



# 2022 ALIENTECH suite

Viezu Technologies Limited

[www.viezu.com](http://www.viezu.com)

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# User guide for Alientech Suite & KESS3 OBD

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## Included in the Kess3 Kit

Included within your Kess3 kit is as follows:

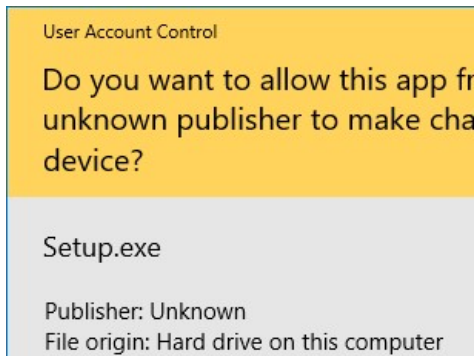
- **Kess3 Tool** - This hardware is used to connect to all vehicles and is the key part of your Kess3 kit.
- **OBDII Cable** - This cable is used to connect the Kess3 hardware to the vehicle that you are tuning. OBDII ports can be in different places, but most are in the driver's foot well or within two feet of the steering wheel. For further assistance with OBDII location please contact [desk@viezu.com](mailto:desk@viezu.com)
- **USB cable** - This cable is used to connect the Kess3 hardware to the computer and can be used in any USB port or your PC.
- **Rainbow Ribbon Cable (144300T104)**
- **Rainbow Ribbon Cable (144300T105)**
- **Rainbow Ribbon Cable (144300T106)**
- **Universal Cable (2 Piece Kit) (144300KTER)**

## Installation and Updating

Following the Launch of KESS3, K-Suite will not detect the new KESS3, please download the below software. At Least 42.4 MB of free disk space is required for programme.

To install the 'Alientech Suite' software onto your PC please enter this link into your web browser:

1. Navigate to [https://viezu.com/alientechsuite\\_setup-2/](https://viezu.com/alientechsuite_setup-2/)
2. Click the name of the software you wish to download.
3. Allow this link to download in full, a Zip File will download.
4. Run the execution file, AlientechSuite\_Setup.exe.
5. The software may ask for your permission to run (this will depend on your computers security settings). Click the 'YES' button to proceed with the installation process.



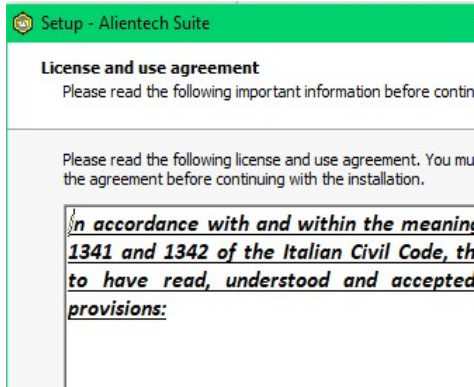
Windows Security prompt, press Yes to proceed with installation

6. Select the language you wish to use during installation and click ok.
7. Setup of the Software will now begin. Please follow the installation wizard.

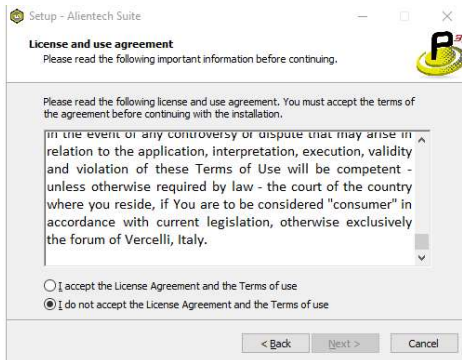


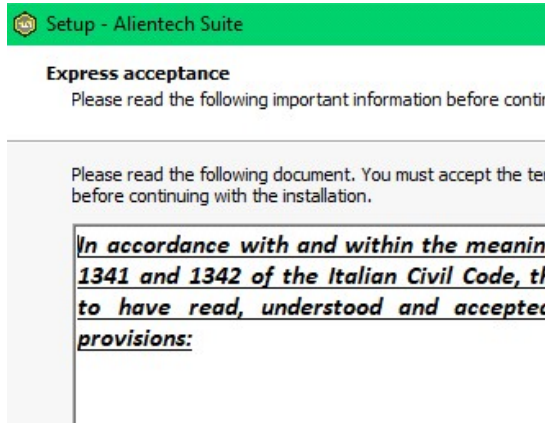
ALIENTECH Suite installation wizard, first window

- License and use agreement: Please read the terms of the agreement. Please scroll and read all the terms. The **'I accept the agreement'** toggle button and the **'Next'** button will be unavailable until you have scrolled to the very bottom of the License Agreement section.

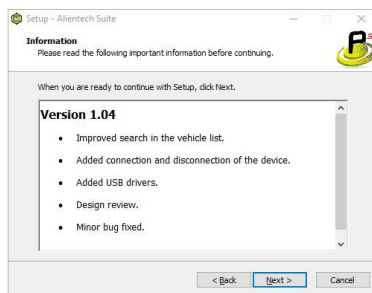


- Please select the **'I accept the License Agreement and the Term of use'** and click **'Next'**

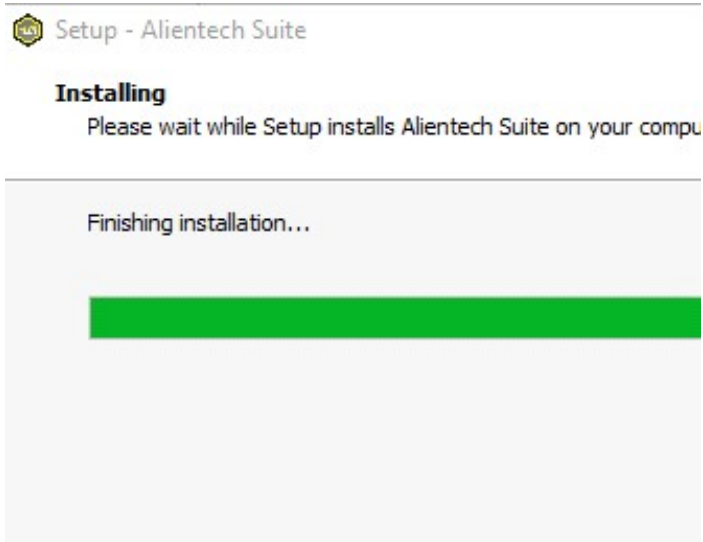




10. Express Acceptance: Please read the document. Please scroll and read in full. The 'I accept the agreement' toggle button and the 'Next' button will be unavailable until you have scrolled to the very bottom of the Express Acceptance.
11. Please select the 'I accept articles' and click 'Next'
12. Information box will notify you which Version is being downloaded.

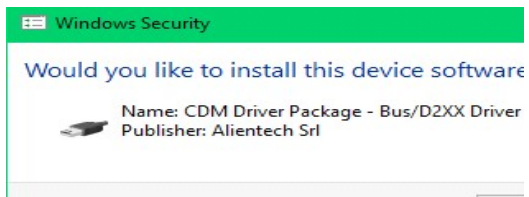


13. Please use the default installation suggestion unless advised otherwise.
14. The next window is a confirmation for your install location. Select Install to proceed.
15. The installation wizard will now proceed to install the 'Alientech Suite' software onto your computer.
16. This process is expected to take less than 5 minutes but usually around 30 seconds



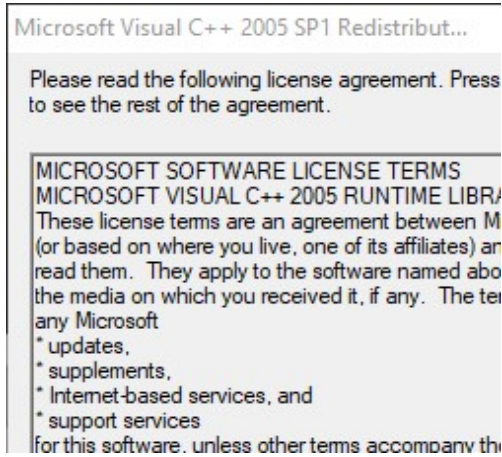
*The installation wizard proceeds to install Alientech suite.*

17. Please select your language to use during installation.
18. Click **'Install'**.
19. An installation wizard will appear please follow the on-screen instructions.



