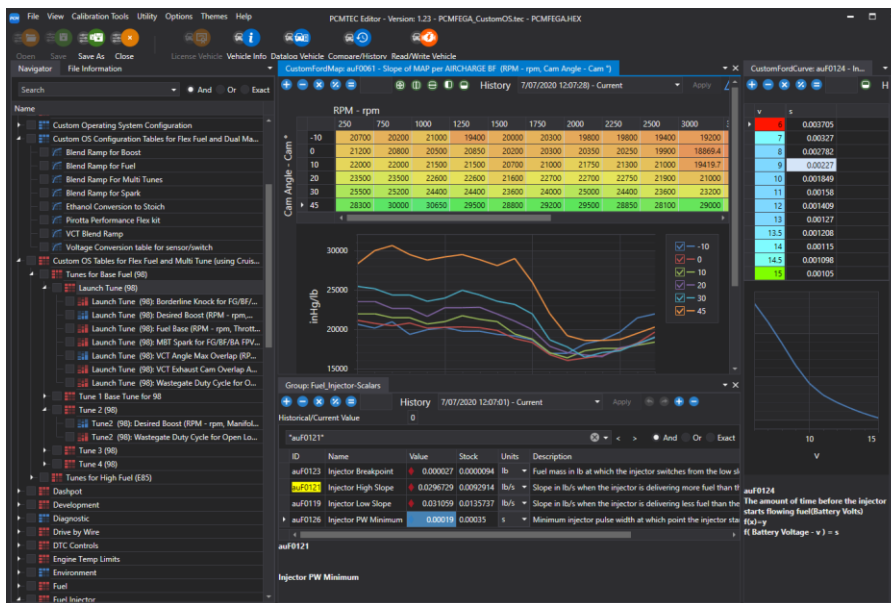




PCMTec Flash and Log Guide for Tuners

BA to FG-X FALCONS
SX to SZ II TERRITORY
6th Gen MUSTANG
13th Gen F-150



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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

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

Green Text: IS GENERAL INFORMATION

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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. 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.

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 (OBDX FT Recommended)
- An email address to be registered as a *PCMTec Flash and Log* customer
- An internet connection to download the tune files

3. Basic Workflow

Communicate

- 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 perform 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

4. Getting Started

Customer Communication

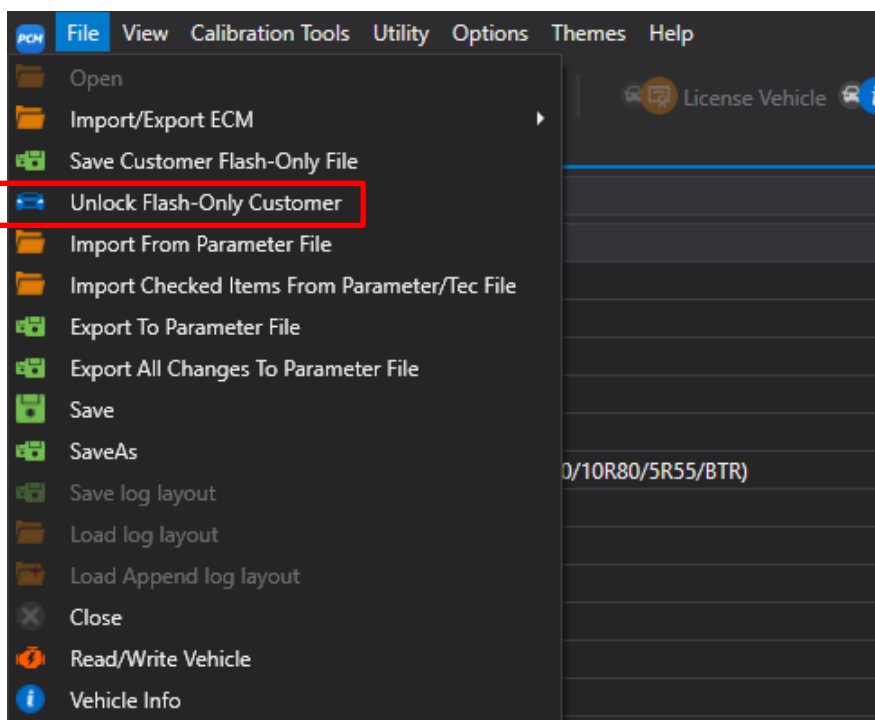
The first step in PCMTec Flash and Log process is to engage with the customer for the means of providing a tune. The only information needed from the customer at this point is the VIN of the car, or in the case a VIN is not available a customer email.

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".

