

# **J2534 Manual 3.3**

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## **J2534 Application Overview**

**TSP**

**11/17/2016**

The purpose of this document is to familiarize the user with how to:

1. Download and install the J2534 Application
2. Downloading ECU reprogramming files
3. Use the J2534 Application for ECU Flash Reprogramming

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# J2534 Overview

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Vehicle manufacturers are required by law to provide a Windows software application for reprogramming emission-related ECUs using a J2534 capable interface. A J2534 device plugs into the vehicle OBD connector and connects to a computer running a J2534 compliant reprogramming application. For Chrysler vehicles, a TechAuthority Online subscription is necessary to install the J2534 application and download flash files.

The J2534 System is a combination of the Chrysler J2534 Flash Application and the New J2534 Application. J2534 aftermarket users are required and responsible for installing the J2534 device driver provided by the device manufacturer. If you need support installing the device driver software contact the device manufacturer. Chrysler J2534 application provides below capabilities:

1. The **Chrysler J2534 Flash Application** provides ECU reprogramming support for emission control modules only (ECM, PCM, TCM and CTV). This application is applicable for 2009 and prior model years.
2. The **New J2534 Application** provides support for 2010 or newer vehicles and includes the following features:
  - ECU reprogramming files are automatically downloaded via the application
  - J2534 Applicable ECUs can be reprogrammed, if a flash is available
  - Required ECU applicable routines are available after ECU reprogramming or ECU replacement.
  - An internet connection and bandwidth (1.5 Mbps) is required for access to the TechAuthority website.

**PLEASE NOTE:** The wiTECH Help Desk does **NOT ACCEPT CALLS** regarding J2534 issues or questions. Please refer to section 4.0 of this document for more details.

## J2534 Knowledge Base

It is strongly advised that J2534 users review all associated documentation BEFORE using the J2534 Application. ECU reprogramming support requires an understanding of vehicle diagnostics, ECU communications and vehicle electrical architecture. A misunderstanding of what is required to perform ECU reprogramming on Chrysler supported vehicles can lead to a frustrating and unsuccessful experience.

## Chrysler recommended J2534 devices

J2534 Device	Firmware Version
CTC Vehicle Box *	1.9
UCAN 2	1.0
Blue Streak -2534 Global Programmer	2.10
Actia I+ME Passthru	2.07

\* Chrysler recommends the CTC Vehicle Box Device for Chrysler SCI ECU reprogramming. SCI reprogramming is used on most PCMs and TCMs prior to the introduction of CAN bus vehicles which began in 2004 (Durango).

## Adaptor Requirements

A harness adaptor is required to update certain vehicles. The following tables list which vehicles / modules require which adaptor. Adaptors can be purchased through the SPX Miller Special Tools program. See SPX Miller Special Tools program for details.

MLR-J2534-MMC required on:

SBEC III	1996 – 1997	SEBRING / AVENGER (FJ)
ETAX III	1996 – 1997	SEBRING / AVENGER (FJ)
SBEC IIIA	1997 – 1998	SEBRING / AVENGER (FJ)
ETAX IIIA	1997 – 1998	SEBRING / AVENGER (FJ)
Powertrain	2001 – 2201	SEBRING / STRATUS COUPE (ST)

MLR-J2534-TCM required on:

ETAX IIIB	2003 – 2004	SEBRING / STRATUS SEDAN (JR)
ETAX IVA	2005 – 2006	LIBERTY (DIESEL) JEEP (KJ)

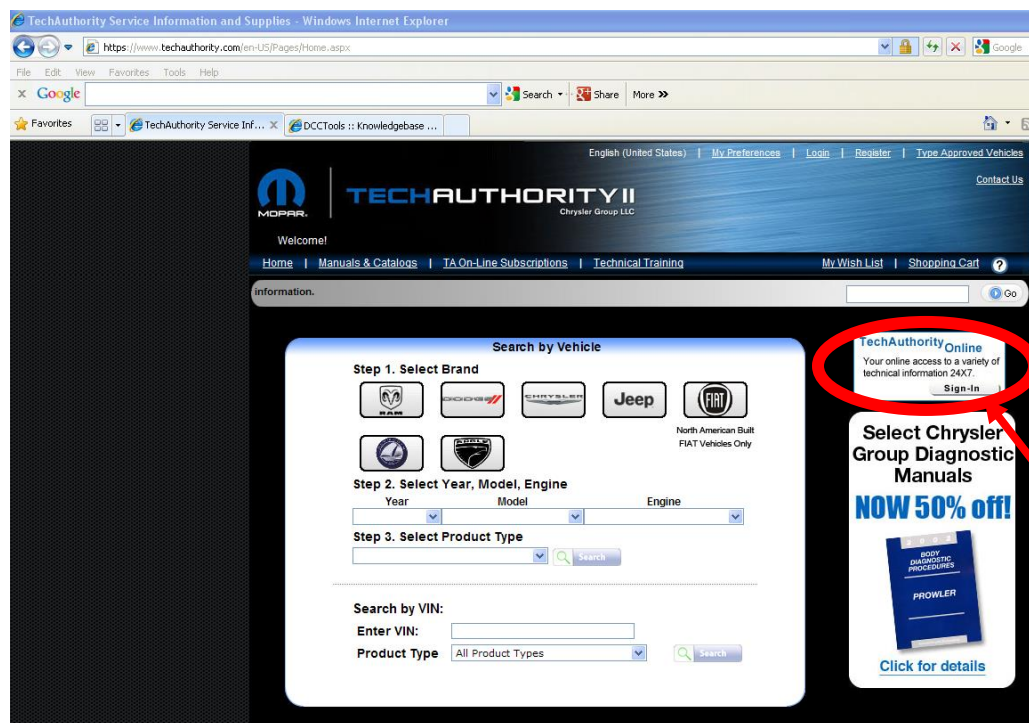
# Section 1.0 – TechAuthority

## 1.0 -TechAuthority.com

The TechAuthority website at <https://www.techauthority.com> provides aftermarket users with access to purchase a subscription to TechAuthority Online, which provides access to:

- The J2534 Application
- J2534 applicable ECU flash files.
- Technical Service Bulletins (TSBs)
- Service Diagnostic Procedures
- Chrysler Wiring Diagrams

The information below is provided as a reference only. For additional details, please visit the TechAuthority website at [www.techauthority.com](http://www.techauthority.com).



### NOTE:

Access to **TechAuthority Online** requires TechAuthority registration and a purchased subscription to TechAuthority Online. Users must select the **TechAuthority Online** "Sign In" link to log in.