20. Windows security may ask if you would like to install device software. Please check the always trust software from 'Alientech Srl' button and choose to **'Install'**.

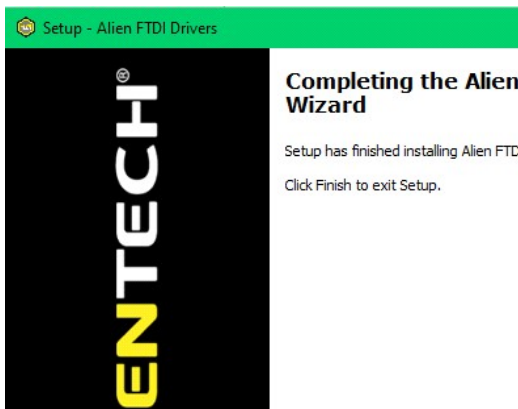




21. Please read the license agreement.

Once the installation process is completed, the installer will finish on the below window, confirming that the installation has completed. Press 'Finish' to complete the installation process and start the ALIENTECH Suite program.

You will have to restart your computer for Alientech suite to be useable.



The final window of the ALIENTECH Suite installation wizard

## Using Alientech Suite

After completing the installation, the Alientech Suite application may automatically launch as you close the installer.

When you connect the KESS3 to the PC with the USB in the computer and the other end in the Kess3, the green data light should be lit up and ALIENTECH Suite will now open without that previous error.



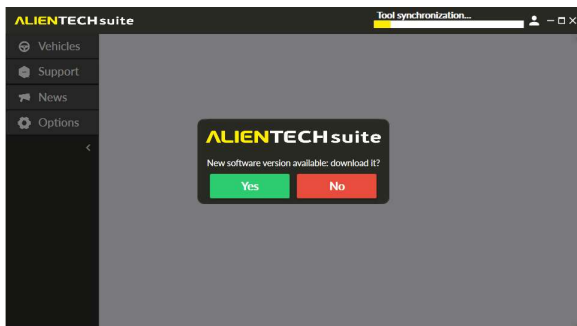
### Opening Alientech Suite for the first time & accepting automatic updates

If this is the first time you have opened Alientech Suite, or a newer version has become available, the Alientech Suite software will prompt you to update it shortly before it opens.

Issues during the reading and writing process can be caused by an out-of-date system and if Technical Support is required, Viezu will require you to have an up-to-date system to help resolve the issue.

If you start an Online Update, please allow the process to complete fully. The only time it will fail, will be due to weak internet connection or a system failure. **Please check both of these before you begin.**

If the software asks you to update, Viezu Technology recommends that you always select the green check to install any available updates.



The update prompt, seen as the program starts. Always keep ALIENTECH Suite updated to the latest version.

Clicking the green checkmark will proceed to update your software. Allow this process to complete. The software will download the newer and latest version available and install it automatically.



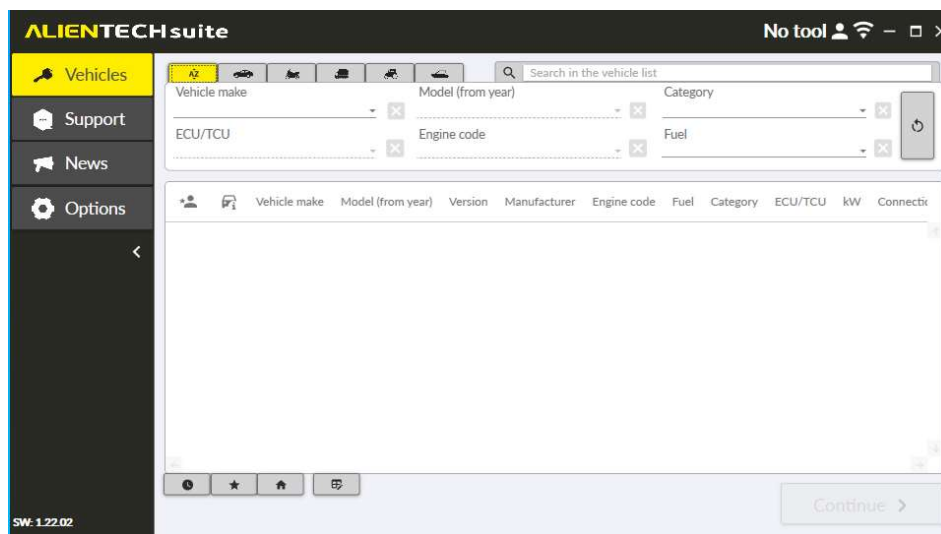
The software will now open at the latest version available and begin to start up.

## Getting to Know the System

There are several different options and areas of the system Viezu may require you to use. This section of the pack talks you through how to use and when you may be prompted to use them.

### Navigating the ALIENTECH Suite Software

The current software version information can be found in the bottom left-hand corner of the screen and will be displayed with 'SW:' followed by the software version number. The Technical Team may ask for it to ensure you are always updated.



The main window of the ALIENTECH Suite software

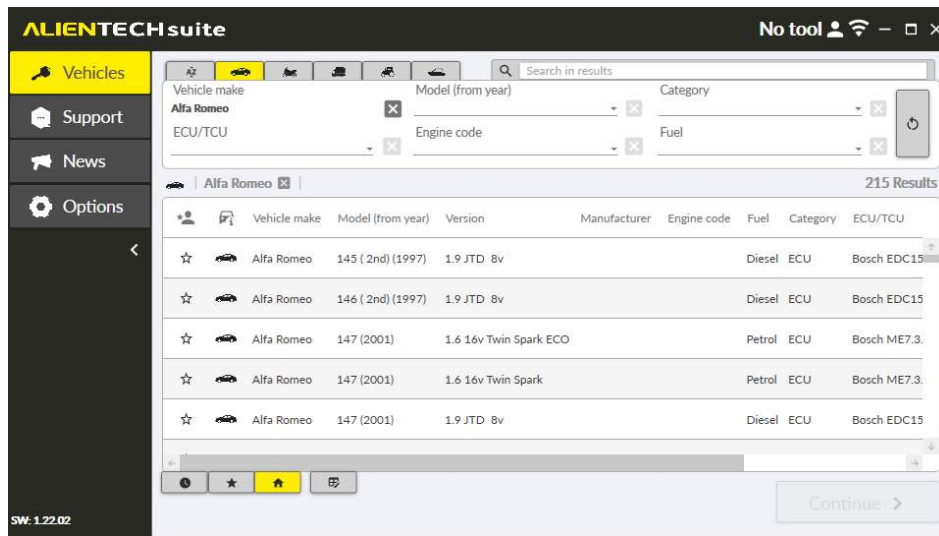
The options displayed on screen are as follows.

- **Vehicles** - will take you to a screen where you can find your vehicle in multiple ways, you can search by characteristics or filter by vehicle type.
- **Support** - will open a tab in your default browser like google chrome. It will take you right to the Alientech support ticket creation webpage.
- **News** - will also open a tab in your default browser. This one will be a direct link to the Alientech latest news section which generally lists new protocols.
- **Options** - provides you a place to choose your language, look at the legal notices from Alientech, check your version and update Alientech suite.