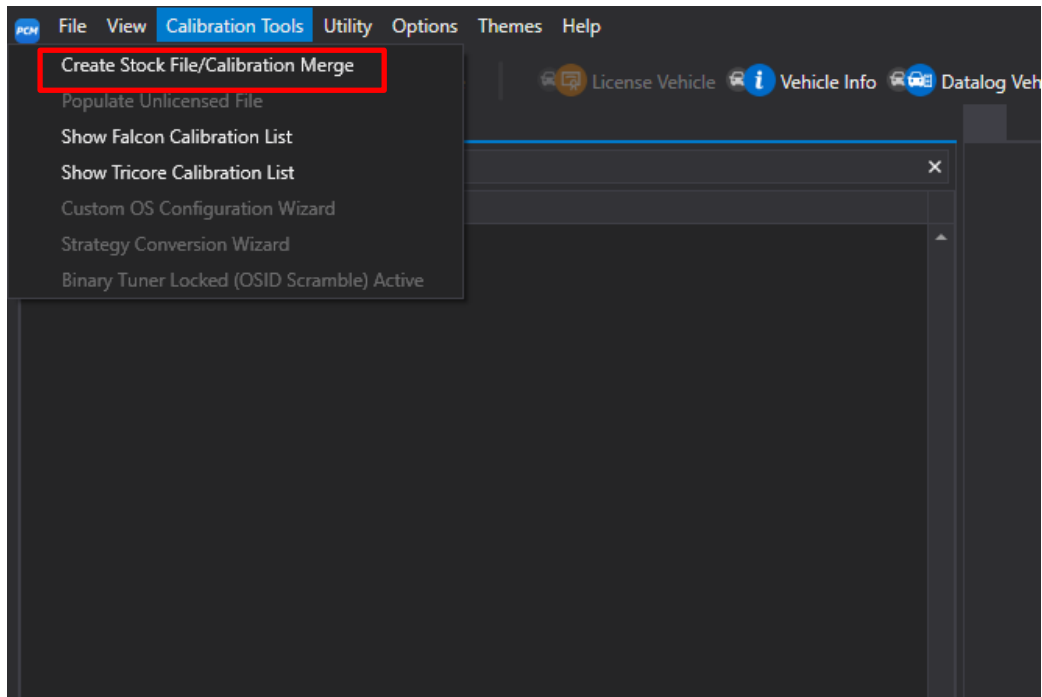


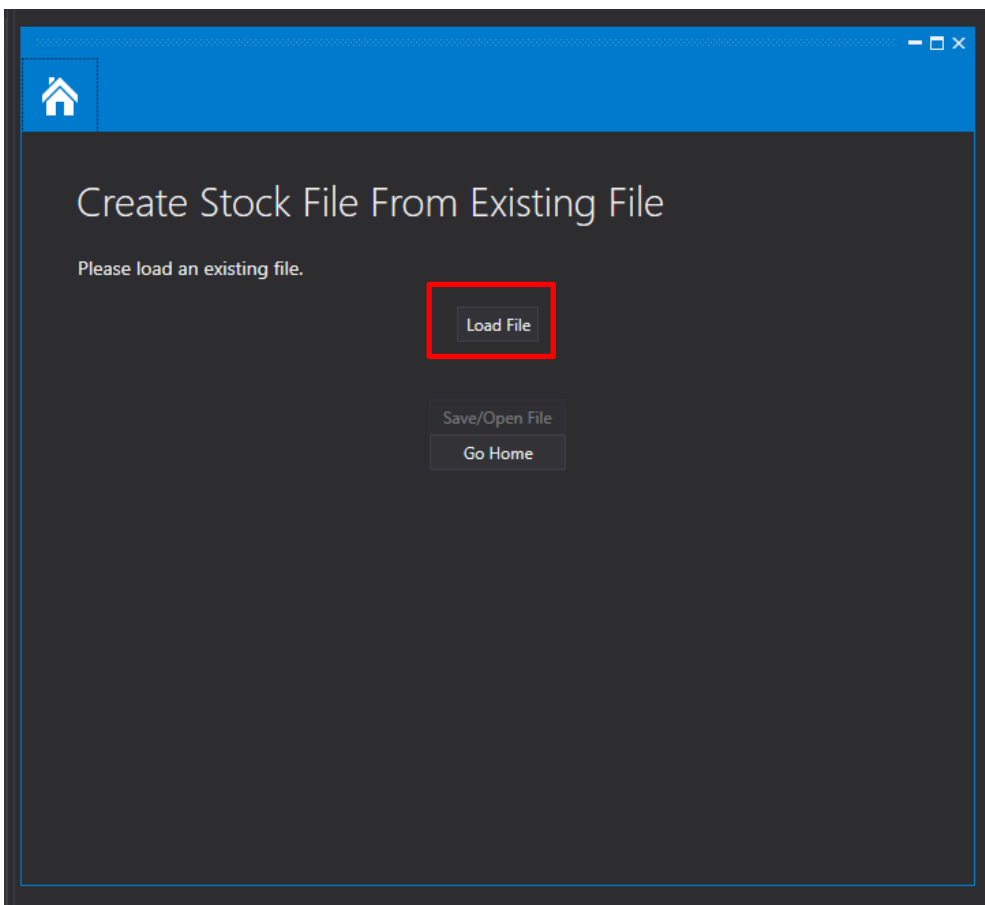
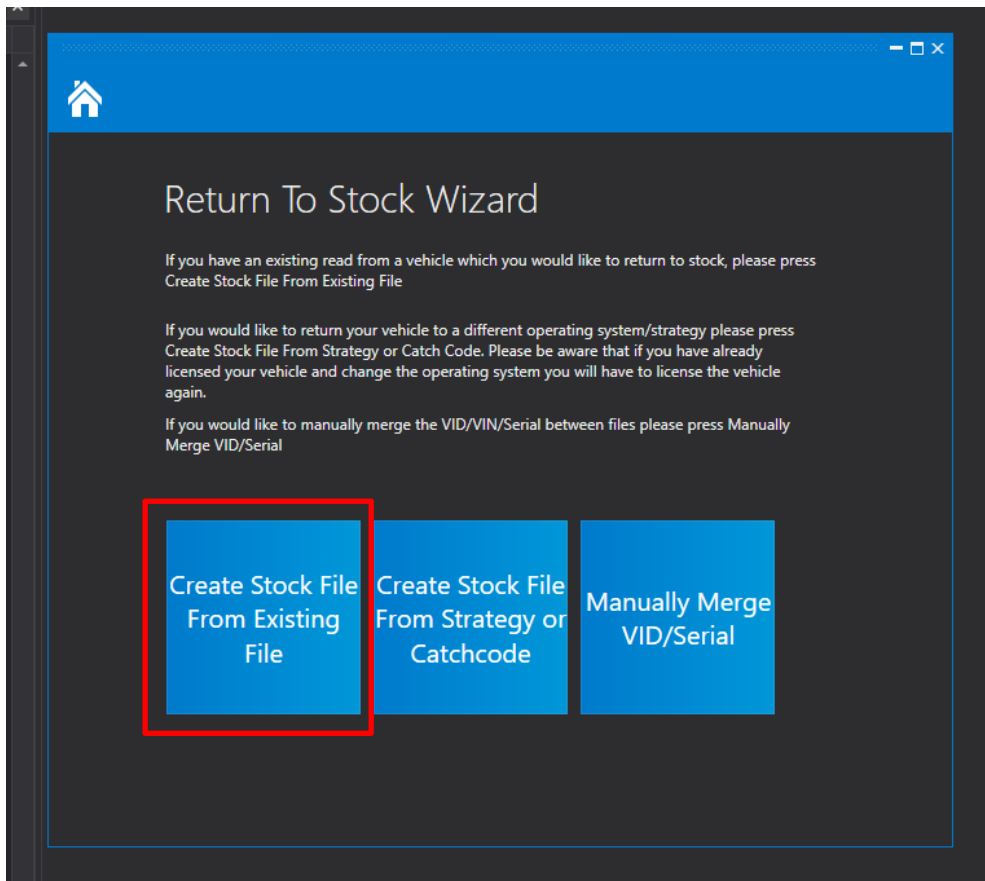
[Currently an AB file or email address is required to unlock a customer.](#)

