PCMTec CustomOS



Complete Tune Details

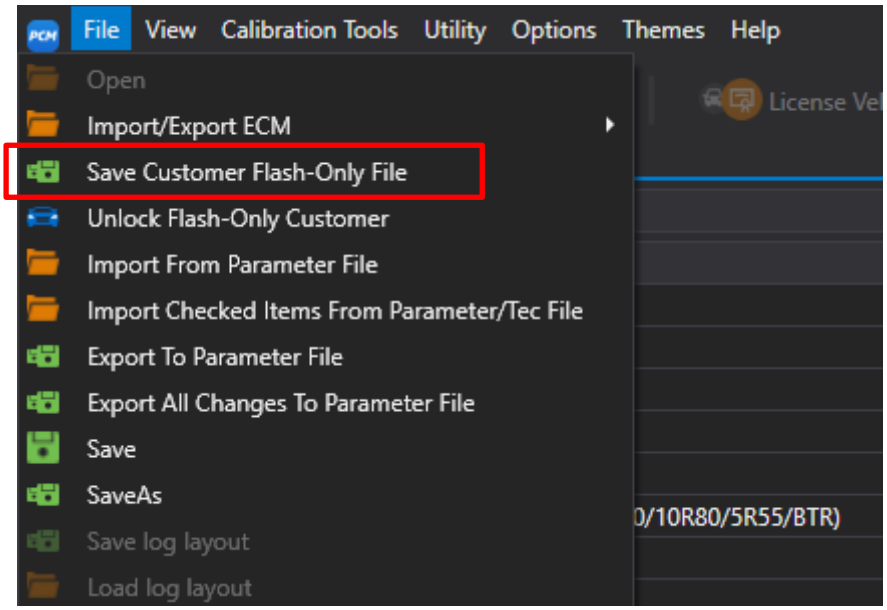


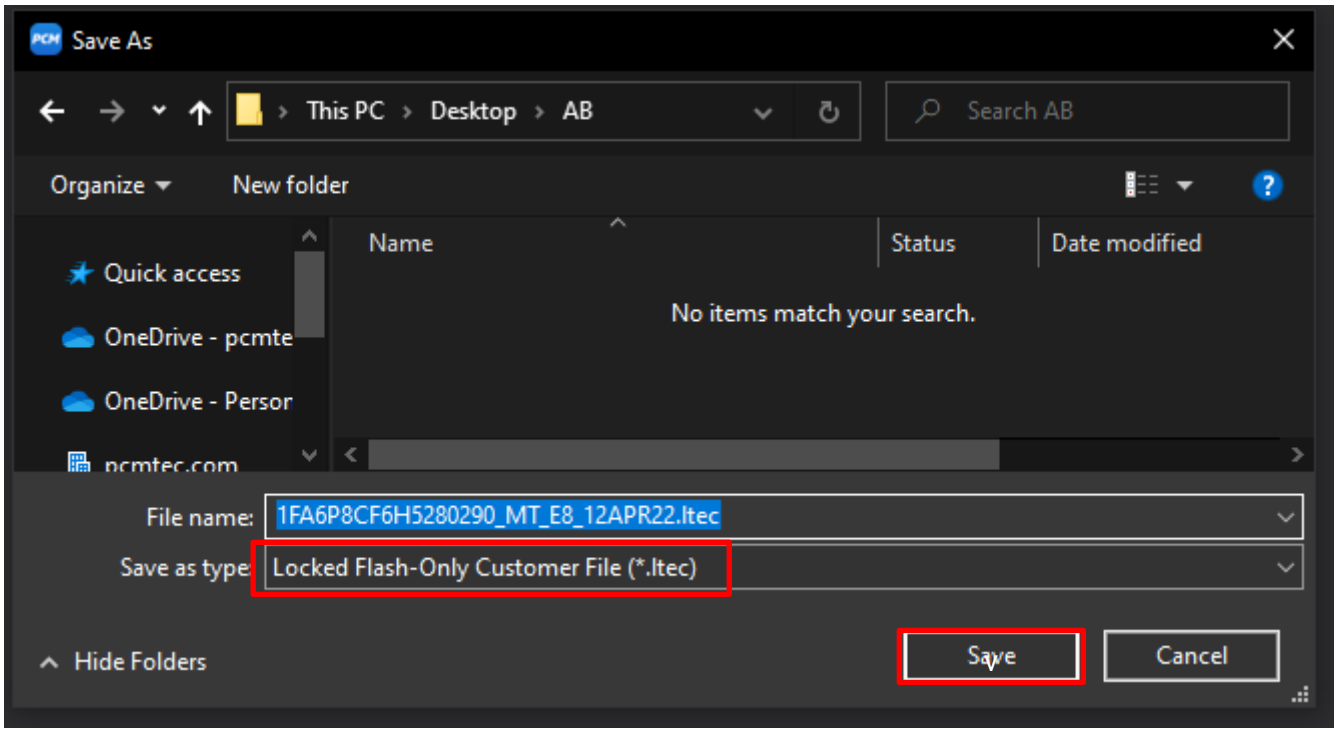
Fill out the File Comments, these will be included in the email with the tune file to your customer.

