General Motors TIS2WEB (On-Line)

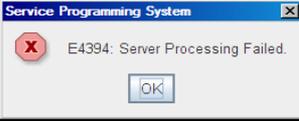| Error Message, Code or Problem	Description	Possible Cause	Solution
Access Denied	Message appears after trying to launch Console.	Tool is not powered or has timed out.	Power cycle tool (unplug ac/dc adapter or disconnect from ALDL). Retry.
Another session is running		Previous TIS2WEB session not closed out. (Also see E4212)	1. Previous flash secession not closed out after successful flash. 2. Be careful not to double click on SPS icon when launching TIS2WEB.
Error to launch SPS	Occurs after selecting START SPS and while JAVA is attempting to load	Browser settings wrong	• Reset browser defaults. Retry.
Flash2 tool may be powered incorrectly. Please correct the problem and try again.		• Situation: Flashing 1994 vehicle, on-car, OBD-I cable, and cigarette adaptor. • unknown cause as of 2.8.08, only single occurrence.	1. Reboot system and retry. 2. Check and verify vehicle and vehicle information. Correct as needed and retry. Correct power configuration: • On-car OBD-I needs black connector ALDL cable and cigarette adapter (no AC adaptor). • On-car OBD-II blue connector ALDL cable only (fully charged battery - use battery helper, no adapter) • Off-car AC/DC adapter only
GM Reprogramming cannot be carried out.	Occurs after selecting flash option.	• TIS2Web selected but not available/purchased.	**Web-based:** 1. Check internet correction. 2. Check for valid account.
MDI - Not installed - Version XXXXX	Program is asking for a device to be connected	• GM device MDI being requested - **Disregard, not applicable to Console**	• Click on **SKIP**, continue.
MFC application has encountered a problem and needs to close.	Appears after selecting a FLASH or ANALYZE option, or after switching the "ignition" on.	• Usually occurs with a new dealer unit. • Possible faulty ECM	• Unplug ECM from tool. If next screen appears, ECM is cabled wrong or is faulty. • If dealer unit, try another unit.

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Error Message, Code or Problem	Description	Possible Cause	Solution
NAODRUI control	Message: Before programming, install special tool J-42236-A…….. Alternate message: To ensure that there are no data interruptions……….	Dealer related issue - **On-car issue only.**	**ON-CAR only** Special GM tool J42236A allows the tech to isolate only the vehicle module intended to be flashed or programmed. **OFF-CAR** No action or addition equipment is required. Continue reprogramming ECM.
NAODRUI control	Message: NOTICE: Depending on which calibrations are being updated, the progress bar on Tech 2 may NOT display 100%………	• Possible VIN problem.	• **May only apply to on-car Tech 2 flash.** Only applies to 2005 and up applications. Check VIN, application and correct ECM.
Reprogramming Error! SPS – No communication at step XX.		• Wrong vehicle info. • Possible wrong or faulty ECM.	1. Check vehicle info. Correct VIN, correct year, make and model. 2. If an OBD-II application, analyze the unit. If it does not respond, then the unit could be bad or cabled wrong.
SWDL	Stands for: **S**oft**W**are **D**own**L**oad. Occurs while downloading software, you are asked to select a diagnostic tool.	• Not determined	• At the current screen, highlight T2, then click next.
Tax calculation service failure. Please contact administration.	Occurs at launch of TIS2WEB.	AC Delco problem involving sales tax issues.	Contact TIS2WEB support.
User password already in use.		• Previous secession not closed out properly. • Another user is logged in on another PC using the same account ID.	1. TIS not closed out after previous successful flash. 2. Be careful not to double click on SPS icon when launching TIS2WEB. 3. Check for an open TIS2Web program, or open window from a previous secession, close then restart. CAUTION: Clicking on YES will close-out any open secession or a remote user.
E671	VIN Error	Wrong VIN or entered wrong	1. Check VIN and re-enter. Restart Console. 2. Remember: I, O and Q are not used as valid VIN digits.
E680	Appears after entering VIN	unknown	Unknown - check VIN, reenter.
E835	Appears when trying to exit Calibration Selection screen	One or more calibration tabs not checked.	All tabs below "Calibration Select" must have green checkmark (selected).
E837	No Selection	Calibration/s need to be selected.	Return to Select Diagnostic screen and make proper selection (All tabs must have green check. Same as E835).