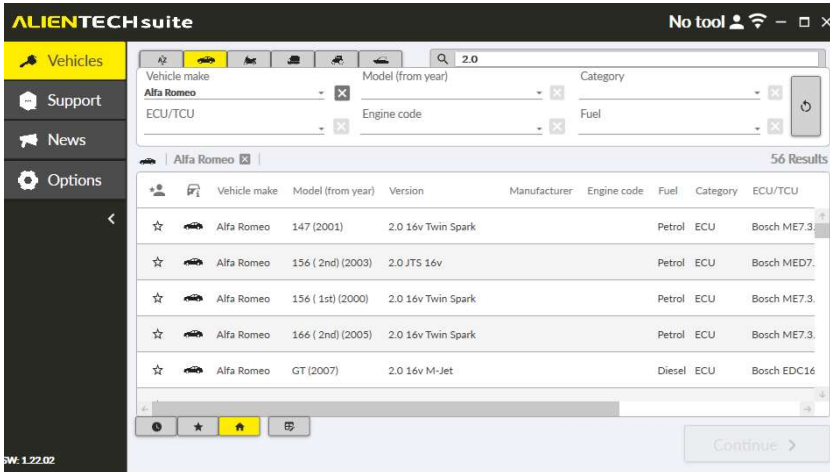
Each of the available options are described further individually in the following sections of this document.

## Vehicles

The available vehicles selection gives the client all the vehicles available on the system. If you are in any doubt about any of the available vehicles, please contact the Technical Team who will be more than happy to assist.



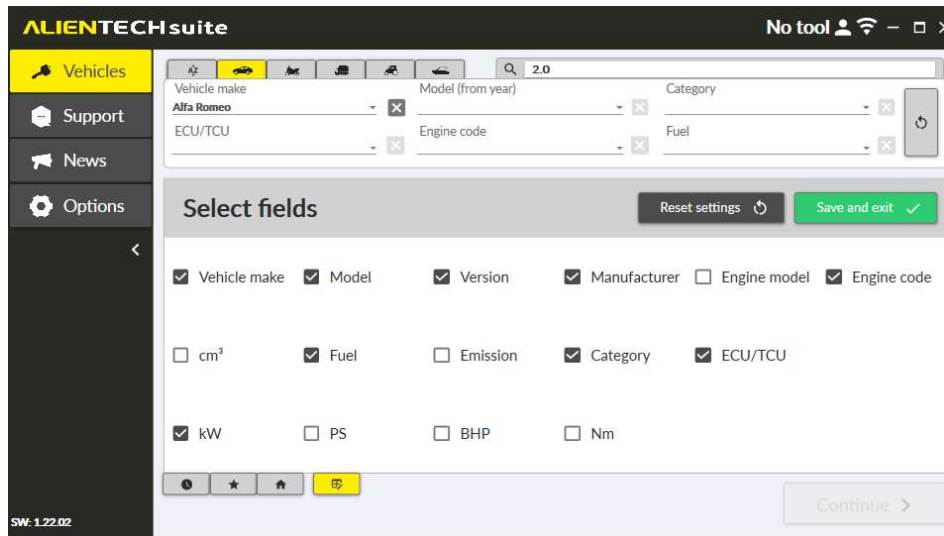
Clicking in the search field and then typing, will search the supported vehicles and their properties, gradually filtering the output to be relevant to your search query. Selecting the ALIENTECH Suite tab will show you everything supported.



Whilst in this menu you have four useful buttons at the bottom.




The options button gives you full control over what information ALIENTECH Suite will show you, allowing you to turn fields you deem useless off at will, so you can focus on the details that matter right now.




The Home button will return you to the main window.



If you click the star next to any vehicle you can mark it as a favourite. This is just for the purposes of finding quickly next time. If perhaps you are a dealer who specialises in a type of vehicle.

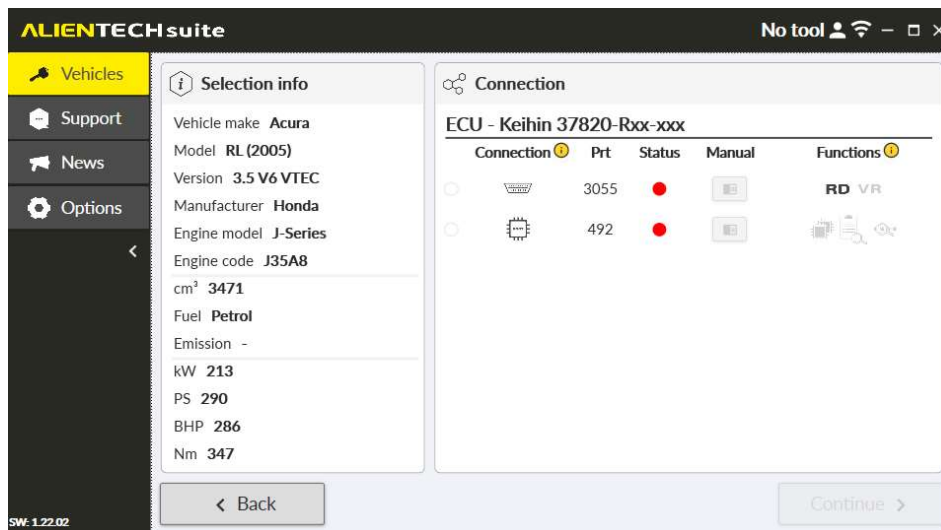
 The favourites button will then generate a custom list populated with all vehicles you have marked as a favourite.

 The history button similarly will generate a user specific list of vehicles, ordered by what you have done most recently.

In ALIENTECH Suite, the vehicles section contains what used to be both the protocol list and the vehicle list from the old Ksuite. Once you have found your vehicle in the list you can simply click continue to get to the protocol for it.

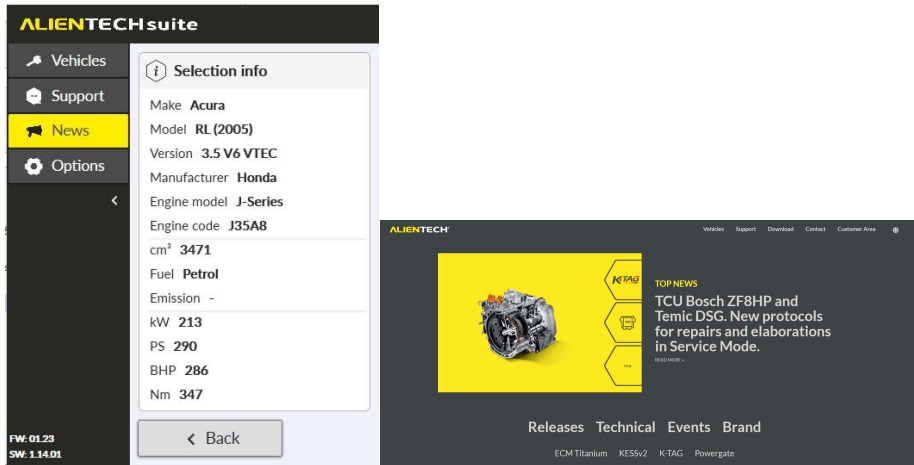
Here you can see all the information about the vehicle, most importantly all protocols available for it.

Here you can see this vehicle is readable through OBD and Boot. It also has the manuals available for both protocols, which Viezu highly recommends reading. They contain useful information like how to prevent the dash from going to sleep during writing on this specific vehicle as an example.