## 1.0.1 - TechAuthority Registration

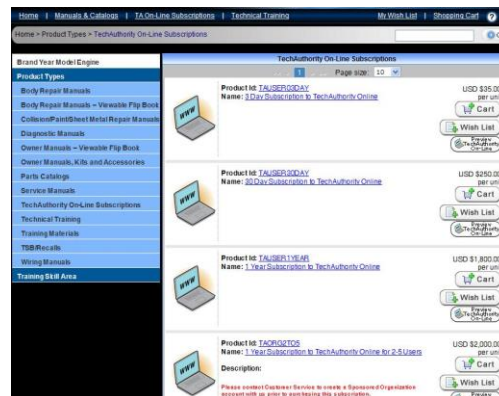
To use TechAuthority for Chrysler vehicles first register for a user account with TechAuthority.com as shown below.



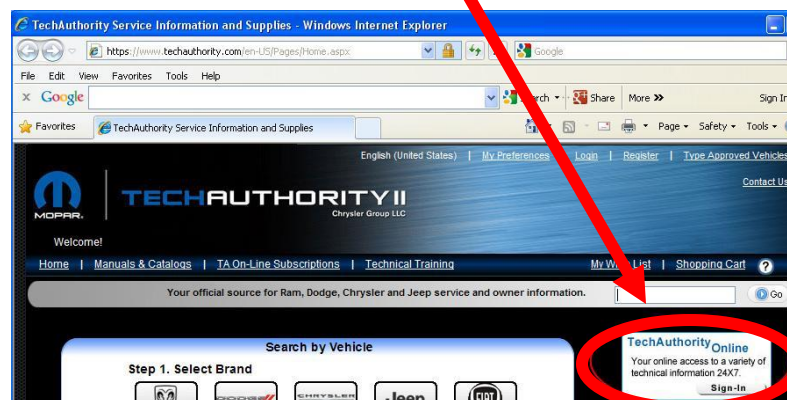
## 1.0.2 - TechAuthority Online Subscription

To log into TechAuthority Online:

1. Purchase a TechAuthority Online subscription using your TechAuthority account. After logging into your TechAuthority user account, select the TechAuthority On-Line Subscriptions tab to purchase your subscription.

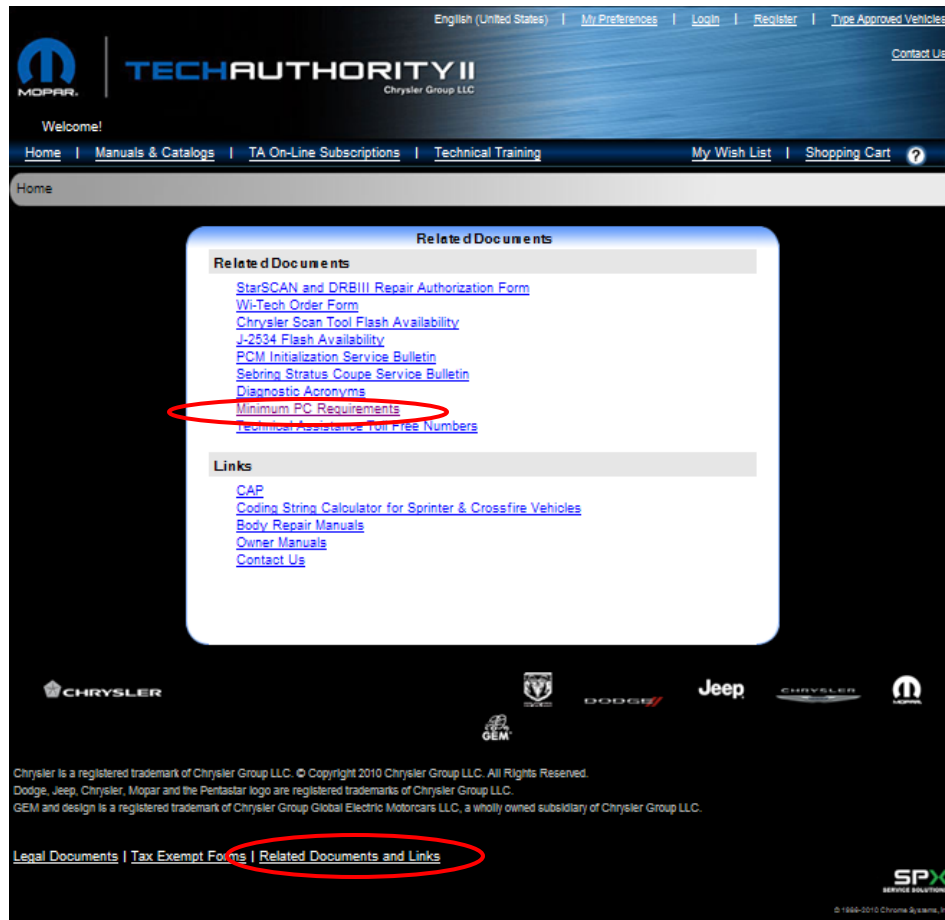


2. Receive email confirmation from TechAuthority of your TechAuthority Online username and password.
3. Use this information to log into TechAuthority Online section of the TechAuthority website, by selecting the TechAuthority Online Sign In link as indicated below.

