

# 7 Trouble Shooting


If the Performance upgrade 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**).

**NOTICE** If you do not wait for at least 10 minutes after locking your car, electrical voltage and signal flow may still be present in the connections. Detaching the connectors while electronic signals still flow, may damage your vehicle.

**NOTICE** Using 3rd-party on-board diagnostic (OBD) scan tools may damage your vehicle. Do not use them. **VR Tuned** is not liable for damages caused by any 3rd party OBD system.

Description of problem	What to do
<b>No extra performance or performance not noticeable enough</b> I am not satisfied with the performance level of my vehicle.	<ul style="list-style-type: none"><li>You can find detailed instructions on how to make the extra performance more noticeable in <b>Fine tuning</b> (section <b>B</b>).</li></ul>
<b>Knocking/ rattling</b> The engine knocks or rattles (diesel engine) more under load. It runs less smoothly than in stock tune.	<ul style="list-style-type: none"><li>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 performance upgrade only works then.</li><li>If your first impression was right, you can find detailed instructions on how to make the engine run smoothly again in <b>Fine tuning</b> (section <b>A</b>).</li><li>If the knocking/rattling is very noticeable, you can carry out the steps described in <b>Fine tuning</b> immediately.</li></ul>
<b>Jolting</b> With the erformance upgrade installed, my car jolts, stutters or hesitates in situations where it did not before.	<ul style="list-style-type: none"><li>You can find detailed instructions on how to make the engine run smoothly again in <b>Fine tuning</b> (section <b>A</b>).</li><li>If that does not cure the problem, please contact our Customer Service; if you can describe the circumstances when the problem occurs, our Customer Service can make further adjustments.</li></ul>
<b>Quality of gear shift reduced</b> The shift behaviour and/or the shift quality has worsened since the installation of the performance upgrade. The gearbox sometimes cannot seem to find the right gear.	<ul style="list-style-type: none"><li>Select the next lowest mapping (see <b>Fine tuning</b>, section <b>A</b>). Repeat this procedure until you are happy with the gear shifting.</li><li>If that does not cure the problem, please contact our Customer Service; if you can describe the circumstances when the problem occurs, our Customer Service can make further adjustments.</li></ul>

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Description of problem	What to do
<p><b>Engine fault light or other warning light comes on and stays on after installing the performance upgrade.</b></p> <p>A warning light on the dashboard comes on and stays on after installation of the performance upgrade.</p> <p></p>	<ul style="list-style-type: none"><li>• 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 <b>Overview of the performance upgrade</b>) 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.</li><li>• De-install the performance upgrade wiring harness to the point that you can reconnect all the connections in your car as they were before you started installing the performance upgrade. 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.</li><li>• If the warning lights have gone out, you can re-install the performance upgrade. 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.</li><li>• 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 performance upgrade and start the engine again.</li><li>• If the warning lights come on again now, please contact our Customer Service (see <b>Contact</b>).</li></ul>
<p><b>Soot generation</b></p> <p>My car produces (more) soot since installing the performance upgrade.</p>	<ul style="list-style-type: none"><li>• You can find detailed instructions on how to make the engine run smoothly again in <b>Fine tuning</b> (section <b>A</b>). The steps will also help stop the engine producing excess soot.</li></ul>

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Description of problem	What to do
<b>The car does not start</b> The car's ignition does not work after installing the performance upgrade.	<ul style="list-style-type: none"><li>• Something probably went wrong during the installation procedure. Please follow the steps below to check that the performance upgrade is installed correctly.</li><li>• De-install the performance upgrade wiring harness the point that you can reconnect all the connections in your car as they were before you started installing the performance upgrade. (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.</li><li>• If the car starts, you can re-install the performance upgrade. Make sure the ignition is switched off and wait at least 15 minutes before disconnecting the sensors in the engine bay. After installing the performance upgrade, double check that all the connectors are correctly and firmly fixed. Go through all the steps described in Installation again. Finally, start the engine.</li><li>• If the car still does not start, please contact our Customer Service (see <b>Contact</b>).</li></ul>
<b>No noticeable fuel savings</b> I do not notice any fuel savings	<ul style="list-style-type: none"><li>• Make sure you are comparing before-and-after fuel consumption based on the vehicle's actual consumption – on-board computers often display incorrect values.</li><li>• 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.</li><li>• If your driving style matches the description but you still do not see any fuel savings, please select the next highest mapping (see <b>Fine tuning</b>, section <b>B</b>). After selecting a new mapping, check the actual consumption to see if there has been any reduction.</li></ul>