## News

Clicking news in ALIENTECH Suite will not lose you your place within the suite. News just opens Alientech's official news website. This will typically show new protocols that have just been released.

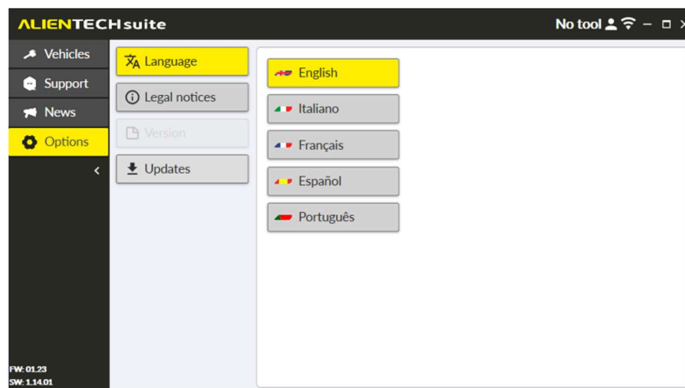


You likely will not need this for a tune; however, it is handy to have.

## Options

The Options page allows you to view and modify certain aspects of the Alientech suite program.

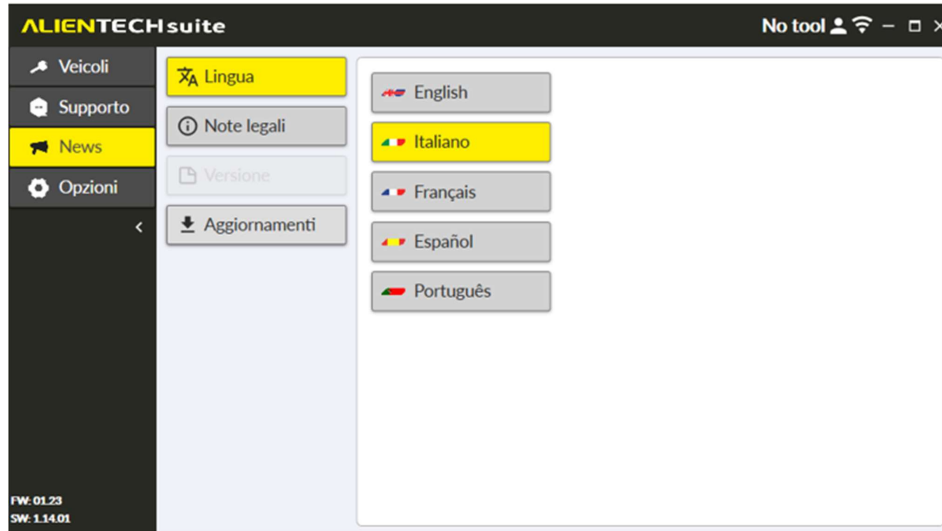
This is what you will see when you first open the ALIENTECH Suite options tab. Here the language, legal notices, version, and updates can be found.



## Language

The language section provides a selection of 5 languages at the time of writing.

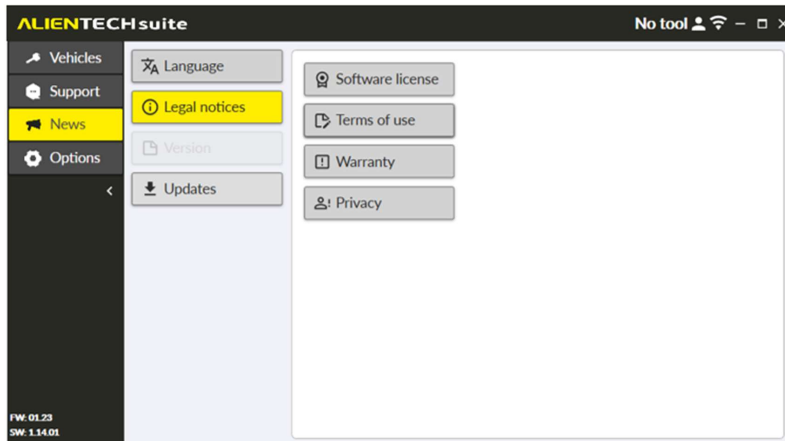




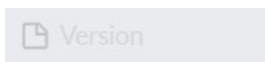
This language selection here is now set to Italian. This choice not only changes the language you see within ALIENTECH Suite, but also the language of the news site you are shown when clicked.

#### Legal Notices

The Legal notices section will provide Licence, Terms of use, Warranty and Privacy Agreement summaries for your information.

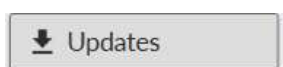


## Version



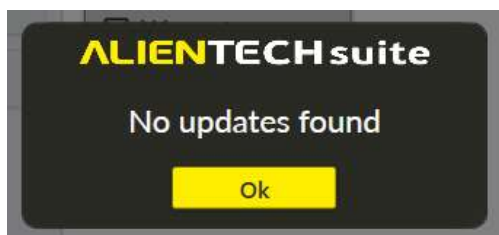
The version section will allow you users to selection the version of Alientech suite they would like to use. At the time of writing older versions could not be selected as Alientech suite was brand new.

## Updates



The Updates section provides a button to manually check for available updates which will attempt to update the software if an update is available.

As my software was up to date, I get shown this message box. If one is available, it will allow for the update to take place.



*The manual update button will return this message box if no update is available.*

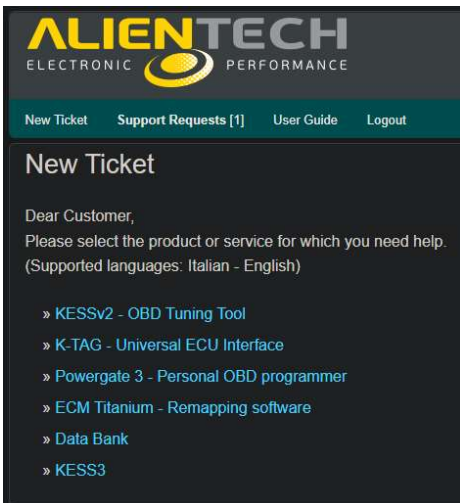
Viezu always recommends that you are running the latest version of the Alientech suite software.

## Support



The support window for the Alientech suite software is a means to contact Alientech.

This window is particularly useful for Master dealers, but slave dealers should contact Viezu for support.



This is what you are shown when you click support, this page opens in your web browser. For support with Alientech suite please be sure to choose KESS3.

Our slave dealers should open a ticket with Viezu, and we will communicate with Alientech on their behalf as part of our service. Support tickets with Alientech directly can now be opened by slave dealers if you prefer to.

If you should require support, we ask that you contact Viezu Technologies through our dealer portal.

## LOGS

Users of previous versions of Alientech products like Alientech suite, will be wondering where are the log files in this new suite? The great part is, as a dealer you now never need to download logs or send them to us. Alientech suite sends all logs to Alientech constantly, saving everyone time.