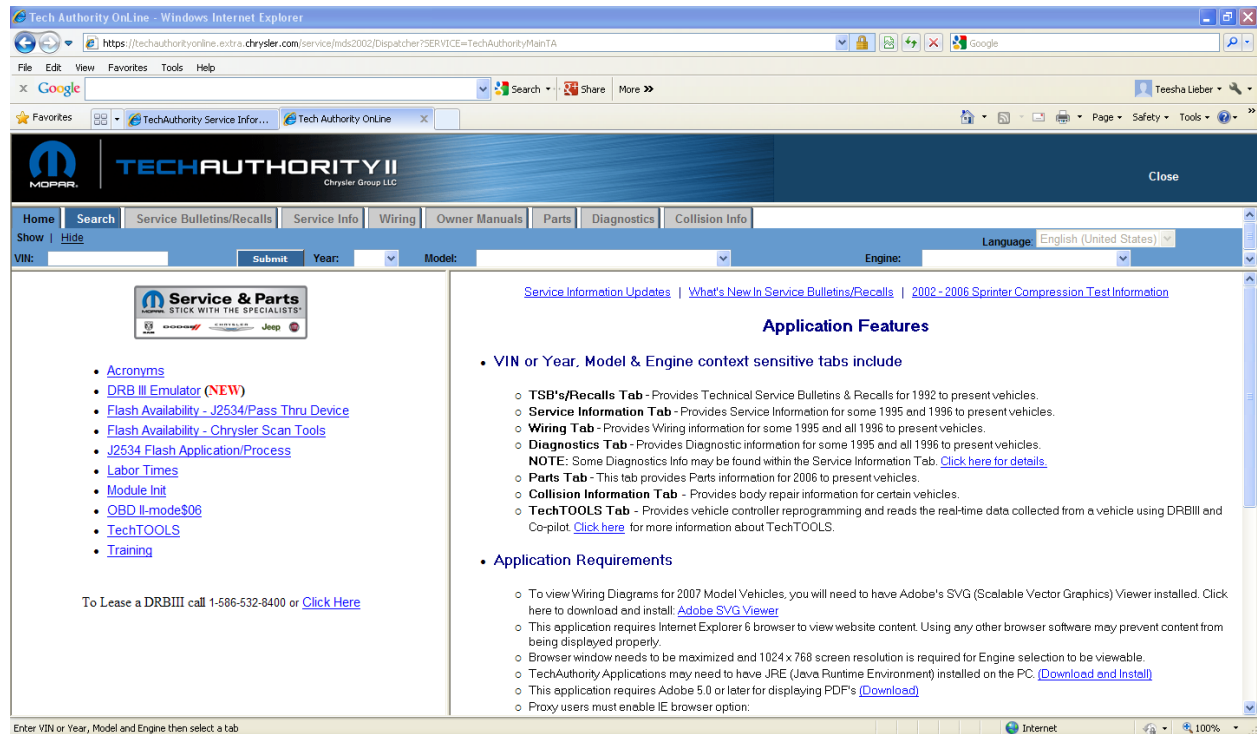


## 1.1 - TechAuthority Online Requirements

The minimum PC requirements to use the TechAuthority.com website are documented and can be found on the TechAuthority website under Related Documents and Links as shown below.



## 1.2 - TechAuthority Online



TechAuthority Online users should take the time to become familiar with what is available on the site and how to use these tabs and features.

TechAuthority Online J2534 Application users have access to the following:

- Service Diagnostics Procedures
- Wiring Diagrams
- Technical Service Bulletins
- J2534 Flash Application

Common Vehicle Information required for TechAuthority Online usage:

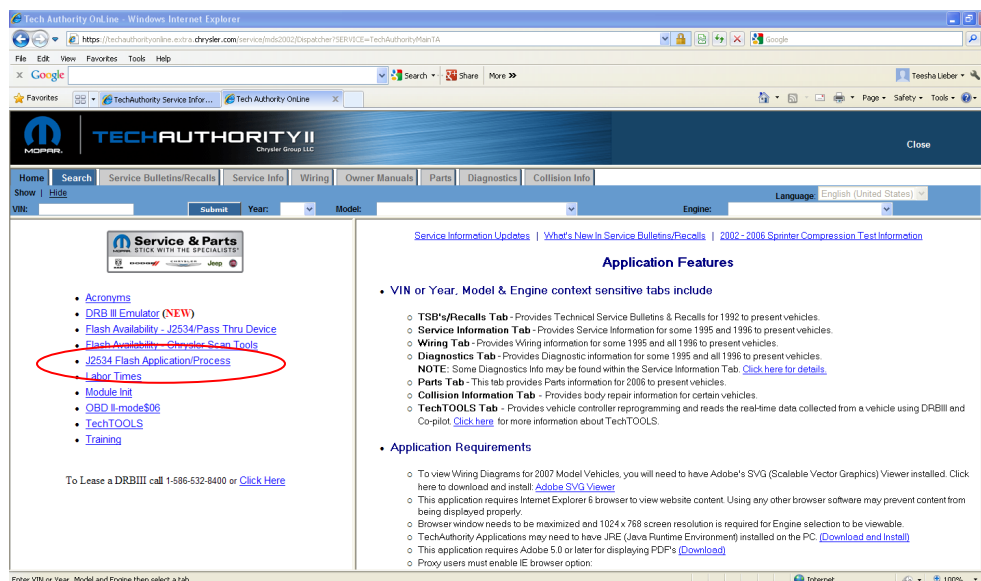
- VIN
- Year, Model, Engine (YME)
- Original ECU Part number
- New ECU Part number
- Diagnostic Trouble Code (DTC)



# Section 2.0 – The J2534 System

## 2.0 – J2534 Software

To access the J2534 Application for installation and flash files, select the **J2534 Flash Application Process** link.

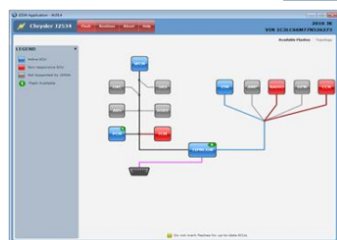


After selecting the J2534 Flash Application link a new window opens as shown below:

### Chrysler J2534 Application Overview

The Chrysler J2534 System is a combination of the J2534 Application (2010 and newer Model Year Support) and the Chrysler J2534 Flash Application (2009-1996 Model Year Support). J2534 aftermarket users are required and responsible for installing the J2534 device driver provided by the device manufacturer. If you need support installing the device driver software contact the device manufacturer. See the related article "[Chrysler J2534 Manual](#)" for additional information. Chrysler J2534 application provides below capabilities:

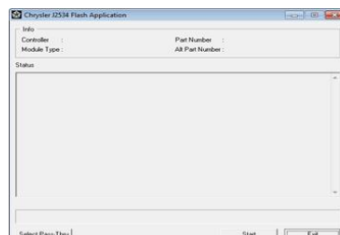
#### New J2534 Application:



#### Application Usage and Support

- Provides support for 2010 and newer model years.
- New J2534 Application requires users to work online. An active internet connection and bandwidth (1.5 Mbps) is required to use J2534 application.
- ECU reprogramming files are automatically downloaded via the application.
- J2534 Applicable ECUs can be reprogrammed, if a flash is available.

#### The Chrysler J2534 Flash Application:



#### Application Usage and Support

- Provides support for 2009 - 1996 model years.
- ECU reprogramming support for emission control modules only (ECM, PCM, TCM and CTV).
- User is responsible to download the correct ECU reprogramming files. [Click here to download ECU reprogramming files.](#)

## 2.0.1 - J2534 Software Download (requires valid TechAuthority Online subscription)

To download the J2534 Application, scroll down the page and select the **J2534 System** link as shown below.