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Error Message, Code or Problem	Description	Possible Cause	Solution
E842	VIN Problem Selection	Wrong VIN or entered wrong.	Check VIN and re-enter. Use gmcalid.com to verify. NOTE: I, O and Q are not valid VIN digits. i.e. 5 is often mistaken for S, and S for a 5.
E1212	Reprogramming Error.	• Basically a communication problem between TIS and the ECM. • Unit being flashed possibly not an ECM. • Possibly wrong cables.	1. Verify Application, VIN, and ECM being flashed, correct cable. 2. Possibly an unsupported application. 3. Possible faulty unit (analyze OBD-II units to test). **SATURN** Saturn 1996 or later: If programming stopped at 50%, unit successfully programmed (as per GM note – unverified). **GM On-Board** 1. Be sure vehicle ignition is on. 2. Verify correct unit, application, VIN and vehicle selections. **GM Off-Board** Verify ECM unit, application, VIN and vehicle selections.
E1226	Unknown programming error	Power interruption	Check power supply (rating must be 12V, 1.5 amps.).
E1244 Class II	Seen during on-board flash.	Low vehicle battery voltage.	Check, charge, boost vehicle battery as necessary.
E1261	SPS Valid Security	Wrong VIN, mismatch vehicle and VIN	Check VIN
E1265	SPS communication not established.	Wrong diagnostic tool selected	Select All-Makes Reprogrammer or Legacy
E2387	Duplicate Calibration	Selected calibration and current calibration in ECM are the same.	1. PCM already programmed with the latest calibration. 2. Check proper VIN or vehicle selectable specs. 3. Select **Replace and Reprogram, d**isclaimers and warnings are bypassed.
E2858	No Communication	• Wrong Program Started • Possible Bad ECM	1. Always launch Flash Console software first. 2. Must have green power LED and red PC Connect LED before proceeding. 3. Check Cables and power supply. If USB, move USB plug to another port. 4. Can be a faulty ECM. If OBD-II try to analyze ECM.

General Motors TIS2WEB (On-Line)

Error Message, Code or Problem	Description	Possible Cause	Solution
E2906	No Calibration Support.	• Selecting the wrong program option. • Never programmed PCM (blank memory). • Possible wrong vehicle info.	1. Selecting Replace and Reprogram should override this error. 2. Check vehicle info. 3. Be sure Post-Flash instruction from a previous flash has been completed. 4. Close flash out. Allow to go through post-flash, then retry from the beginning (note: if an OBD-II unit analyze the ECM to see if its good).
E4150	Error communicating with diagnostic tool	JAVA problem - JAVA not installed or wrong version loaded.	1. SPS installs the latest version of JAVA. Be sure the download is not being blocked by the PC or internet provider. 2. Check system resources for JAVA. Correct as necessary and retry.
E4212	This user id and password is already in use.	• Previous TIS2Web secession not properly closed out or still running. • Another secession is already open under your username and password.	1. Check for a previous TIS2Web window or program still open, close then restart. CAUTION: Clicking on YES will close-out any open secession or an active remote user. 2. Wait until other user logs out. Verify account ID and password. TIP: Do not use the "X" to close-out SPS. Use the "log-out" or door icon to close the program.
E4217	Unread news available	non-flash related message	Continue normal flashing.
E4258	Communication could not be established with controller.	• Equipment setup, cable selection, or tool selection. • Anti-virus, pop-up blocker problem. • Bad VIN, conflict between selected vehicle and VIN.	**Off-Car** 1. Disable anti-virus, pop-up blockers, etc. 2. Verify setup and cable used. 3. Verify VIN and determine correct vehicle description selected. 4. Be sure post-flash instructions were completed from previous flash. Reboot if necessary. 5. Possible faulty PCM. If OBD-II try analyzing PCM, if info is retrieved the unit should be flashable. **On-Board** 1. Disable anti-virus, pop-up blockers, and such programs. 2. OBD-I vehicles: Run off cigarette adapter only. OBD-II vehicles: Disconnect external power supplied (unit runs off of the vehicle power through ALDL only). 3. Ignition Key not in ON or RUN (tool ignition set can be either on or off) 4. Wrong ALDL cable. 5. Wrong vehicle year. 6. Wrong vehicle selected.