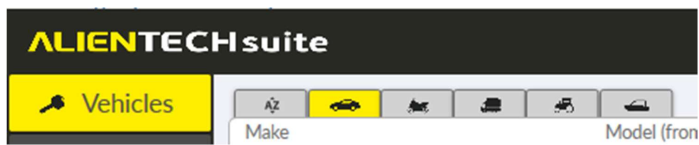
## Before Tuning

### **Before you begin the tuning process there are things that you will need to check.**

- You will need to have a steady state battery charger connected to the vehicle before you begin communicating with the vehicle, something that is putting out at least 12V/25amps is sufficient.
- You always need an internet connection to use the ALIENTECH Suite software.
- You will need to ensure your computer's charge is good or that you are connected to a power source.
- Any Bluetooth, Parrot or Aftermarket stereos may affect communication dependent on how they are wired in, please ensure that all of these are turned off or disconnected. Any phones that may be connected to In Car Bluetooth will need to be disconnected.
- Ensure heaters, stereos and any interior/exterior lights are switched off as they can drain battery power from the vehicle whilst you are communicating.
- When you are communicating to the vehicle do not open any windows, doors, bonnet or boot as this can disrupt the communication to the ECU also.
- If the vehicle is a manual, ensure it is in neutral, if it is an Automatic; ensure the vehicle is in PARK. Not doing this could lose vital information for gearing.
- **Do not** add any unsafe keyboard symbols such as \_ - , ( ) or any other such punctuation into the file name as this can corrupt the file. Keep the file names as text and numbers - nothing more.
- Some vehicles, for example Audi RS4's and R8's have two ECUS', one master and one slave. You will be prompted if this is the case on screen before you read the ECU. Always remember to read the MASTER first and SLAVE second, save both with different names, **by adding the word MASTER OR SLAVE to the end of the file name will work** and to email both reads to us for modifications.
- Some vehicles will require you to read injector codes after reading the file. If this is the case, you will also have the selection of TOOL in the programming screen as shown. Select tool, then READ INJ CODES. If this is required, the ALIENTECH Suite will prompt you to perform this action and will show you any necessary instructions to complete this.

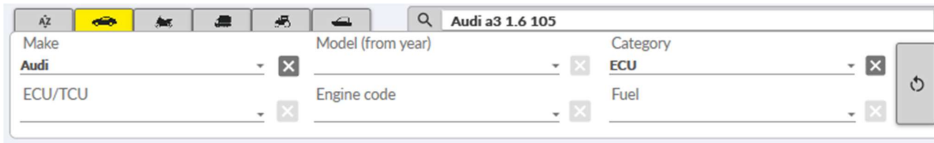
## Beginning the tuning procedure

To begin the tuning procedure, from the main Alientech suite window you will see the 5 vehicle types at the top along with the button for viewing all vehicles. Viezu technologies always recommends selecting the vehicle type from the 5 options available, to proceed to the vehicle search screen. The button for all vehicles is useful in such cases that you do not know the category.

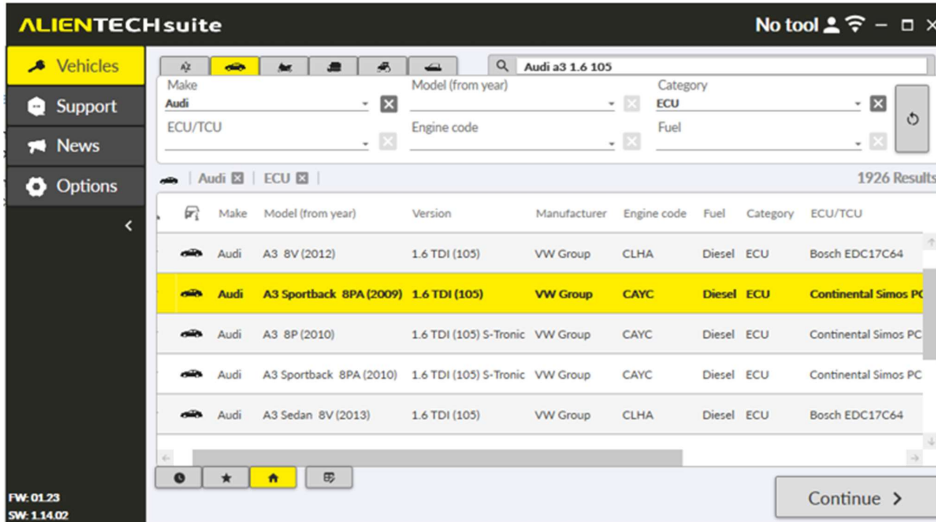


## Selecting a Vehicle

The vehicle selection screen allows you to proceed towards tuning operations (ID, Read, Write, etc) based on a vehicle selection you make.



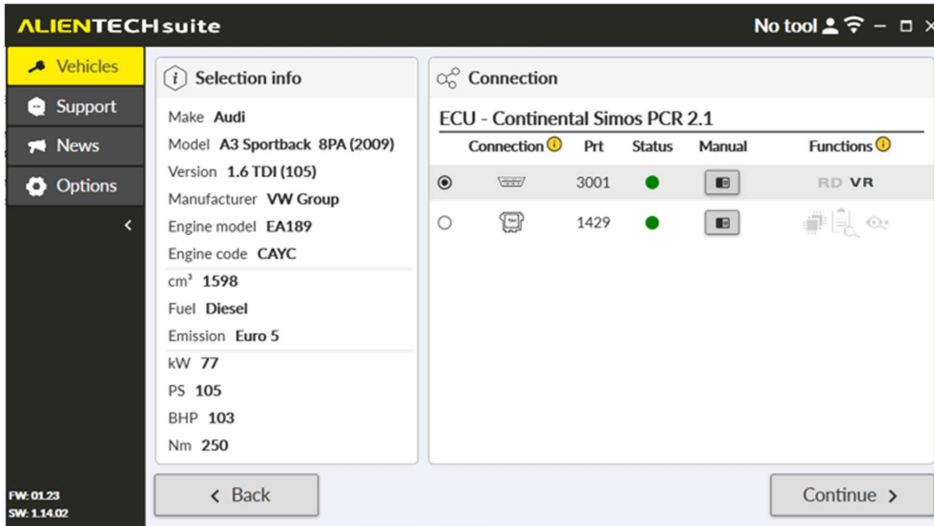
You can use a combination of filtering through the drop-down menus along with searching using the top right search bar. Using these in combination can present more opportunities for getting the correct protocol with limited information. In this example the correct vehicle has been located using only the vehicle make, model, engine size and original horsepower and combining that with the category filter for ECU.



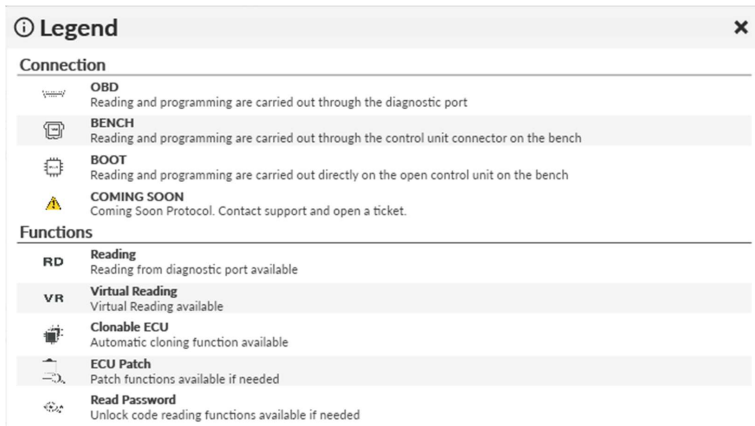
Typically, for a selected vehicle only one ECU will be available. Alientech suite will select the first available by default, but you may have to select another.

Select the option that looks like your vehicle or if you have a variant that does not look like any vehicle in the list, Viezu recommends contacting our technical support on the dealer portal. Only select a noticeably different protocol if advised to do so. Finally press the Continue button in the bottom-right to begin.

The next screen will allow you to select all the reading options available for that vehicle.