### Chrysler J2534 System Support:

Support for Chrysler J2534 System is available on-line. For more information, please refer to [Chrysler J2534 Manual](#) and [knowledge base](#) website.

### Chrysler J2534 System

#### PC Requirements for Chrysler J2434 System:

The Chrysler J2534 Application has been verified to work with the following operating systems using open platform PCs or laptops:

- Windows 7 (32-Bit & 64-Bit)
- Windows XP (32-Bit only)

#### Chrysler J2434 System Release Notes:

Please click [here](#) to view the Application Release Notes.

#### Chrysler J2434 System Download:

For Chrysler J2534 System support, please refer to "[Chrysler J2534 Manual](#)". Get the [J2534 system](#).

#### Chrysler ECU Flash Availability matrix:

Click [Flash Availability-J2534 Application](#) and [Flash Availability-Chrysler Diagnostic Application](#).

After selecting the above link the page below will open with directions and a link to download and save the latest release of the J2534 Application Software. Be sure to check this page when you log into TechAuthority Online to confirm you are using the latest J2534 Application release.

J2534

### You're downloading a J2534 update

**1 IMPORTANT STEP: Close the J2534 application!**  
If you are running either the J2534 Application or legacy Chrysler J2534 Flash Application, close it before starting the installation process.  
**NOTE:** Click the close (X) button in the top right corner of the application to close.

**2 IMPORTANT STEP: Quit the J2534 server!**  
If there is a green, red, or yellow traffic light icon in the lower right corner of your computer, right click the icon and select "Quit" on the popup menu to close "J2534 Server" as shown in the following picture.

**3 Click the installer link below to begin download:**  
[J2534\\_Install\\_J5.01.16.exe](#)

New version: **J5.01.16**

**4 Save the J2534 update installation file**  
A window will be displayed with "Run/Save/Cancel" options. Click "Save" button to download the installation to your PC.  
**Note: You MUST save the J2534 update installation file to your PC.**

## 2.1 - J2534 Software Installation:

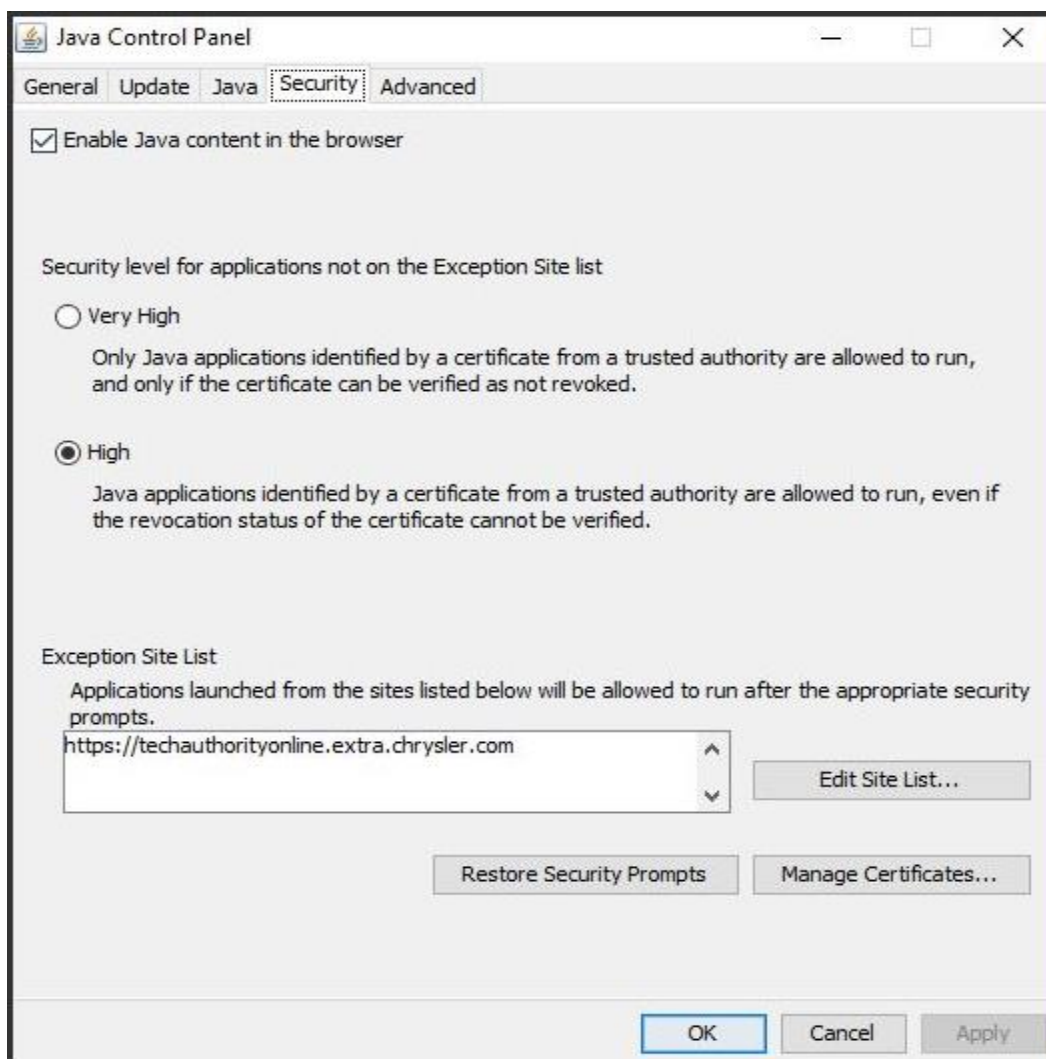
After downloading and saving the J2534 Install file, double-click the file and follow the application installation prompts.

**Be sure to review the PC requirements documents for J2534 Application software installation** located at <https://www.techauthority.com/en-us/related-documents-and-links/>

### Note:

- You will need administrative privileges to install this file
- You will need to confirm that the latest versions of the following software has been installed:
  - Adobe Air (available from <http://www.adobe.com>)
  - Java ; NOTE: Currently we recommend installing a 32-bit version of java 8  
<https://java.com/en/download/>
    - Select the Windows Offline option (this is the 32-bit java) and save the file to your desktop. Once saved, double-click the installation file icon and follow the prompts to install.
  - You will need to be sure to allow the Java(TM) SE platform binary software through your PC Firewall if prompted.
  - You will need to add the TechAuthority site to the "Exception Site List"
    - With all browsers closed on your PC
    - Go to Control Panel and view by Large/Small icons
    - Open Java > Security > and add the following site to the "Exception Site List"
      - <https://techauthorityonline.extra.chrysler.com>
    - Click on "Restore Security Prompts" > Restore All
    - Click Ok

<https://www.techauthority.com/en-us/related-documents-and-links/#>



- Be sure to remove the previous Chrysler J2534 Flash Application from this PC.