General Motors TIS2WEB (On-Line)

Error Message, Code or Problem	Description	Possible Cause	Solution
E4394	Service Programming System [X] — (X) E4394: Server Processing Failed. [OK]	GM server down	**Retry at a later time**
E4396 Controller Error	Occurs after entering the VIN	• Possible VIN error • VIN not supported by GM	1. Chec VIN 2. If correct do a Calibration ID check to see if VIN application is supported.
E4398	No calibration data found	Vehicle not support by TIS2Web.	Check all vehicle info. Retry.
E4399	Service Programming System [X] — (X) E4399: Severe error: Reading ECU data from device or controller failed. [OK]	Possible bad ECM, wrong or bad cable, vehicle communication problem (battery).	1. Verify all vehicle data (Year, Make, Model, etc) and ECM OE number - be sure the correct ECM is being flashed 2. No ECM connected, wrong cable/bad cable, faulty ECM. **On-Car notes** 1. If On-car: be sure ignition is on. 2. Low vehicle battery voltage; consider helper battery or recharge battery.
E4403	Severe error: Reading VIN……	• ECM not connected, wrong/bad cable, faulty ECM. OBD-I unit need 9-pin cable attached to tool. • Wrong Diagnostic Tool selected (All-Makes Reprogrammer for OBD-II, **Legacy Pass-Thru for OBD1 cars only, 1993-1995**)	Note: Be certain purple connector cables are being used. Recheck all vehicle data. Check that the OEM unit number crosses to ECM being flashed. 1. Verify all cables needed are connected (OBD-I apps need RS-232 9 pin cable and Legacy tool selected). 2. Analyze OBD-II units. If information is retrieved the unit should be flashable.
E4404	Restart programming interface	uncertain, not reproduced.	1. Power cycle tool. Retry 2. Verify correct Console software version and matching firmware are installed. Verify all vehicle data and correct ECM.

General Motors TIS2WEB (On-Line)

Error Message, Code or Problem	Description	Possible Cause	Solution
E4413	Calibrations marked with an asterisk are not recognized by this TIS2Web release.	Replace and Program ECU not selected.	• Return to Select Diagnostic Tool screen and select Replace and Program ECU option. Retry. NOTE: The Replace ECU option will only allow reprogramming if a new calibration is available.
E4423	Unknown reprogramming error 4 at step 0	Mismatched vehicle data, wrong ECM.	• Recheck vehicle data, VIN, ECM OE number. • If error continues see vehicle histories below: 2006 Montana 1GMDX33LX6D153146 • Attempted flash. Continues until almost complete, then door chimes and flash restarts. Cancel flash and exit. ECM has not been flashed, vehicle will restart. • We are attempting a flash using TIS2000. 10.24.07 JD
E4491	Reprogramming Error, check all connections…….	Mismatched vehicle data, wrong ECM.	Recheck vehicle data, VIN, ECM OE number.
M4384 Test was successful	Expected response after performing initial set-up.	no action required	Continue remaining Set-up: Select Ok, select Common tab, select NAO, select OK, and continue flashing.
M4385 Test not successful	Occurs after selecting Start SPS or performing initial set-up.	Non-compliant Windows operating system	• As of 3.21.08 TIS2WEB does not run on Windows XP Home or any version of Visa.
M4404	Please restart programming interface	Uncertain. Possible software boot problem, possible internet problem. MISSING THE LATEST JAVA	Check internet connection, retry. Restart Console software, retry. Reboot PC, retry. Contact Tech Service with any new information (09.01.07)
M4413	Calibrations marked with an asterisk are not recognized by this TIS2Web release.	Replace and Program ECU not selected.	• Return to Select Diagnostic Tool screen and select Replace and Program ECU option. Retry. NOTE: The Replace ECU option will only allow reprogramming if a new calibration is available.
M4521	You are attempting to reprogram with the same calibration.	Reprogram option selected	Select Replace and Program
M4522	GM does not recommend or support reprogramming with the same calibration.	Reprogram option selected	Select Replace and Program
END			

