



Problem Flashing a Controller

EFILive Support - 2021-07-21 - Comments (0) - Cummins HD Help

Trouble Shooting

Should users encounter problems with the EFILive software, FlashScan or AutoCal

hardware they should:

1. Confirm software, firmware and boot block versions are up to date.
<https://www.efilive.com/download-efilive>
2. Check the base file matches the calibration for your vehicle. EFILive recommends ONLY using the file read from your controller.
3. Check that checksums are valid.
4. Remove/isolate all after-market devices including mobile phone adapters, after-market equipment (audio systems, security, remote start etc.) and any devices wired into the OBD port that may interfere with vehicle communications.
5. DO NOT operate any vehicle feature that may communicate on the data bus. This includes opening or closing of hood, doors, windows, as well as changing settings on radio, HVAC, connecting/removing charging devices etc.

Cummins HD Vehicle Specific Information

The ECM contains information specific to each vehicle which is usually programmed at the point of manufacture. This includes VIN, tire sizes, PTO and/or other operating options. Where a tune file from a different vehicle is flashed into the ECM, the vehicle specific information will be reprogrammed with the information contained in the tune file.

This may cause running issues or vehicle functions to stop working. This can be corrected by flashing the correct base file back into the ECM which will restore vehicle functionality.

Error Codes

If an error occurs while using EFILive hardware or software, users can look up the error code description in the EFILive V8 Scan and Tune software.

The [F8: Tools] -> [F8: Error Codes] menu item provides an error code lookup function, and the "EFILive Error Codes.pdf" document accessed by selecting the Windows Start Icon and navigating to Program Files->EFILive->V8->Documents->EFILive Error Codes.pdf is also available. Both options provide error code descriptions, causes and actions.

Should the issue not be resolved after reviewing the Error code list, end users should contact their Tuner for support.

Check Available Licenses

The first time a user flashes a controller using EFILive, licensing requirements must be met to facilitate a successful flash. The following licensing requirements must be met:

FlashScan V3 - The Tuning Licence Option must be valid, and there must be an available VIN License.

FlashScan V2 - The **Tuning License** option must be valid, and there must be an available **VIN License** or active **Stream License**.

AutoCal V3/AutoCal V2 - There must be an available VIN License.

Checksums

Checksums perform a vital role in ensuring the integrity of the data in the tune file. There are two main reasons that checksums display as invalid:

1. The data in the file is corrupt and **MUST NOT** be flashed into a controller.
2. The data in the file has been modified with a software package that did not update the checksums – such as a hex editor.

Do not correct the checksums unless you know the tune file was modified outside of the EFILive software and that the modifications are correct and accurate.

If you correct the checksums of a file with corrupt data you are merely masking corruption. If you flash a corrupt file into a controller, you risk damaging the controller and/or causing the vehicle to operate incorrectly.

Test for Rogue Modules

For Customers with FlashScan/AutoCal V3 a range of test modes to check the network for rogue modules that may cause read or flash operations to abort are available.

Navigate to the Tune Tool -> F1: Tuning -> F4: Test OBD Network menu.

Select the Test CAN J1979 option for CAN based controllers.

Further Support

If all of the above have been attempted and issues still persist; please create a [Support Ticket](#) and include as much information as possible. Be sure to locate and attach your Trace Files.