### 2.1.1 - Removing the Chrysler J2534 Flash Application

If your PC has the Chrysler J2534 Flash Application listed in the All Programs menu on your PC, you must first remove this program before installing the J2534 Application.

To remove the Chrysler J2534 Flash Application, navigate to C:\Program Files\Chrysler\ and delete the Chrysler folder.

If you have already installed the New J2534 Application prior to deleting the Chrysler J2534 Flash Application, you will have to remove the J2534 Application and reinstall it.

## 2.2 - Launching the Chrysler J2534 Application

The J2534 System Application includes both

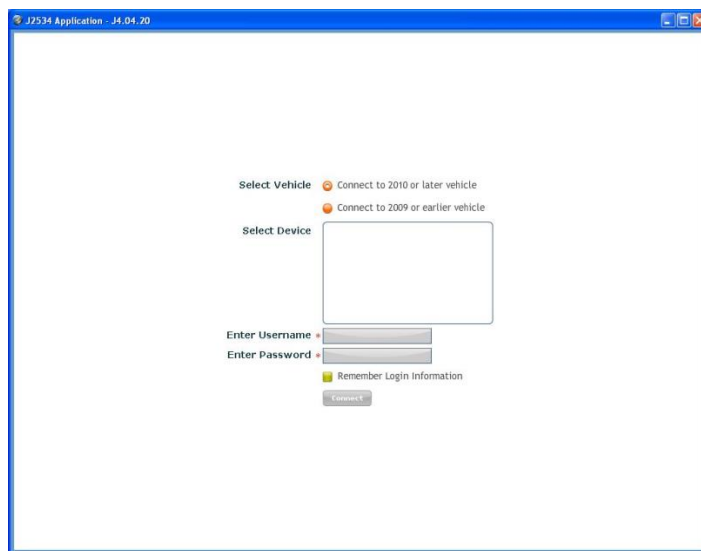
- Support for 2010 and newer vehicles.
- Support for the Legacy Chrysler J2534 Flash Application for 2009 and older vehicles.

Before starting J2534 Application confirm that the J2534 server is started. The J2534 Server is the round Green Icon in the lower right-hand corner system tray.

To launch the Application, double-click the shortcut icon on your desktop:



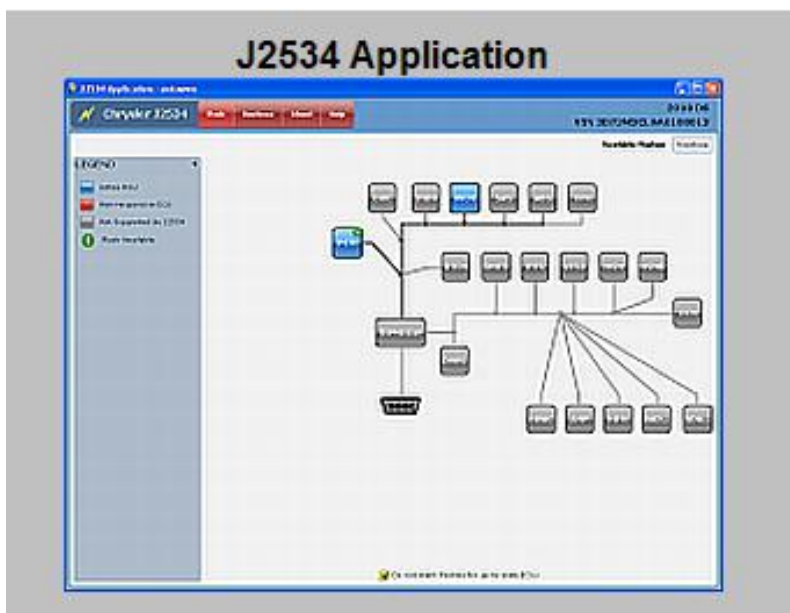
For 2010 or newer Chrysler vehicles, select the first radio button "Connect to 2010 or later vehicle".



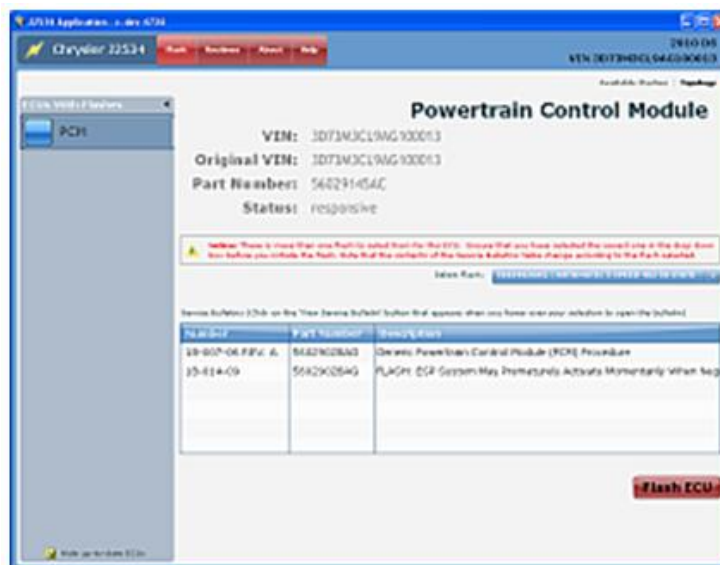
To login to the New J2534 Flash Application, an internet connection is required as well as a valid subscription to TechAuthority Online.

## 2.2.1 - J2534 Application Capabilities

This application will work with any 2010 and newer Chrysler vehicle.



When working on 2010 or new Chrysler vehicles, the New J2534 application will automatically provide ECU flash reprogramming files. Users do not need to download the flash files from TechAuthority ahead of time.