General Motors TIS2000 (Disk based)

Error Message, Code or Problem	Description	Possible Cause	Solution
Access Denied	Message appears after trying to select GM module.	• Console needs to be rebooted (poer cycled). • Console capabilities not enabled or purchased.	1. Power cycle tool. Retry. 2. Check tool capabilities in Console System Settings. 3. Purchase capabilities through representative as needed. 4. If problem continues, reload Console software.
Another session is running		Previous TIS2000 programming session not closed out.	1. Post-Flash Instructions not performed, two TIS secessions running, or TIS not closed out after successful flash. 2. Do not double click on GM car when launching TIS2000, this could launch two TIS secessions.
GM Reprogramming cannot be carried out.	Occurs after selecting disk or web-based flash option.	CD/DVD selected but TIS2000 disks not installed.	1. Be sure correct GM program selected.
		TIS2Web selected but not available/purchased.	1. Check internet correction.
I/O Management Device Name - CARDONE tool not listed (Properties button)	When setting up I/O Management perimeters CARDONE device name is not found	Console software not started before configuration or tool not connected. TIS I/O Management being configured without the Console software started first.	1. Close Console and TIS software. 2. Restart Console software, continue to TIS2000 GM car screen. 3. Check I/O Management, Generic Pass Thru, Properties. Flash2 All-Makes Reprogrammer should be selected. If still not found, reload Console software, retry. If problem continues it may be necessary to reload TIS. (See Console User Manual, Section B).
MFC application has encountered a problem and needs to close.	Appears after selecting a FLASH or ANALYZE option, or after switching the "ignition" on.	• Usually occurs with a new dealer unit. • Possible faulty ECM	• Unplug ECM from tool. If next screen appears, ECM is cabled wrong or faulty. • If dealer unit, try another unit.
NAODUI ERROR (*BUT* with a **blank** dialogue box)	Occurs after identifying vehicle but before transfer data screen	• If OBD-I, CARDONE tool requires use of 9-pin RS-232 (tan) cable. • If OBD-II, vehicle may not be supported by TIS version installed.	1. Connect 9-pin cable, reboot and retry. (leave cable always connected) 2. Double check application information (year, make, model, VIN, OEM ECM number). 3. Change logical name J2534 All-Makes to Generic Pass Thru (see Console User Manual, Section B, I/O Management procedure)
No communication flashing Saturn cars 1995 and up	Fails at transfer data screen	Made wrong selection at the "Selecting Diagnostic Tool and Programming process" screen	Need to select PASS-THRU. NOTE: Some 1994-95 Saturn's are not supported by J2534 protocol.
No Valid License	Message after loading TIS2000.	Possible bad Dongle file	1. Reboot and retry, if fail, next step. 2. Reload J2534.dll (file location C:Program files\COSIDS\Bin)

General Motors TIS2000 (Disk based)

Error Message, Code or Problem	Description	Possible Cause	Solution
No Valid Driver		Dongle driver file damaged or deleted.	1. Reboot, if still no good, next step. 2. Rename COSIDS (found in C:Program files\) file to anything (i.e. COSIDSX). 3. From TIS2000 first screen, select Configuration I/O Management. Follow Dongle Driver Installation set-up instructions from Console User's Manual, Section B.
Reprogramming Error! SPS – No communication at step XX.		- Wrong vehicle info. - Possible faulty ECM.	1. Check vehicle info. 2. If an OBD-II unit, analyze the unit. If it does not respond, then the unit is bad or cabled wrong. 3. If attempt was made to load 5.2 App disk without Java a special uninstall procedure must be followed. (call Tech Service).
NAODRUI Control [X] The communication could not be established with the Programming Interface! Please ensure proper connection! OK		Caliberation files does not exist on Disc version being used	only solution is to upgraqde to the tis2web
E37	Database error	Firewall/Anti-virus/pop-up blockers.	1. Turn-off anti-virus type programs. 2. Check Windows Firewall – turn off. 3. If that fails, it may be necessary to delete those programs.
E286	No Valid Software License	- Possible bad PC boot - Possible bad TIS files	1. Reboot. If no change, step 2. 2. Check I/O Management setup (see Console User Manual, Section B). 3. Reload J2534.dll file from C:Program Files\COSIDS. If still fails, next step 4. From I/O Management select Generic Pass Thru, select Delete. From I/O Management select DRIVER, delete J2534 Driver. Perform I/O Management Generic Pass Thru installation (Section B, Console User Manual). Retry. If fail, next step. 5. Reload TIS software
E327	Switching to application, please wait.	unknown	Unknown. Reboot system, restart programs.