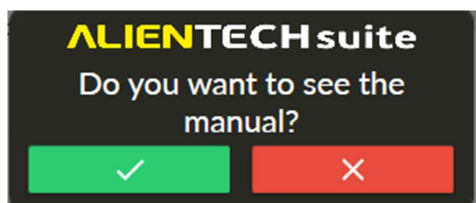


The Green/Red light under “Enabled” indicates the status of that protocol to you. This shows if your current license has this protocol enabled. Viezu technologies strongly recommends that you keep the tool in license. If you are in license and see this as red, it means either this protocol was released during a time you skipped being in license or that protocol is coming soon. Please contact us and ask for our dealer accounts manager to resolve issues with missing protocols.



Here is a screen shot of the legend. This can be accessed by clicking the symbol next to functions or connections. It gives a good overview of what all the different reading types are represented as.

In this case the protocol is 3001. Protocol 3001 is an OBD protocol and since these are the easiest type of read to do, this has been chosen for our example. Select 3001 and click continue which will present you with:



**It is strongly recommended that you check the manual before continuing with any reading or writing work on a vehicle.**

The manual tells us that this vehicle is not supported for reading via OBD but is supported *for those in subscription*, for a virtual read.

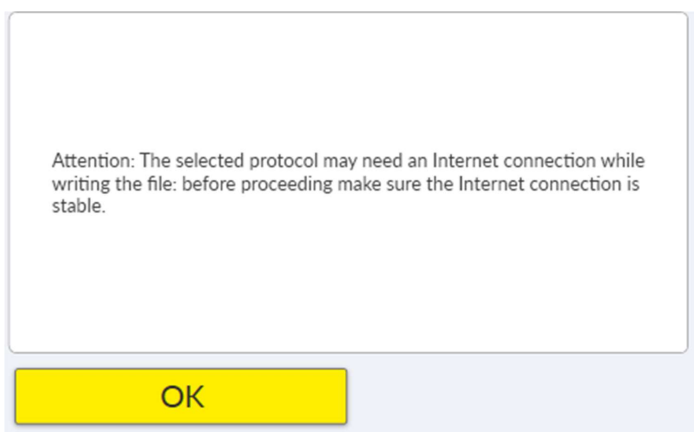
## Warnings

- This ECU does not support Reading via OBD.  
For users with a currently valid subscription, **Virtual Reading** is available.
- When you restore the original file to the vehicle, you can make the **TOTAL WRITING**, which fully restores the ECU, or the **PARTIAL WRITING**, which only restores the original maps zone.

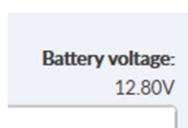
The manual tells us that this vehicle is not supported for reading via OBD but is supported *for those in subscription*, for a virtual read.

As our tool is in subscription, a virtual read is possible. This means taking an ID and then a matching original will be downloaded for us if Alientech has one available.



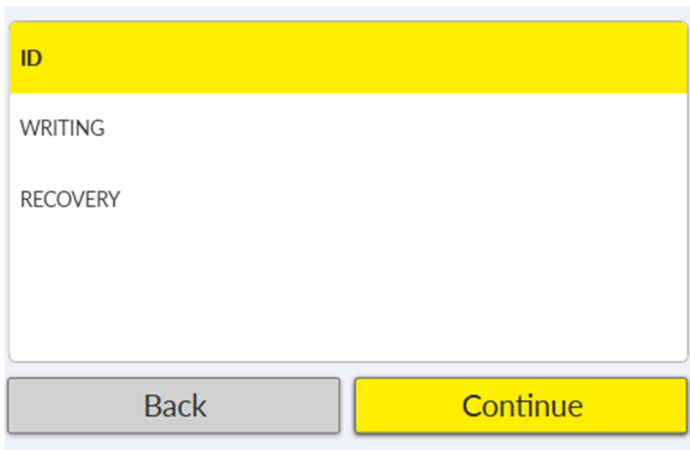


Most reads will fail if you do not have an internet connection. If there is no internet connection then you may have issues trying to open the protocol to communicate to the vehicle, download original files when using VR protocols and when saving log files.



ALIENTECH Suite will monitor the voltage of the vehicle via the connection method being utilised. It is recommended on most control units to maintain a minimum of 12.5v and a maximum of 14v, however, some control units may require more, such as some HGV or commercial / agricultural control units. These may require up to 24v for reading and writing. A battery stabiliser should be used when connecting to a control unit that is being powered by the vehicles own battery.

Once the vehicle has been selected and the communication method selected, you will be greeted with the screen below. Please note: the screen in the example does not show the 'READING' option, that is because the protocol selected uses a VR (virtual read) option so only requires the 'ID' to download a matching original from Alientech's server. Always choose 'READING' if available.



Here is a complete breakdown of all the possible options you will see:

- **ID** – Performs an ID operation on the ECU. The ID shows the current software version. If reading is not available, Viezu will need a copy of the ID file.
- **READING** – Performs a read of the ECU, providing a file that Viezu Technologies will need during the mapping process. Some vehicles will not have a read option please see the above point.
- **WRITING** – Performs a write operation for a given ECU map file (Usually a stock/original or a tuned map)
- **RECOVERY** – Performs a recovery operation on a given ECU. DO NOT perform this operation unless under the advice of Viezu Technical supports.
- **SETUP** – The setup operation is for modifying the speed and method of connection to the vehicle. Viezu recommends that you **do not** use this operation unless instructed to do so by Viezu Technical.
- **TOOLS** – If available, will have multiple different functions for example Injector Reads and Delete Errors. See **KESS3 specific vehicle manuals for more information.**

**Commented [VT1]:** Be more summarily specific & check terminology is correct

For each vehicle, a different selection may be present. If you are unsure which option to select, contact Viezu Technical support (See final section of this document for contact details).

- ! **A battery stabiliser is an absolute requirement when performing any of the given operations on a vehicle, where the control unit is being powered by the vehicle.**

## How to ID a Vehicle

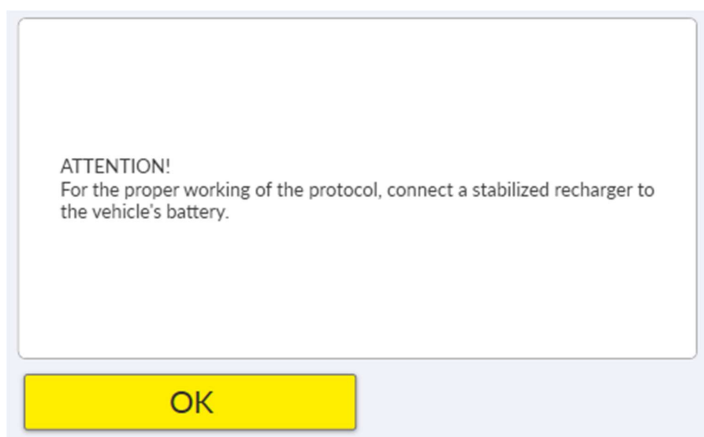
A first step when tuning a vehicle is to perform an ID operation. The ID is used to identify the ECU present in the vehicle, and the properties surrounding it. All this information will be very useful in the tuning process, and so the Alientech suite application will provide you with an ID file.

After selecting ID from the previously given window for selection of operations, clicking the *Selection* button will proceed into the ID process, with the first window given below. Some vehicles will not have a read option – if reading is not available, please just send select the **'ID'** option and proceed.