Copyright PCMTEC Pty Ltd 2022

Provision the Customer and Send the Tune

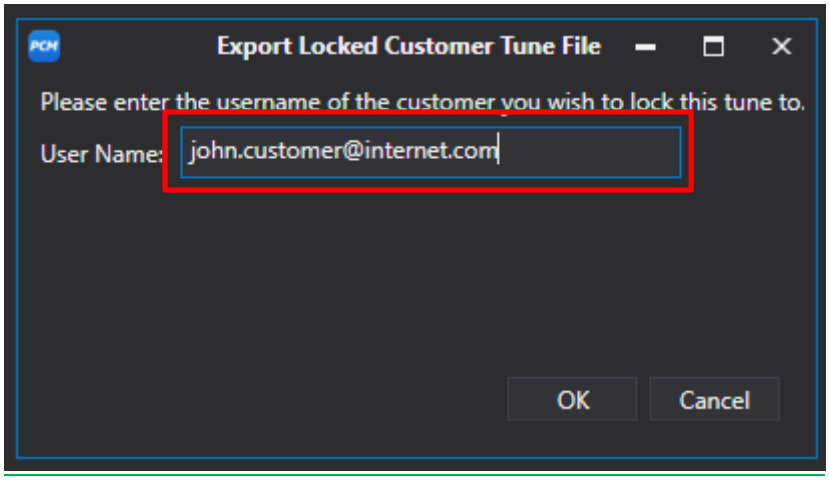
Once you are ready you can send the tune to the customer. By clicking File -> Save Customer Flash-Only FIle



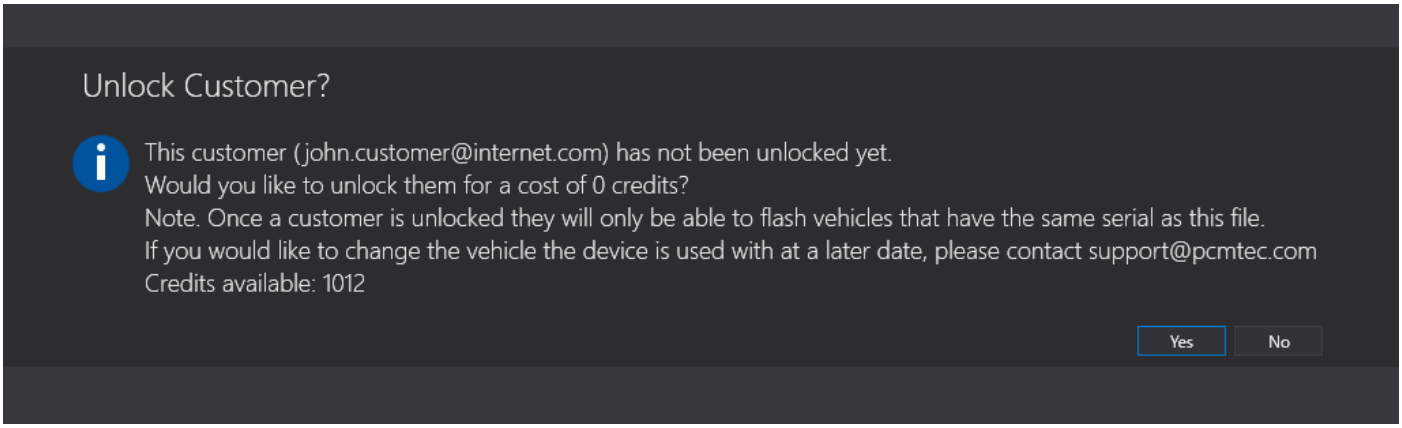


Always practice good file management so you know what files you have sent your customer.