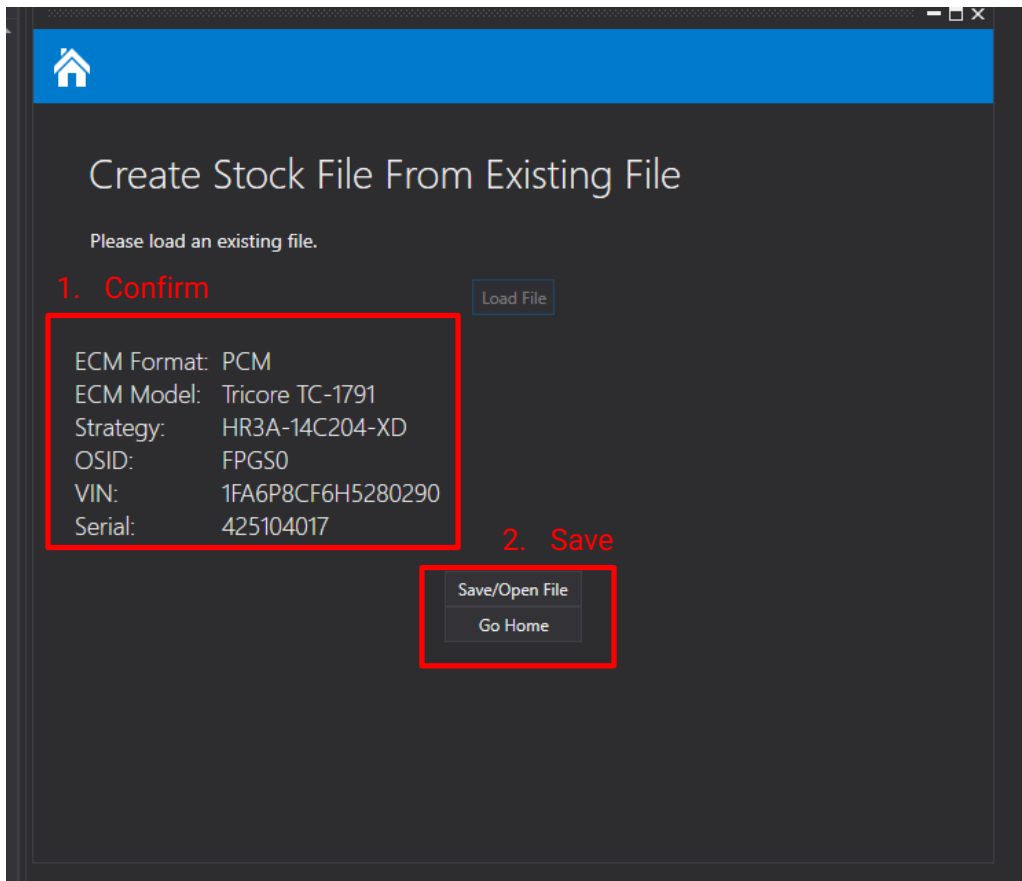
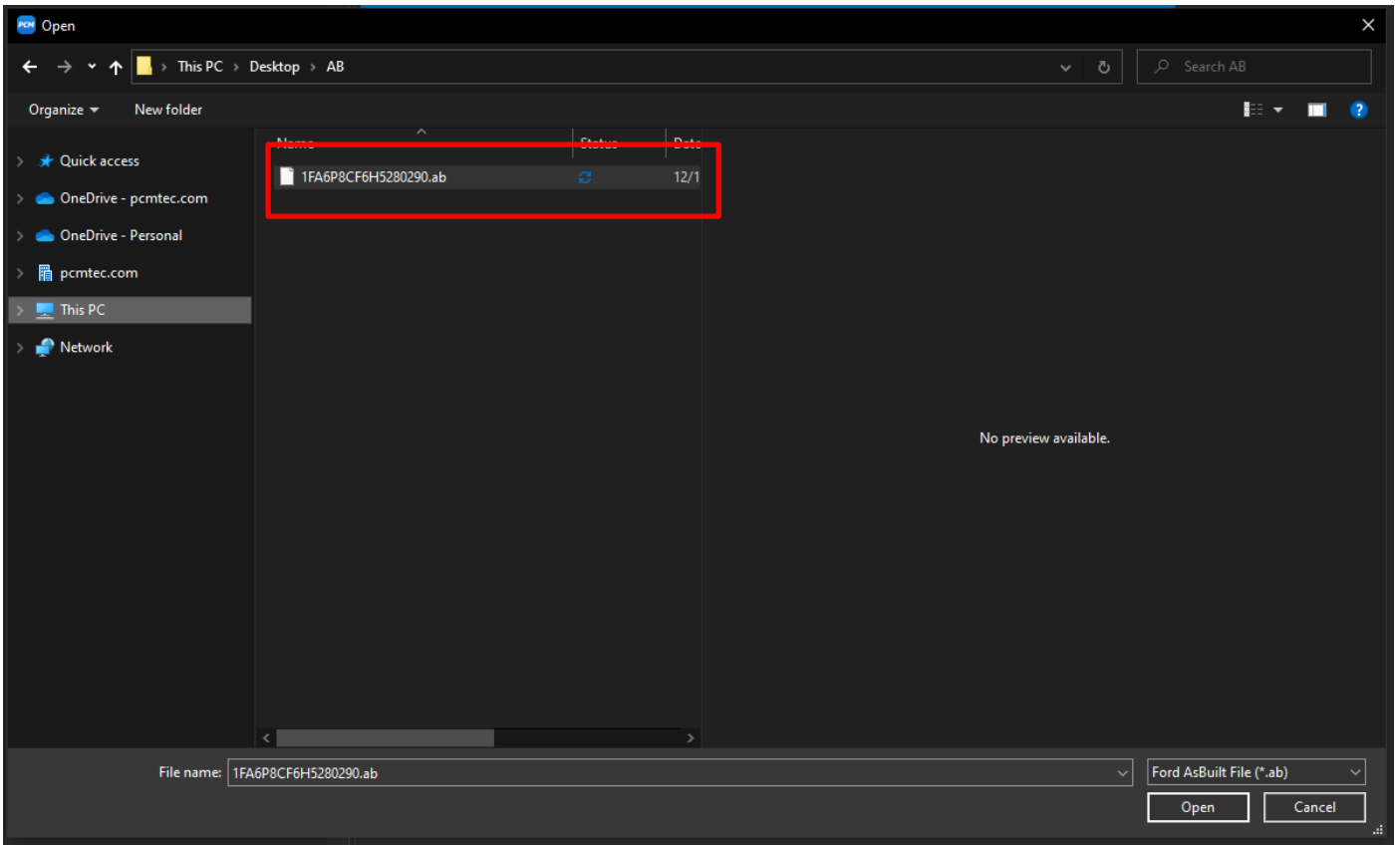
Build the Stock File