General Motors TIS2000 (Disk based)

Error Message, Code or Problem	Description	Possible Cause	Solution
E330	No communication	- Message: Unable to communicate with Database.	1. Data disk not loaded or file corrupt. Reload Data disk. 2. No Communication with database means reprogrammer is not talking to the TIS data files. This happens when the operator launches TIS2000 first – always start Console before flashing. 3. Be sure all TIS software is installed. 4. Test Data files by doing INFO-ONLY (Select Diagnostic Tool screen) to see if any calibrations are listed by TIS. Failure means TIS Data files are not loaded or corrupt. 5. Test TIS by selecting analyze. If loaded correctly TIS will analyze ECM (OBD-II only). 6. If ECM can be analyzed, there is some type of anti-virus, pop-up blocker, spyware running. Disable or delete. NOTE: McAfee may have to be DELETED from system.

General Motors TIS2000 (Disk based)

Error Message, Code or Problem	Description	Possible Cause	Solution
E434	No Valid Driver	- J2534.dll corrupt - Wrong file selected (J2534.dll)	1. Correct file is found in C:Program files/COSIDS/BIN. 2. If file is missing or corrupt TIS must be reloaded but first you must rename the COSIDS folder (COSIDSx) so it can be over-written.
E499	Device driver could not be started.	A TIS driver file is corrupt or missing. Must reinstall.	1. Power cycle tool. Retry. If failure next step. 2. Go to I/O Management. 3. Select J2534 Pass Thru driver and uninstall 4. Back to I/O, select and delete J2534 All-Make logical name 5. Add Generic Pass Thru and driver (see Console User Manual Section B, page 3).
E665	E665 Communication Error	- Tool not properly connected to ECM, wrong ECM, or bad ECM. - For OBD- I Flash, RS-232 cable (9 pin tan) must be connected to tool and PC. - System not started correctly. - May require selecting different "tool-type" (Pass Thru or Generic Pass Thru) from the Select Diagnostic Tool and Programming Process screen. - Generic Pass Thru properties not assigned to CARDONE tool.	1. Check power to unit, proper cabling, power supply must be 12v, 1.5a. (Normal LED status: Green power light and red PC connect light). 2. Must start with Console software - Never launch TIS2000 first. 3. Customer ECM may be faulty. If OBD-II analyze ECM. 4. For OBD-I flashing, 9-pin tan cable must be connected to tool and PC. For OBD-II Flash, Generic Pass Thru must be selected. 5. From Tool Selection screen, select Generic Pass Thru and continue. If E665 error reoccurs return to selection screen, select Pass Thru. 6. If E665 reoccurs verify application and ECM being flashed.
E666	No Access to PC Database	- Dongle not installed. - Super-Pro driver not installed. - Possible Dongle Problem.	1. If USB dongle, try unplugging then plugging dongle back in. Back out of current screen and retry. 2. Perform Add/Remove security key process, be sure correct dongle-type is selected (see E1162 for process). 3. If a USB dongle, move to different port. If that fails, unplug power to tool, then reconnect, reboot PC. 4. Data disk may not be loaded (check About TIS2000 for loaded version), or TIS corrupted (reload TIS).
E667 Could not connect to server!		If problem occurs after loading new application and/or data disk, the resulting load may be faulty.	Device names/drivers for J2534 may have to be reinstalled (check Configuration and DRIVER names I/O Management).
E671	VIN Error	Wrong VIN or entered wrong	Check VIN and re-enter. Remember: I, O and Q are not valid VIN digits.
E676			

General Motors TIS2000 (Disk based)