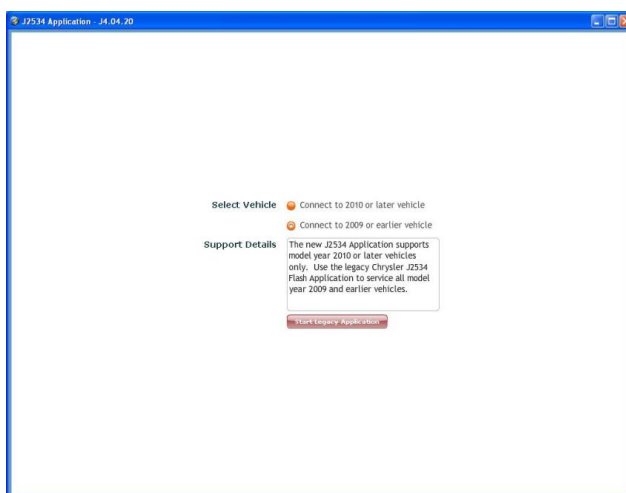
The New J2534 Application can also perform applicable routines required after ECU reprogramming, such as PCM replaced, Learn ETC, etc.

**Troubleshooting Tip:** If all ECUs in J2534 Network Topology screen display as "RED"/inactive, or the user receives a "No Response" error message the J2534 Application most likely lost connection to J2534 Device.

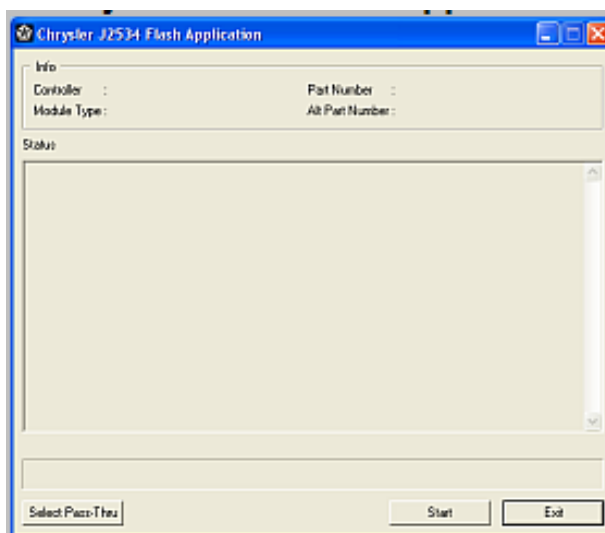
- Close J2534 Application
- Disconnect J2534 device completely from Vehicle/PC and connect it back
- Give IGN cycle to Vehicle
- Start J2534 Application and connect to J2534 device.

## 2.3 - Launching the Legacy Chrysler J2534 Flash Application

For 2009 or older, select the "Connect to 2009 or earlier vehicle" and Select the Start Legacy Application tab.



The following Window will open.



**Note:** User will need to download the applicable flash file from TechAuthority Online, before selecting the Start button.

**Troubleshooting Tip:** For certain PC configurations when launching the Legacy J2534 Application. Users will need to select the application from their All Programs > J2534 > Chrysler J2534 Flash Application, as the shortcut does not work with the new release J 4.0.20.



## 2.4 - J2534 Server

The J2534 Server should automatically launch when the PC is booted and can be found in your PC system tray in the lower right-hand corner of your PC. It is the round green icon. The J2534 requires a 32-bit Java is installed on your PC. NOTE: Currently we recommend installing a 32-bit version of java 8.

<http://www.java.com/en/download>

- Select the Windows Offline option (this is the 32-bit java) and save the file to your desktop. Once saved, double-click the installation file icon and follow the prompts to install.

You will need to be sure to allow the Java(TM) SE platform binary software through your PC Firewall if prompted. If you do not allow this software you will receive a message, "the J2534 Server cannot be found."

### 2.4.1 - J2534 Server Cannot be Found

If the J2534 Server icon is not displaying, you may need to remove and reinstall your java. Please follow the steps above.

You can also manually start the J2534 Server by navigating to All Programs > J2534 > J2534 Server.



## Section 3 – Downloading J2534 ECU Flash Files

### 3.0 - J2534 Flash Availability Document

The J2534 Flash Availability document is located on the TechAuthority.com website under Related Documents and Links and on the TechAuthority On-Line Home Page.

The J2534 Flash Availability document is intended to provide Aftermarket users with the correct ECU Flash reprogramming part number and designated supercedence list without having to purchase a TechAuthority Online subscription.

#### **Procedure:**

To use the J2534 Flash Availability document:

- Confirm current ECU Software part number or new generic ECU replacement part number.
- Review the J2534 Flash Availability document for the vehicle YME (Year, Model and Engine) and the ECU
- Review list for updated ECU part number and supercedence.

#### **Supercedence:**

This is the list of supported software part numbers that a specific ECU flash will update. If the current software part number is not listed the flash will not update the controller and is not applicable to that particular YME and part.

#### **Steps After Successful Flash Reprogramming:**

Chrysler J2534 Flash Application for 2009 and earlier vehicles does not provide any functionality to perform Routine/Key programming after a successful flash.

After successful reprogramming or replacement of any J2534 applicable ECU, the J2534 generic scan tool user must follow associated Technical Service Bulletin (TSB) for any additionally required steps. TSB information can be found on TechAuthority Online website. If a routine is required to be performed in order to start the vehicle, J2534 users will need to refer to the

#### **Chrysler Group LLC Scan Tool Lease Options below:**

- For 2009 model year vehicles and prior, it may be necessary to use either a DRBIII or a StarSCAN to perform function required after ECU replacement. To lease the DRBIII call 1-586-532-8400 or [click here](#).
- Beginning with 2010 MY, function required to replace an ECU will be supported via the J2534 application.

Note: The New J2534 Application supports these functions on only 2010 and newer vehicles.

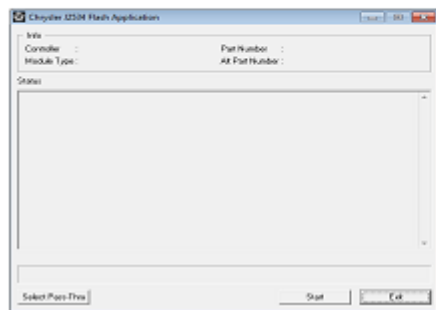
### 3.1 - Downloading J2534 ECU Flash Files

To download J2534 ECU Flash reprogramming files, you will need a valid TechAuthority Online Subscription. After logging into TechAuthority Online, select **J2534 Flash Application Process** link. On the new window, scroll to the section labeled "The Chrysler J2534 Flash Application – **Application Usage and Support**". To download flash files, select the "Click here to download ECU reprogramming files" link as shown below.