Once the customer VIN is obtained, it is possible to 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.

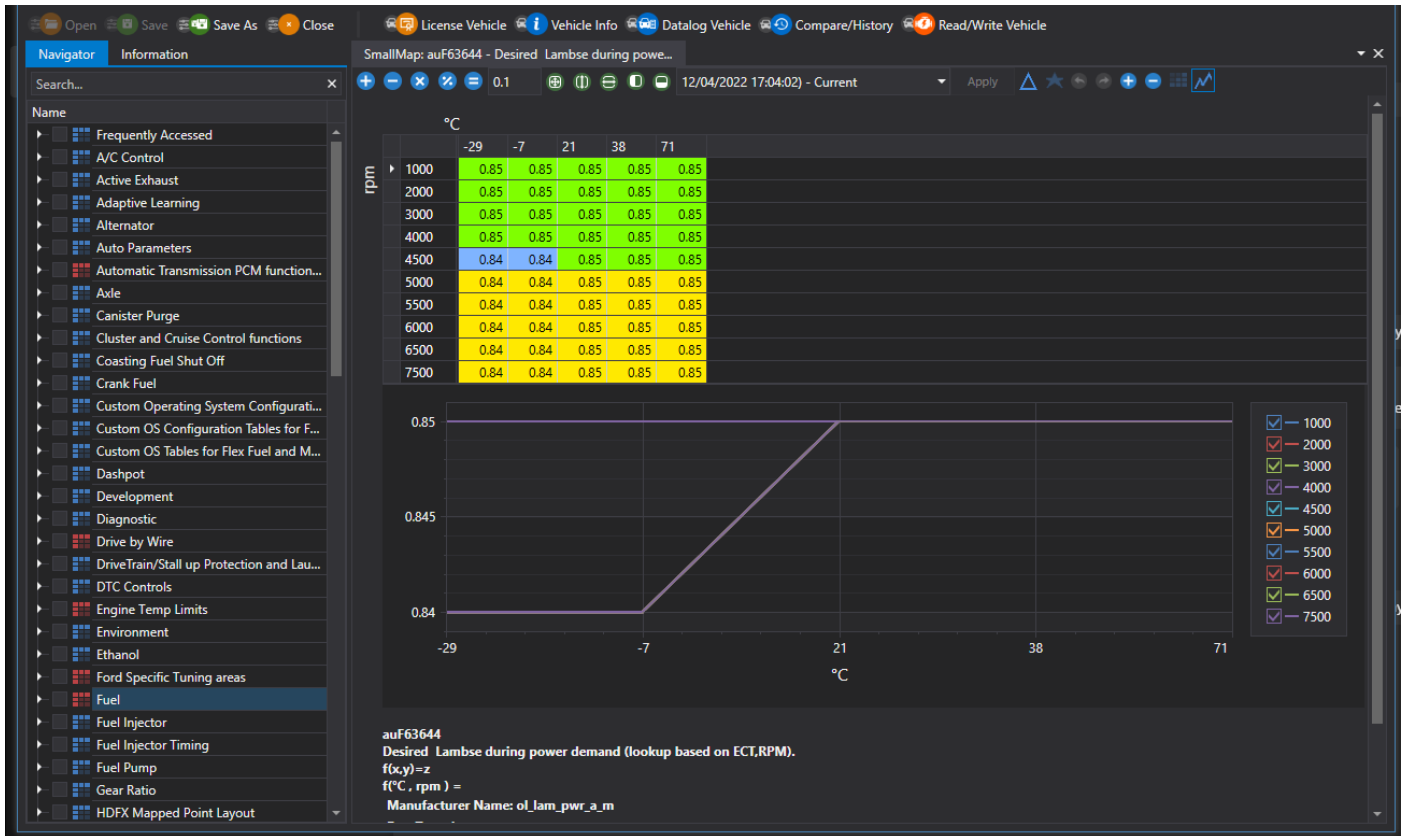
<https://www.motorcraftservice.com/AsBuilt>