Error Message, Code or Problem	Description	Possible Cause	Solution
E680	Appears after entering VIN	unknown	Verify all vehicle data and ECM being flashed are correct.
E720		unknown	unknown
E721 Part II Not Loaded	Occurs while attempting to load TIS software	Loading stopped or aborted before load completed.	1. No recovery possible – TIS must be deleted and reinstalled. 2. Use REGEDIT uninstall procedure (run REGEDIT, delete GM folder, rename COSIDS in Program Files folder). 3. Reload TIS software – Watch HD light for activity. Wait, wait. Do not stop or remove disks until "Successful Update" message received. 4. Be sure I/O Management setup is done properly. (see Console User Manual, Section B).
E835	Calibration Selection	One or more calibration tabs not checked.	All tabs below "Calibration Select" must have green checkmark (selected).
E837	No Selection	Calibration/s need to be selected.	Go to Select Diagnostic screen and make proper selection (all tabs must have green check). Same as E835.
E842	VIN Problem Selection	Wrong Vin or entered wrong.	1. Check VIN and re-enter. Use gmcalid.com to verify. 2. Remember: I, O and Q are not valid VIN digits. 5 is often mistaken for S, and S for a 5.
E843	Unsupported VIN	Unknown, could not reproduce error.	1. Verify VIN, application. 2. Possible faulty ECM.
E1162	Access to Sever Denied	- TIS2000 started before flash tool. - Security key problem	1. Always start Flash Reprogrammer tool first. 2. Check security key configuration.
E1200	E1200 Occurs after vehicle selection.	• wrong ECM. Bad ECM. • I/O Management not configured correctly.	**OBD-I vehicles:** 1. Verify Console and Firmware versions match, update as necessary. From Load Selection screen, select Generic Pass Thru. Retry. 2. If E1200 reoccurs, select Pass-Thru and retry. If error returns ECM may be faulty improperly cabled, wrong ECM. **OBD-II vehicles:** 1. Verify Console and Firmware versions match. Update as necessary. 2. Verify correct settings, vehicle info. Retry. 3. Be sure Generic Pass Thru driver installed/named correctly. 4. Verify all vehicle info and VIN. Verify correct ECM being flashed. Retry. 5. Check proper driver installation (Console User Manual Section B).

General Motors TIS2000 (Disk based)

Error Message, Code or Problem	Description	Possible Cause	Solution
E1212	Reprogramming Error	- Error depends if on-board or off-board flash. - Also if its GM or Saturn. - Unit being flashed possibly not an ECM. - Possibly wrong cables.	1. Verify Application, VIN, ECM being flashed, correct cable 2. Possibly unsupported application. 3. Possible faulty unit (analyze OBD-II units to test). **SATURN** For 1996 or later Saturn, if flashing stopped at 50% unit is successfully programmed (per GM note). **GM On-Board** 1. Be sure ignition is on. 2. Verify correct unit, application, VIN and selection. **GM Off-Board** Verify ECM unit, application, VIN and selection
E1226	Unknown programming error	Power interruption	Check cables.
E1232	SPS Error locating utility file record at step 00	Unknown - not reproduced.	Used Replace and Program, this should eliminate code.
E1244 Class II	Seen during on-board flash.	Low vehicle battery voltage.	Check and correct vehicle battery as necessary.
E1261	SPS Valid Security	Wrong VIN, mismatched vehicle and VIN. This has nothing to do with Pass-Lock security. It is tool set-up or use related.	Check VIN, application. Be sure to follow normal set-up and procedures. Retry.
E1265	SPS communication not established	See E665	
E2113		Unknown, not reproduced.	Restart, reboot.
E2387	Duplicate Calibration	Selected & current calibration the same.	1. Check proper VIN or vehicle selectable specs. 2. PCM already programmed with the latest calibration. 3. Select Replace and Program to force reflashing.
E2858	No Communication	- Wrong Program Started - Reprogrammer tool not connected/working - Possible Bad ECM	1. Always launch Console software first. 2. Be sure Flash 2 All-Makes Reprogrammer has been selected in I/O management, Device Name. 3. Check cables and power supply. Move USB plug to another port. 4. Can be a faulty ECM.