#### Chrysler J2534 Application Overview

The Chrysler J2534 System is a combination of the Chrysler J2534 Flash Application (2009-1996 Model Year Support) and the J2534 Application (2010 and newer Model Year Support). J2534 aftermarket users are required and responsible for installing the J2534 device driver provided by the device manufacturer. If you need support installing the device driver software contact the device manufacturer. See the related article "[Chrysler J2534 Manual](#)" for additional information. Chrysler J2534 application provides below capabilities:

#### The Chrysler J2534 Flash Application:



#### Application Usage and Support

- Provides support for 2009 - 1996 model years.
- ECU reprogramming support for emission control modules only (ECM, PCM, TCM and CTV).
- User is responsible to download the correct ECU reprogramming files. [Click here to download ECU reprogramming files.](#)

#### 3.1.1 - J2534 Flash Download Page

Users can choose how to find the appropriate flash file for their module by using the vehicle VIN, YME or ECU Part Number.

#### 3.1.2 - Searching for Flash Files using YME (Year, Model, Engine)

J2534 Application users are required to know what calibration their particular ECU requires. (Users should reference the J2534 Flash Availability document located on the TechAuthority website under Related Documents and Links)

**Select Vehicle**

VIN:

**Note :** Enter 17 digit VIN or enter the last 9 characters of the VIN. VIN will be decoded to Year, Model and Engine to retrieve the available flashes.

Year:

Model:

Engine:

Part Number:

TSB/Recall Number:

TSB : Technical Service Bulletin.

**Instructions**

1. Select a New Part Number based on the vehicle configuration.
2. Click the Download button to download the flash file.
3. Double Click the **Chrysler J2534 Flash Application** Icon on the desktop to install the flash file into the vehicle.

**Flash Part List**

#	New Part Number	Calibration	Type
12220350AF	2012 D2 DJ DX 6.7L CUMMINS MANUAL UGM ENG. REF. 53041175AB	ECM	
12220351AE	2012 D2 DJ DX 6.7L CUMMINS AUTO UGM ENG. REF. 53041176AA	ECM	
12300340AE	2012 D2 DJ DX 6.7L CUMMINS MANUAL BUX ENG. REF. 53041174AC	ECM	
12300341AE	2012 D2 DJ DX 6.7L CUMMINS AUTO BUX ENG. REF. 53041172AC	ECM	
12300360AI	ENG REF# 05146246AA 2012 DJ D2 6.7L MANUAL EURO V	ECM	
12300361AI	ENG REF# 05146245AA 2012 DJ D2 6.7L AUTO EURO V	ECM	
12350330AL	ENG REF# 53041226AA 2012 DJ D2 6.7L 2500 MANUAL 50 STATE	ECM	
12350331AK	ENG REF# 53041215AB 2012 DJ D2 6.7L 2500 AUTO 50 STATE	ECM	
12351330AK	ENG REF# 53041413AF 2012 DJ D2 6.7L 3500 MANUAL 50 STATE	ECM	
12351331AK	ENG REF# 53041215AB 2012 DJ D2 6.7L 3500 AUTO 50 STATE	ECM	

### 3.1.3 - Searching for ECU Flash files using Part number

**Select Vehicle**

VIN:

**Note :** Enter 17 digit VIN or enter the last 9 characters of the VIN. VIN will be decoded to Year, Model and Engine to retrieve the available flashes.

Year:

Model:

Engine:

Part Number:

TSB/Recall Number:

TSB : Technical Service Bulletin.

**Instructions**

1. Select a New Part Number based on the vehicle configuration.
2. Click the Download button to download the flash file.
3. Double Click the **Chrysler J2534 Flash Application** Icon on the desktop to install the flash file into the vehicle.

**Flash Part List**

#	New Part Number	Calibration	Type
71300430AQ	ENGINE REF# 53041405AC DC MANUAL 50 STATE	ECM	

If you see a popup dialog requesting permission to install and run a signed applet, you must grant permission by clicking "Grant Always" button for the J2534 Flash files to be downloaded.

**Files downloaded successfully.**

Once the appropriate file/(s) display, select the appropriate radio button and select Download. The "Files downloaded successfully" will appear when the file has downloaded successfully. Some users may be prompted to run a JAVA applet in order to complete the flash download.

**Please Note:** Some modules do not have ECU Flash files available, because the ECU does not have any updates or the new ECU is shipped already programmed. In these cases the following message will appear.

No programming flash files have been issued to dealerships at this time for the entered criteria.

If you see this notification above, review the J2534 Flash Availability document located on the TechAuthority website under Related Documents and Links and information referenced in Section 3.0 of this document.

### Troubleshooting Tip:

Problems can occur when an ECU module is replaced with the wrong ECU module. Selecting the wrong calibration file can lead to poor vehicle performance, engine damage or a vehicle that will not start. Obtaining the original ECU part number and following supercedence rules is extremely important when replacing an ECU. Once an ECU has been reprogrammed, the new calibration cannot be removed. **Previously used ECU modules are not supported with the J2534 Application.** Please review Section 3.0 of this document and the J2534 Flash Availability document located on the TechAuthority website under Related Documents and Links when replacing ECUs.

### Troubleshooting Tip:

If you receive the following error message: **J2534 Application Issues: "flash files are corrupt, please re download"** you will need to first delete all the previously downloaded flash files, download the flash file again and reattempt the flash.

Delete all the previously downloaded flash files from the following directories based on your Windows Operating System:

- **XP Machine:** Navigate to Start > My Computer > C: > DCX2534 folder and delete all downloaded flash files.
- **WIN 7 Machine:** Navigate to Start > Computer > C: > Users > Current Users Name > Application Data > Local > temp > low and delete all downloaded flash files

### 3.1.4 - Additional Information and Known Customer Issues / Concern

- 1996 - 2008 5.9L ECM (Cummins)

If you are reprogramming the 5.9L diesel engine controller on the 1996-2008 Dodge RAM vehicles, it is necessary to also reprogram the VIN after the ECU has been flashed. To write the VIN to the ECU, you may use aftermarket software support, or use an ***OEM Chrysler Group LLC scan tool (DRBIII or StarSCAN)***. **Chrysler Group LLC Scan Tool Lease Options** below:

- 1996 - 2009 All PCMs

If you are REPLACING a PCM or ECM and the vehicle is equipped with a theft deterrent system (Sentry Key), it must be initialized to properly function with the Anti-Theft module. You also need to reprogram the VIN when replacing a PCM or ECM. To write the VIN to the ECU and initialize the PCM to work with the theft deterrent system, you may use aftermarket software support, or use an ***OEM Chrysler Group LLC scan tool (DRBIII or StarSCAN)***. **Chrysler Group LLC Scan Tool Lease Options** below.