Tune the Stock File

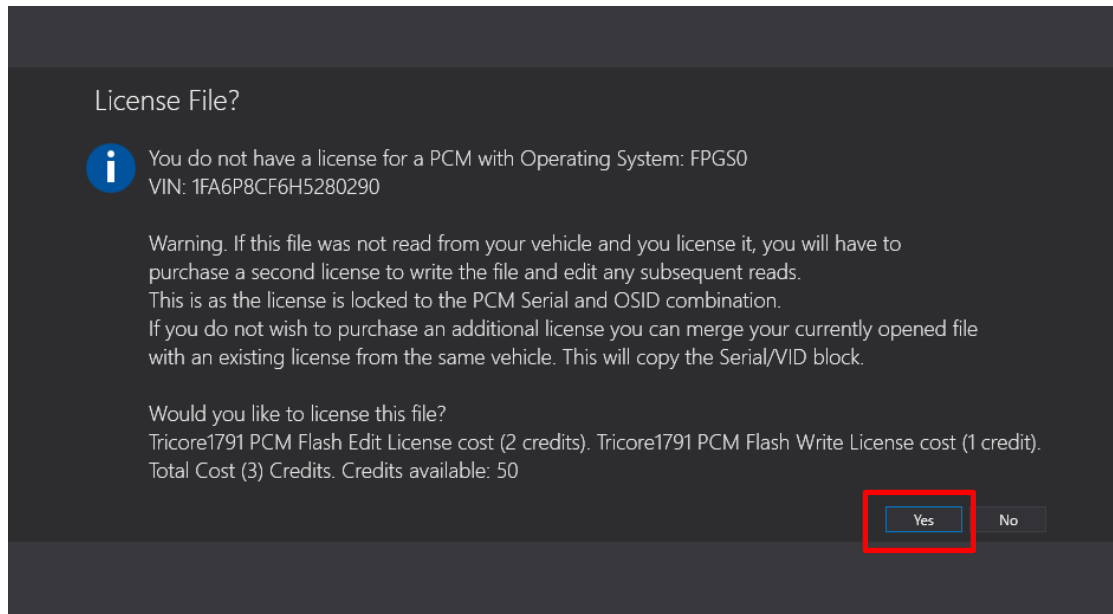
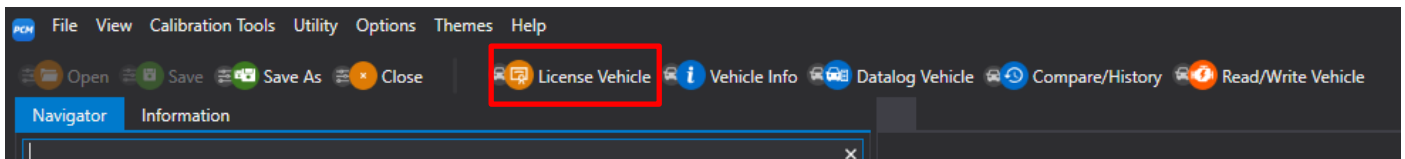


Tune your file using the full suite of PCMTec tuning tools.