Copyright PCMTEC Pty Ltd 2022



If the customer hasn't been provisioned at an earlier step it will prompt you to unlock them now. If they area already unlocked it will save the file automatically~~be automatic at this point.~~



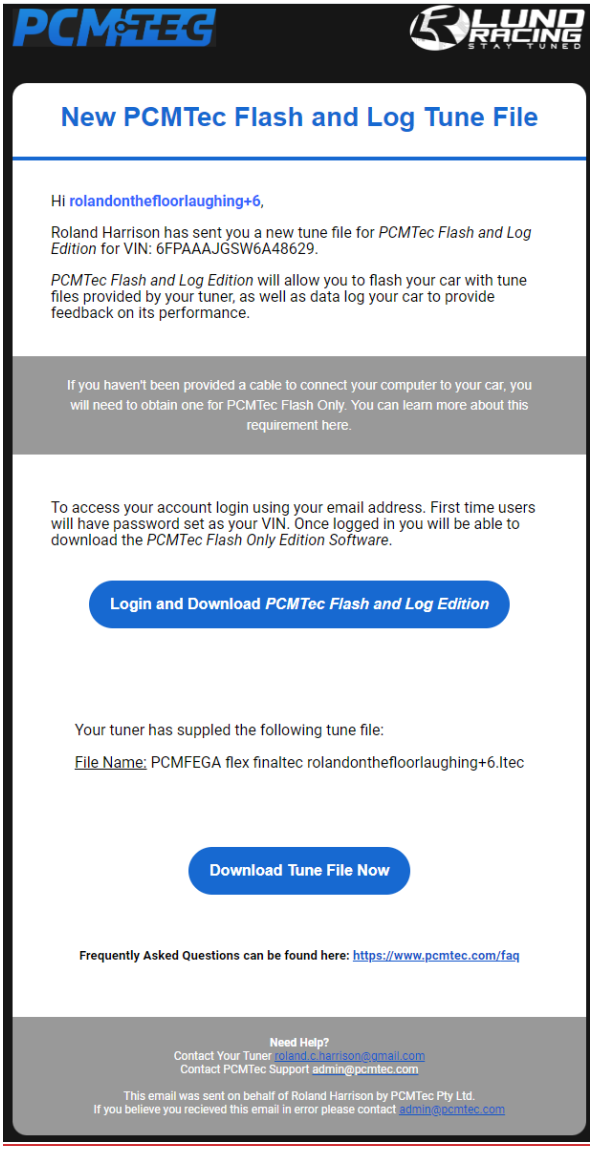
The customer will be then sent an email with links to download the Flash and Log software package and the LTEC file you have just created.

Copyright PCMTEC Pty Ltd 2022

5. The Customer Experience

Customer E-mail

The customer will receive an email indicating that their account is now active with a link to download the software and their tune file.



New PCMTec Flash and Log Tune File

Hi rolandonthefloorlaughing+6,

Roland Harrison has sent you a new tune file for *PCMTec Flash and Log Edition* for VIN: 6FPAAAJGSW6A48629.

PCMTec Flash and Log Edition will allow you to flash your car with tune files provided by your tuner, as well as data log your car to provide feedback on its performance.

If you haven't been provided a cable to connect your computer to your car, you will need to obtain one for PCMTec Flash Only. You can learn more about this requirement here.

To access your account login using your email address. First time users will have password set as your VIN. Once logged in you will be able to download the *PCMTec Flash Only Edition Software*.

Login and Download *PCMTec Flash and Log Edition*

Your tuner has suppled the following tune file:

File Name: PCMFEGA flex finaltec rolandonthefloorlaughing+6.ltec

Download Tune File Now

Frequently Asked Questions can be found here: https://www.pcmtec.com/faq

Need Help?
Contact Your Tuner roland.c.harrison@gmail.com
Contact PCMTec Support admin@pcmtec.com

This email was sent on behalf of Roland Harrison by PCMTec Pty Ltd.
If you believe you recieved this email in error please contact admin@pcmtec.com

PCMTec Flash and Log Edition Software

Copyright PCMTEC Pty Ltd 2022

6. Troubleshooting

Copyright PCMTEC Pty Ltd 2022

7. Where to Get Help

PCMTEC Service Desk

Contact the service desk via support@pcmtec.com

Copyright PCMTEC Pty Ltd 2022