**! A battery stabiliser is an absolute requirement when performing an ID of a vehicle**

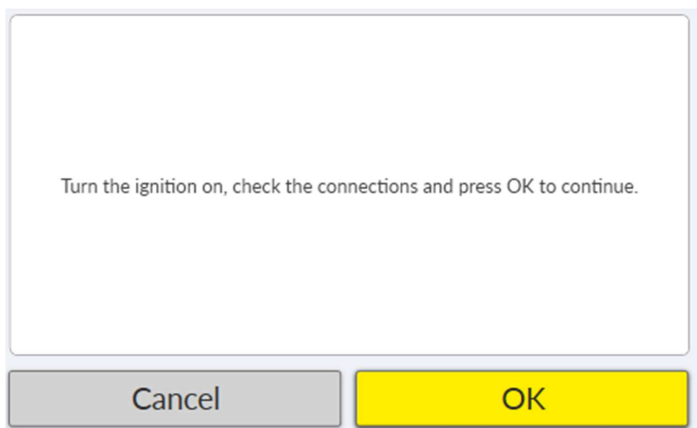
The first window is a warning that your battery stabiliser must be connected. You can confirm that your stabiliser is working as the given *Battery Voltage* (Lower-middle of the window) will fluctuate just below 14V ( $\pm 1V$ ). The recommended absolute minimum voltage is 12.5V.

The recommended voltage is between **12.5V to 14V**.

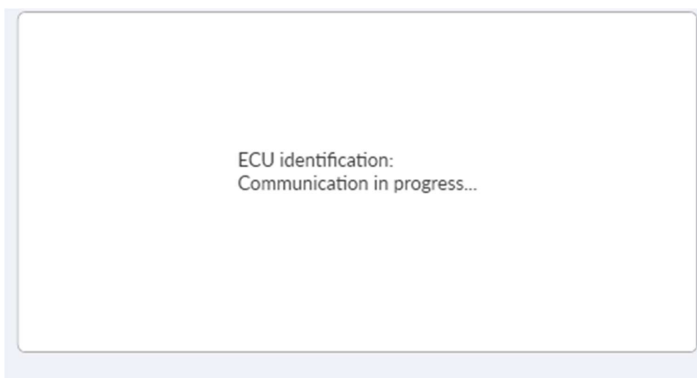


Throughout the ID procedure, you will be prompted to turn the ignition on and off. This is to ensure communication between the device and ECU is stable before any actions are taken.

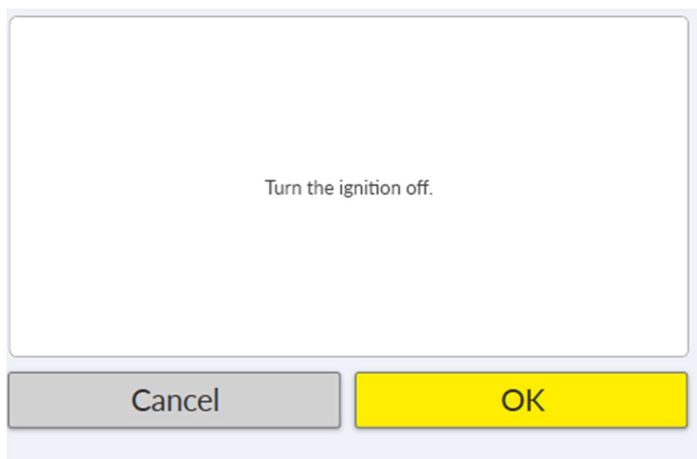
Continue in the ID process, turning the ignition on or off as instructed. Click the **OK** button after you have modified the ignition.



The ID operation will now execute. The KESS3 device will communicate with the ECU to establish a working connection and to read some basic information about it. This process may take several minutes to complete.

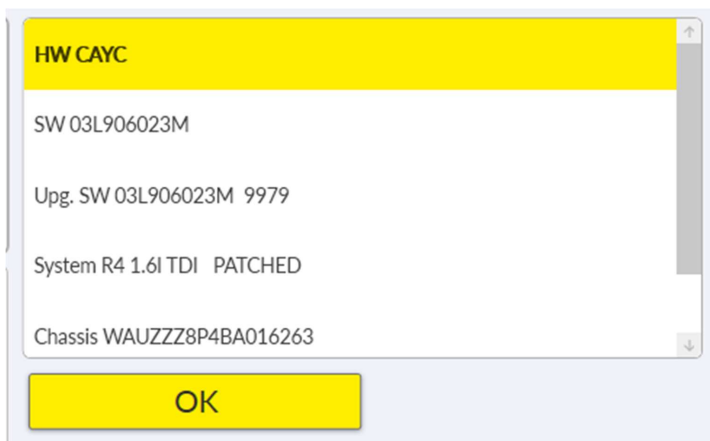


As the ID operation completes, you may be prompted to modify the ignition to on/off several more times. Proceed as instructed on-screen and confirm with the **'OK'** button.



The final screen of the ID process provides a brief summary of the operation, listing some of the information received from the ECU.

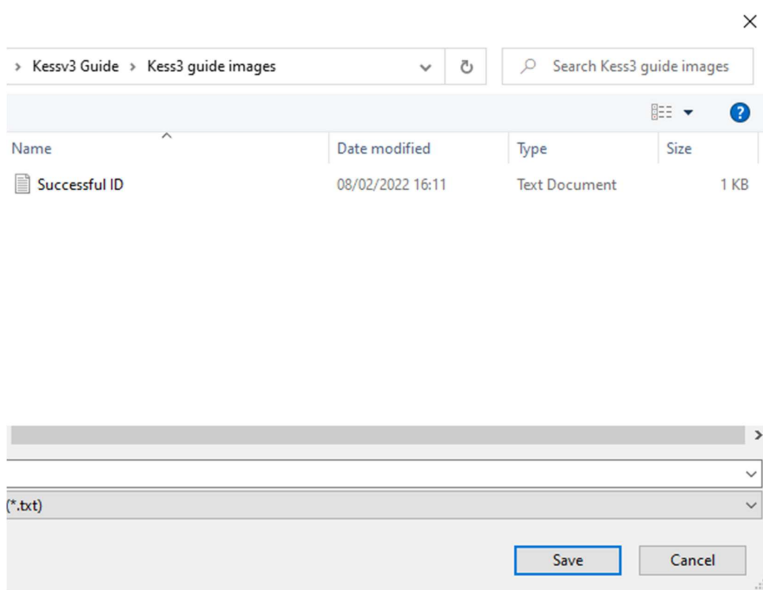
This ID information is very important to the tuning/mapping task, and you will be asked to save the ID information to an ID File upon clicking the **'OK'** button.



Save your ID file in a sensible place with a sensible name.

It is recommended that the file is saved with a name containing the licence plate number of the vehicle followed by the letters 'ID'.

Save as: **[Licence\_Plate] ID**



The 'ID' procedure is now complete, and you will have saved your ID file to your computer in a location or folder of your choosing. When submitting your request to Viezu Technologies for tuning, will be asked to upload this file along with any 'READ' file you have obtained from the vehicle.

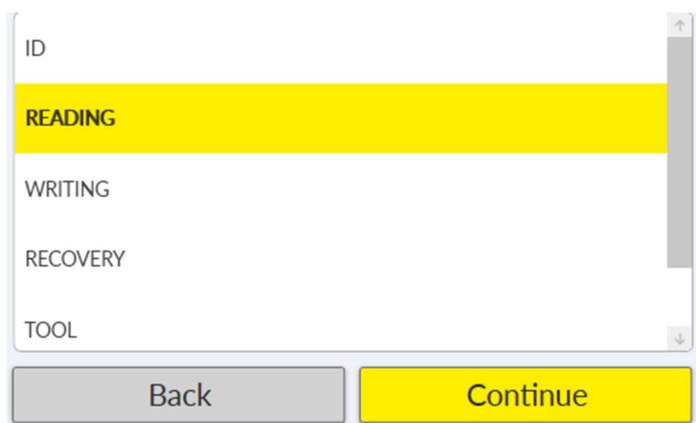
## Reading a Vehicle

The **Read** operation procedure is very similar to the **ID** procedure.