- Parameter Files
- Merge and Compare

Licence

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

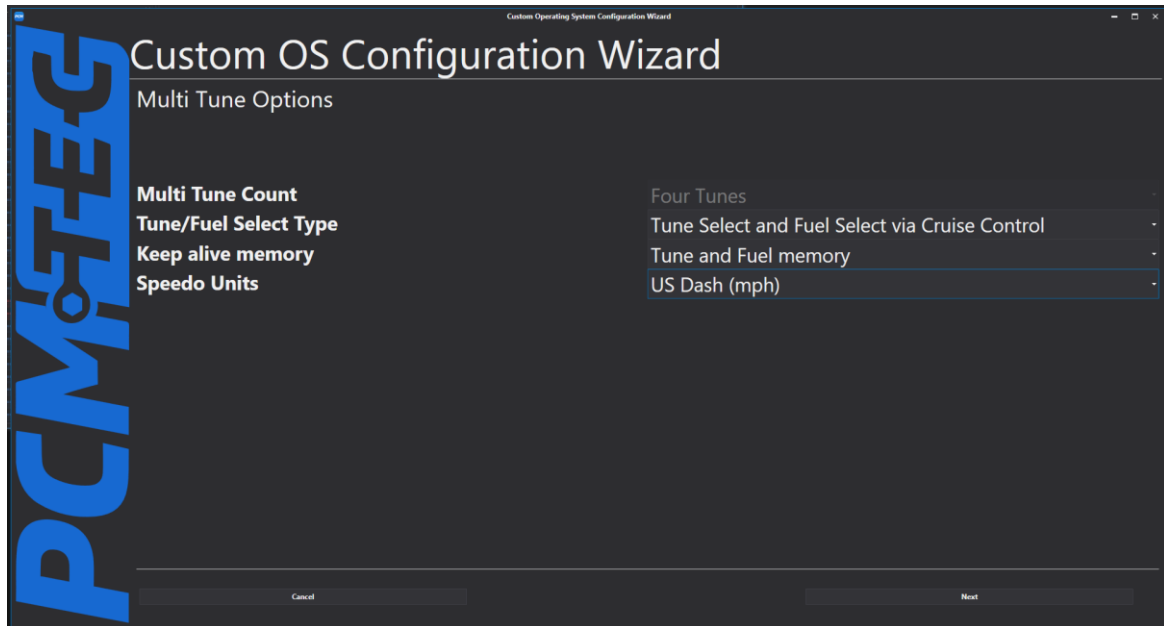


[NB: The licence you create will be 'shared' with the customer, you only need to spend the credits once.](#)

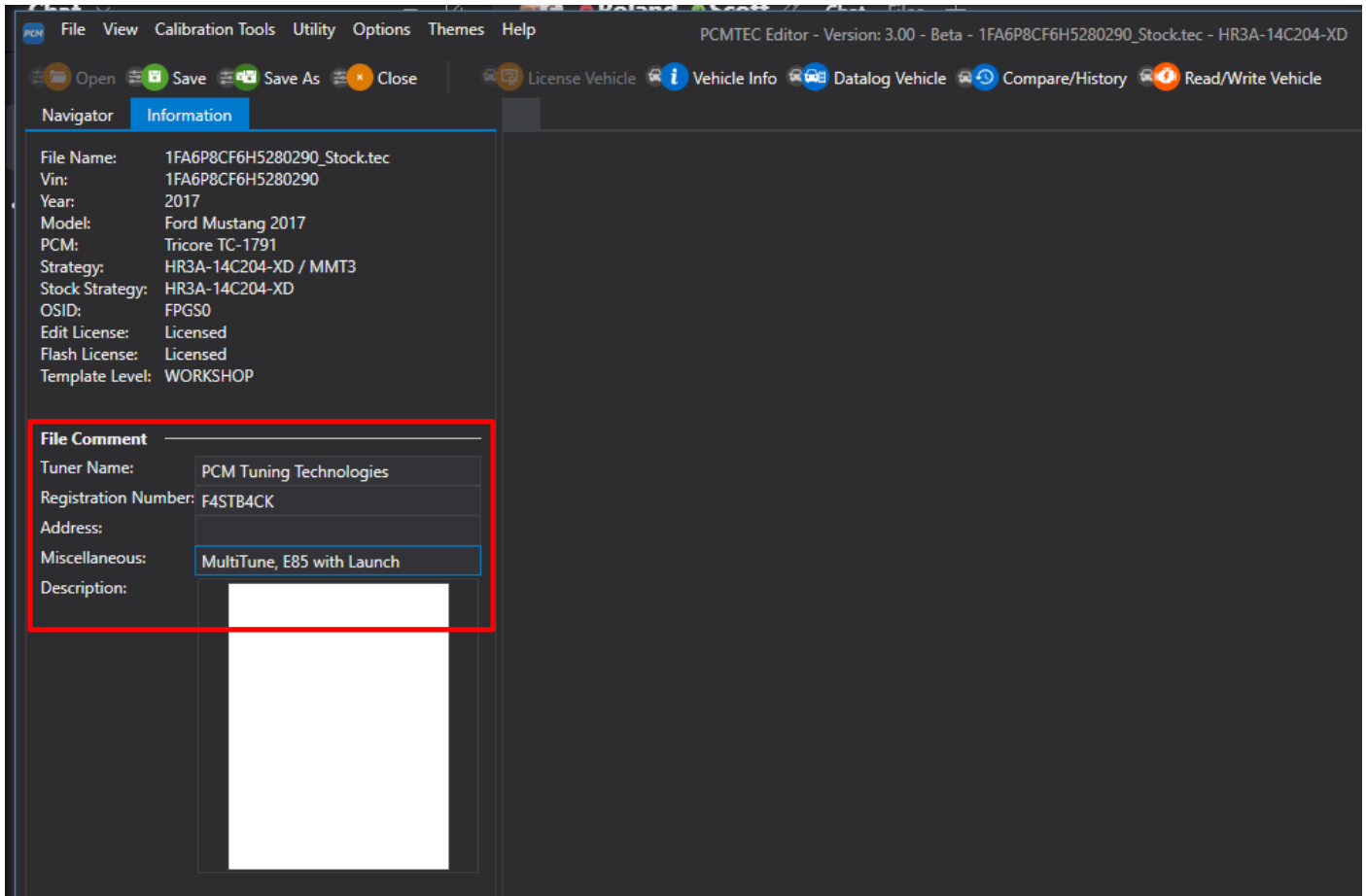
[CustomOS costs extra credits, these will be charged during the CustomOS configuration wizard. You can upgrade to the CustomOS at a later date for the difference in credits.](#)