General Motors TIS2000 (Disk based)

Error Message, Code or Problem	Description	Possible Cause	Solution
E2906	• No Calibration Support. • Calibrations marked with asterisks are not supported by the application CD version installed on PC.	• Selecting the wrong program option. • Never programmed PCM (blank memory). • Check Application and Data CD versions match. • Possible wrong vehicle info.	1. Selecting Replace and Reprogram should override this error. 2. Check vehicle info. 3. Be sure Post-Flash instruction from a previous flash have been completed. 4. Close flash secession out. Allow to go through post-flash, then retry from the beginning (note: if an OBD-II unit analyze the ECM to see if its good). 5. Application CD must match Data CD - versions can not be too old or too new. Call Tech Service for specifics.
E4258	Communication could not be established with controller.	- Equipment setup, cable selection, or tool selection. - Bad VIN, conflict between selected vehicle and VIN.	**Off-Car** 1. Disable anti-virus, pop-up blockers, etc. 2. Check I/O Management set-up. Check Generic Pass Thru properties, must be set to proper tool (CARDONE). See User Manual, Section B. 3. Verify setup and cable used. 4. Verify VIN and determine correct vehicle description selected. 5. Be sure post-flash instructions were completed from previous flash. Reboot. 6. For CARDONE Console when flashing OBD-II check J2534 properties (Configuration/IO Management) to be sure the CONSOLE Tool is selected. 7. Possible faulty PCM. If OBD-II try analyzing PCM. If OBD-I PCM there is no way to check PCM. **On-Car** 1. Disable anti-virus, pop-up blockers, and such programs. 2. OBD-I run off cigarette adapter only. OBD-II disconnect external power supplied (unit runs off of the vehicle power through ALDL). 3. Ignition Key not in ON or RUN (tool can be on or off) 4. Wrong ALDL cable. 5. Wrong vehicle year. 6. Wrong vehicle selected.
E4399	Severe data communication error	Wrong cable, wrong ECM, Possible faulty ECM	1. Check cable selection (must be purple cable). 2.Check vehicle info and correct ECM.
END			

Honda

Error Messages or Codes	Description	Possible Cause	Solution
Access Denied	Message appears after trying to select the Honda module from the Console main menu.	• Console may need to be rebooted (power cycled). • Console Honda capabilities not enabled or purchased.	1. Disconnect power to tool (green power LED out). Reconnect power, retry. 2. Check tool capabilities in Console System Settings. If capabilities are enabled, close Console program and retry. 3. Purchase capabilities through representative as needed. 4. Be sure on-car or off-car has been selected appropriately.
After clicking START, the screen just blinks. When START is clicked again an ERROR REPORT is then displayed.	Communication error	• The vehicle attempting to be flashed is not a programmable vehicle. • ECM may be defective.	1. When ERROR message is displayed click on YES. 2. Second error message indicates either the vehicle ECM does not support flash, or the ECM has failed and can not be flashed. 3. Verify application, try to ANALYZE the ECM. If analyze fails ECM may be faulty.
END			

Mazda

Error Messages or Codes	Description	Possible Cause	Solution
Access Denied	Message appears after trying to select the Mazda module from the Console main menu.	• Console may need to be rebooted (power cycled). • Console Honda capabilities not enabled or purchased.	1. Disconnect power to tool (green power LED out). Reconnect power, retry. 2. Check tool capabilities in Console System Settings. If capabilities are enabled, close Console program and retry. 3. Purchase capabilities through representative as needed. 4. Be sure on-car or off-car has been selected appropriately.
No start-up screen and program loops back to Welcome to Module Programming.	Occurs at start-up	Incorrect user ID	Your e-mail address is the user ID. Check Mazda account for correct e-mail address on file.
END			

		Toyota	
Error Messages or Codes	**Description**	**Possible Cause**	**Solution**
Access Denied	Message appears after trying to select the Toyota module from the Console main menu.	• Console may need to be rebooted (power cycled). • Console Honda capabilities not enabled or purchased.	1. Disconnect power to tool (green power LED out). Reconnect power, retry. 2. Check tool capabilities in Console System Settings. If capabilities are enabled, close Console program and retry. 3. Purchase capabilities through representative as needed. 4. Be sure on-car or off-car has been selected appropriately.
Code: 0102010007	Occurs at Toyota software launch.	Vehicle battery voltage too low.	Ensure vehicle battery meets minimum requirements. A battery charger or helper battery may be used (as per Toyota).
END			