#### **Chrysler Group LLC Scan Tool Lease Options:**

- For 2009 model year vehicles and prior, it may be necessary to use either a DRBIII or a StarSCAN to perform function required after ECU replacement. To lease the DRBIII call 1-586-532-8400 or [click here](#).
- Beginning with 2010 MY, function required to replace an ECU will be supported via the J2534 application.

### 3.1.5 - license violation -flash engine is invalidated

If you receive this error when attempting a flash, this indicates you are using an old version of the J2534 Application and will need to update to the latest version. Currently the latest J2534 released application is J5.01.16.

Follow the steps in Section 2 of this document to install the latest version of the J2534 Application. NOTE: Only Win 7/8 operating systems are supported with the J2534 Application.

## Section 4.0 - Support

### 4.0 - Support

#### Support Procedure for Chrysler J2534 Application

Please read through the different levels below to determine where you should direct your communications related to your issue.

**PLEASE NOTE:** The wiTECH Premium Support Help Desk **DOES NOT ACCEPT PHONE CALLS** regarding J2534 issues or questions.

**Level 1** – If you need assistance using your J2534 generic scan tool, this includes:

- Assistance with errors when attempting vehicle communication
- Attempting to perform ECU reprogramming
- Writing the VIN

**Please contact your generic scan tool hardware manufacturer directly.**

- The J2534 device manufacturer will then collect the necessary information about the error / issue and create an open issue ticket with Chrysler to work through the issue. This is necessary to ensure that the problem is root caused and includes the appropriate technical data to resolve the issue. Please keep in mind, because of the distributed PC model that J2534 uses, the problem can reside in one or more software and hardware components which are developed and managed by different responsible parties.
- Generic scan tool manufacturers are **required** by Chrysler to report any issues they determine are the fault of the Chrysler J2534 application directly to Chrysler. If your device manufacturer is not aware of this process, a device manufacturer can email [support@witechtools.com](mailto:support@witechtools.com) requesting information on how they can report J2534 application issues directly to Chrysler.

**Level 2** – If you need assistance with the **TechAuthority** web site, including, but not limited to, any of the following items:

- Any issue accessing the TechAuthority website.
- Any issue in buying subscription from TechAuthority.
- Any issues which are related to credit card processing while trying to make a purchase from TechAuthority.
- Service Diagnostic Procedure information
- Wiring diagram information

Please contact TechAuthority Customer Care at **1-800-890-4038** or send them an email at [support@techauthority.com](mailto:support@techauthority.com).

**Level 3** - If **after** you've read this document in its entirety (including the known hardware issues section) and your issue doesn't fall within either the level 1 or level 2 support definitions and still require additional assistance, send us an email at [support@witechtools.com](mailto:support@witechtools.com) with the following list of **mandatory** information included:

- Name of the user
- Users contact information (email or phone number)
- Name of business (if applicable)
- J2534 hardware device being used
- J2534 hardware device firmware version
- Chrysler J2534 application software version
- Vehicle year, model and engine
- Vehicle VIN
- Current ECU part number
- New ECU part number (if applicable)
- **Detailed** description of the problem that your encountering that is not currently addressed by online documentation

If the issue involves communication with the vehicle, please provide the following additional information:

- The name of the device manufacturer support representative that you spoke with
- The date that you initiated contact with the device manufacturer

With the device manufacturer's information we will link your issue with the formal issue ticket which is the responsibility of the device manufacturer to create. If the issue has not yet been created, you will have to work with your device manufacturer to have them create a problem ticket if they believe the issue is Chrysler's direct responsibility.

Your issue will be reviewed for applicability and **possibly** forwarded to a Chrysler J2534 developer for further review. You also **may** be contacted as deemed appropriate for your issue.

# Appendix A: Known Hardware Issues

These are NOT application issues. They are issues due to the device/system used with the J2534 Application.

## A-1 - "Snap-On VERUS Tool" has been reported to have the following issues:

**1. Does not meet the minimum requirements.** It is highly recommended to use a regular window PC/laptop that meets the minimum J2534 Application requirements for installation. Minimum PC Requirements are located at <https://www.techauthority.com/en-us/related-documents-and-links/>



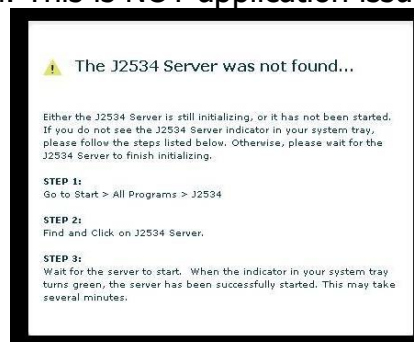
## 2. "Windows Script Host error: There is no file extension in "C:\Program".."

This error is caused by a non-standard windows operating system on the Snap On VERUS. This is NOT an application issue.



## 3. "J2534 Server was not found"

Again, this error is caused by the non-standard windows operating system/structure on the Snap On VERUS tool. This is NOT application issue.

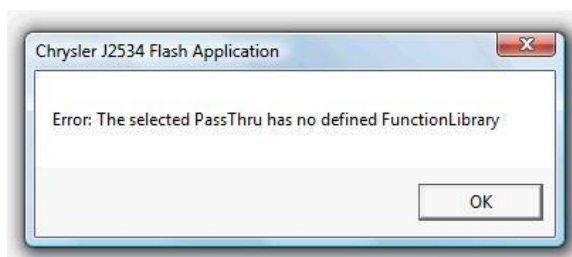




## A.2 - OTC- VCI J2534 device has been reported to have the following issues:

### “Error: The selected Pass Thru has no defined Function Library”

Chrysler experience with this issue is that the device may have the wrong device firmware / configuration. Please make sure you have correct **Device Driver** / firmware installed and try the process again. If you continue to experience the same issue, please contact the J2534 device manufacturer for further assistance.



## A.3 - J2534 (SCI) Flash Process Failed using J2534

For any Chrysler SCI J2534 Flash, the **CTC Vehicle Box** device is the recommended tool to use. Although there are many J2534 devices available, Chrysler has validated **CTC Vehicle Box** device with for this Chrysler Flash Process. The CTC Vehicle Box does not have any known failures with flashing/reprogramming Chrysler ECUs that use the SCI bus protocol.

J2534 user's may see the following behavior when flashing an SCI controller, the PCM portion of the Flash passed Successful and Failed at the TCM /second half with an error message: "An error occurred sending .....". If you received this message and are NOT using a CTC Vehicle Box device for this flash, you must contact your device manufacturer for assistance and escalation to Chrysler.