Optional: CustomOS

Build the customer a PCMTec CustomOS



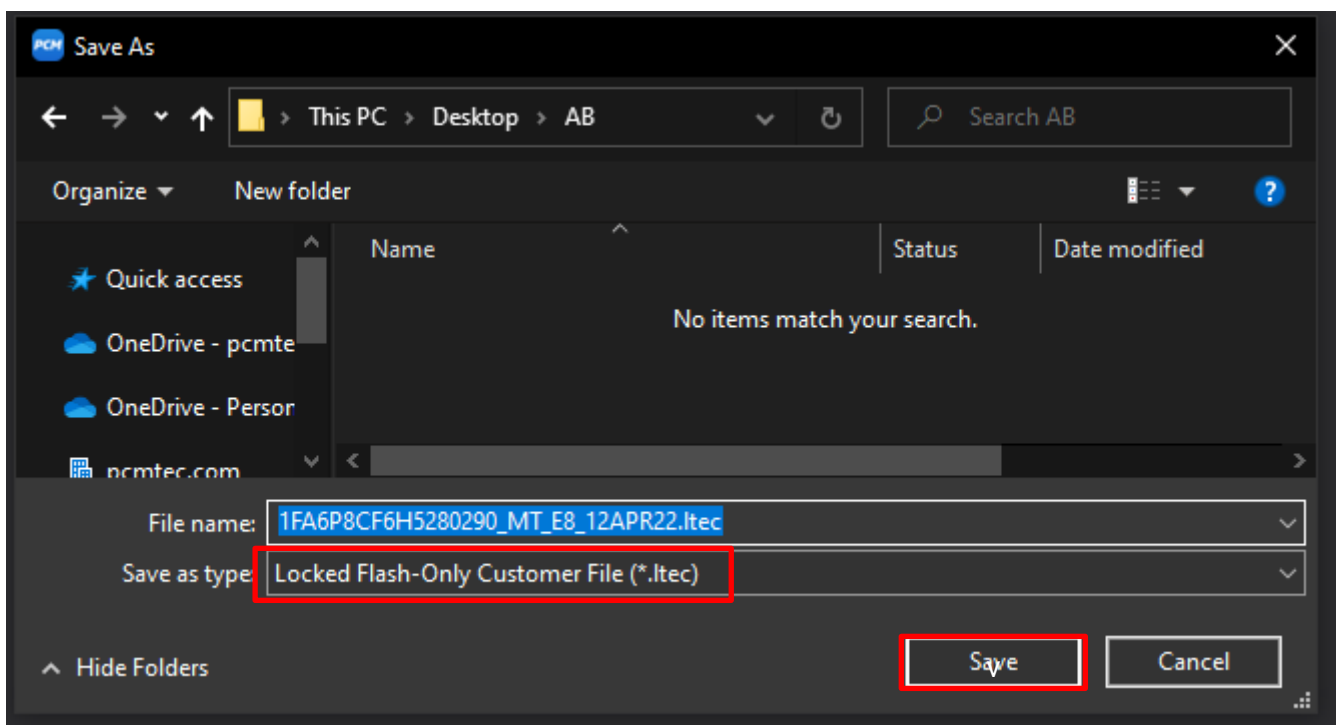
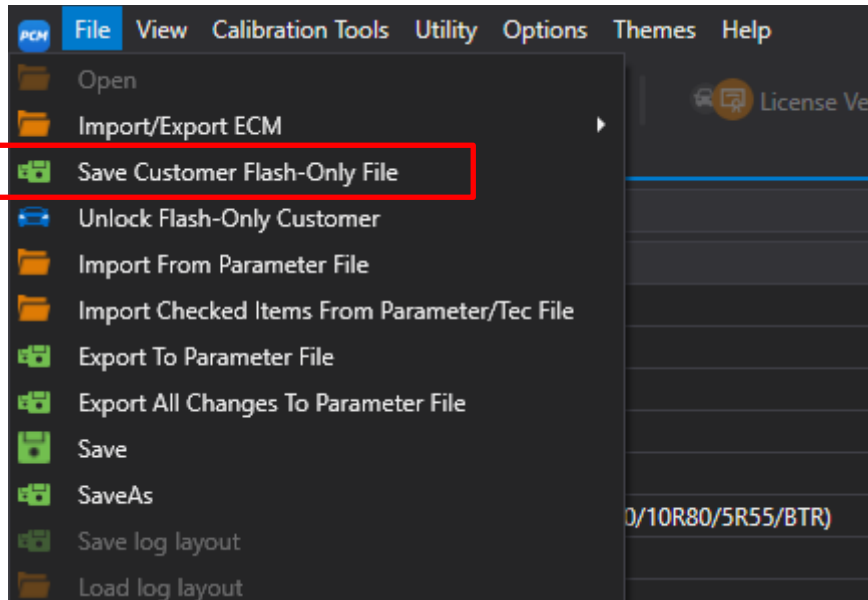
Complete Tune Details



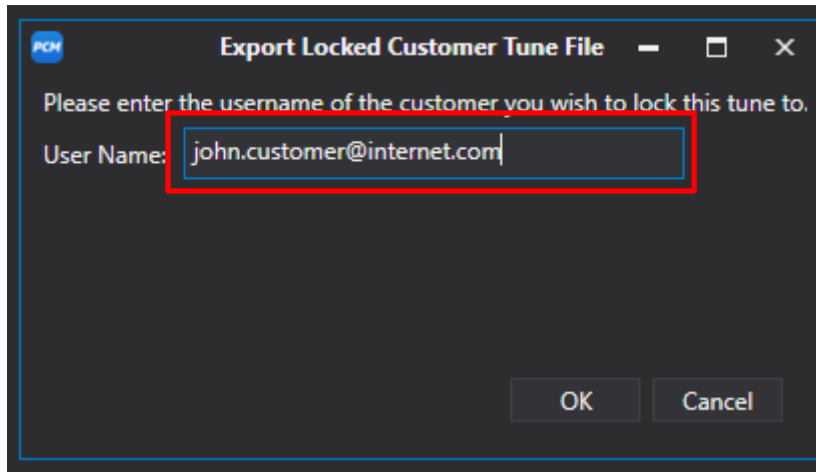
Fill out the File Comments, these will be included in the email with the tune file to your customer.

Provision the Customer and Send the Tune

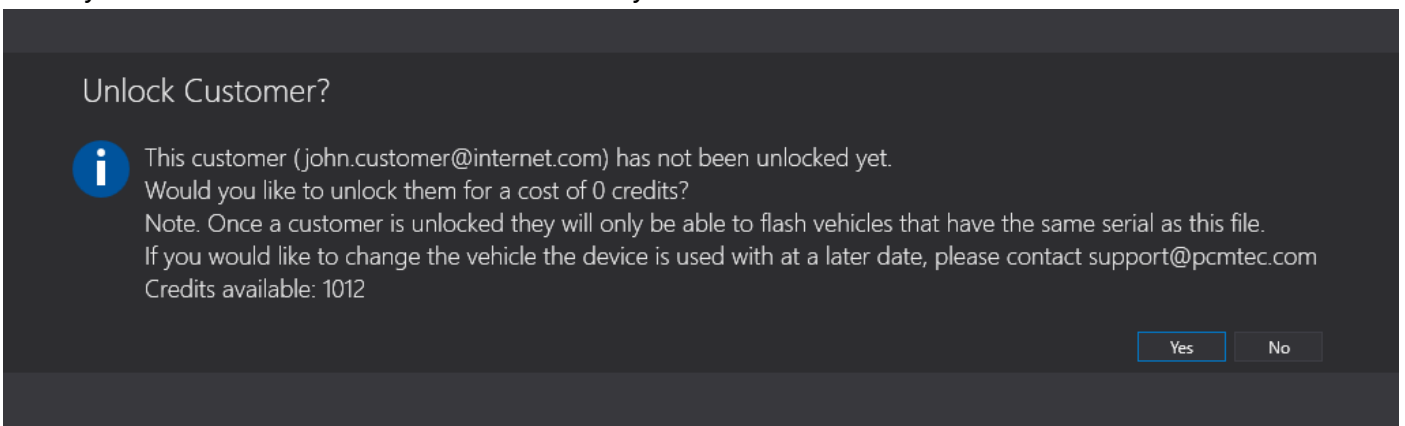
Once you are ready you can send the tune to the customer. By clicking File -> Save Customer Flash-Only File



[Always practice good file management so you know what files you have sent your customer.](#)



If the customer hasn't been provisioned at an earlier step it will prompt you to unlock them now. If they are already unlocked it will save the file automatically

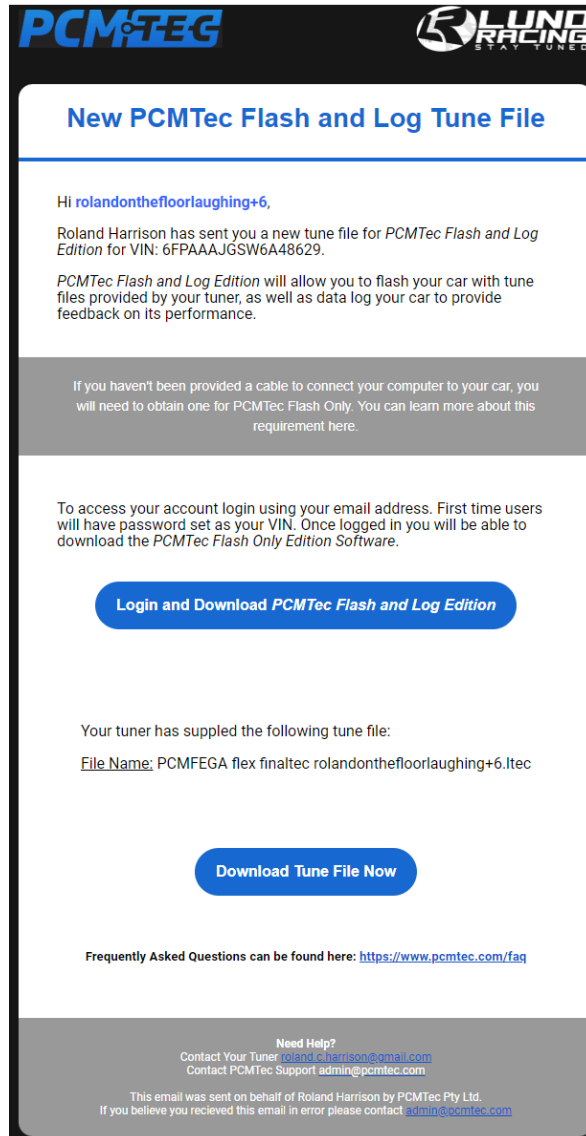


The customer will be then sent an email with links to download the Flash and Log software package and the LTEC file you have just created.

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.



PCMTec Flash and Log Edition Software

6. Troubleshooting

7. Where to Get Help

PCMTEC Service Desk

Contact the service desk via support@pcmtec.com