- You will be asked to modify the ignition (Place it on or off) several times throughout the procedure
- You will be asked to wait as the file is read, and a growing orange bar will be displayed
- You will be asked to save a Read file at the end

Accessing the Reading operation can be done by selecting the **READING** option in the window given after the vehicle selection window (The exact same way the **ID** operation can be accessed).

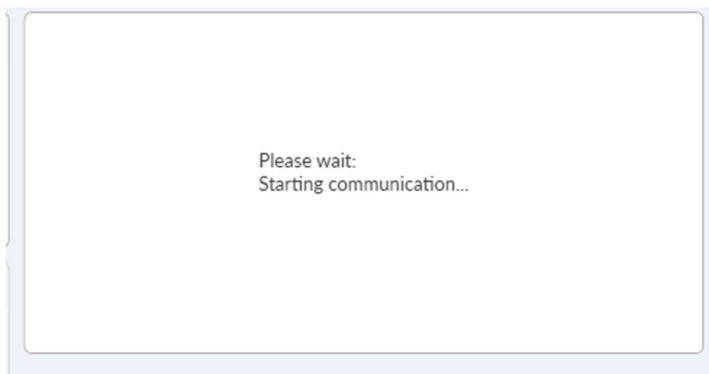
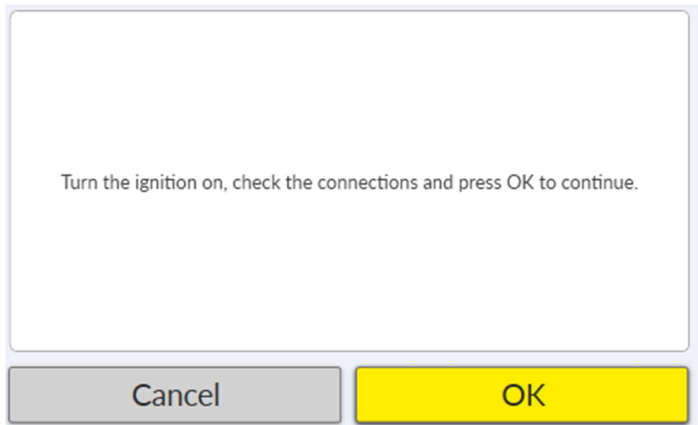
**! A battery stabiliser is required when performing a READING operation on a vehicle.**



After selecting '**READING**', to proceed, click on the '**Continue**' button.

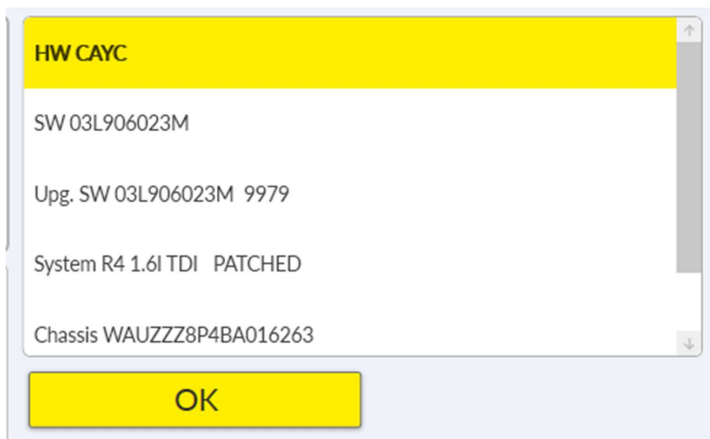
You may be required to turn the ignition of the vehicle to an on or off position several times, as with the ID operation.

Do as instructed and follow the onscreen instructions.

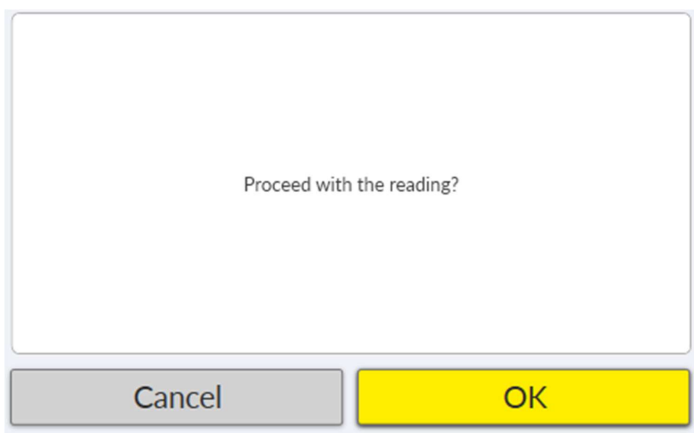




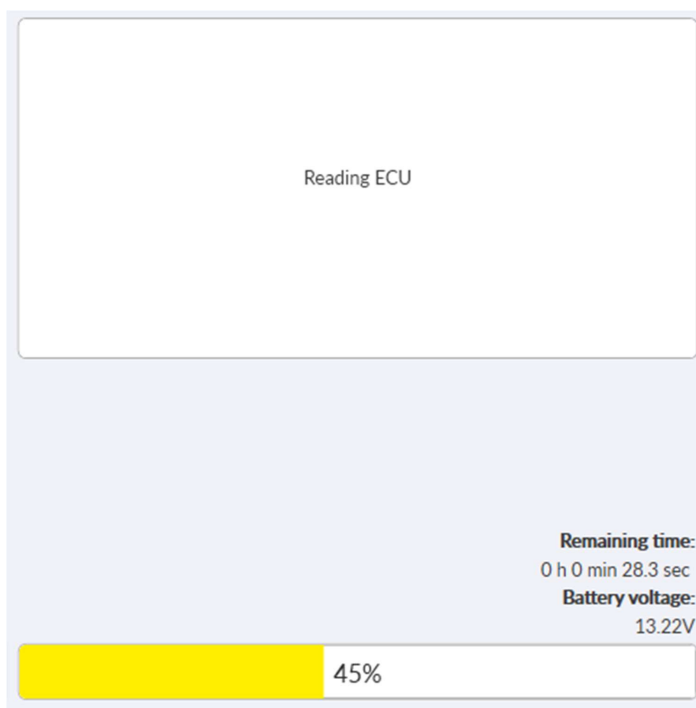
Upon completion of the vehicle identification procedure, a summary ECU information screen.



From here, click **OK** to continue with the reading procedure.



This reading process is quite quick on many cars, lasting just a few minutes, but on some vehicles it may take longer. This highlights the importance of making sure the vehicle is connected to a stable power supply.



You will be prompted to save the read file upon the completion of the reading process. It is recommended to save the file as the vehicle registration number (license plate), followed by the word 'READ'

A prompt to Erase Errors may be given towards the end of the read procedure.

Remnant communication codes may be present on the ECU, and this option clears those communication codes out of the ECU after the reading procedure has completed.

## Sending and receiving modified files through Viezu

### Submitting via the Viezu Dealer Portal

To submit your files and questions via the portal please go to <https://desk.zoho.eu/portal/viezu/>, click submit ticket. This will take you to a new window, please fill out the fields on the form - keep the subject title as simple as possible, "Vehicle License Plate" is a general suggestion. At the bottom of the selection, you have an attach button to attach your read files/ID file

There are several required fields that need completing in order for the file submission to be processed.

For example, an engine with a bigger/hybrid Turbo may be able to run more Boost Pressure whereas an engine with high mileage would be given less to consider wear and tear on the engine's components. At the very bottom of the form is a space for you to add any additional information that you think may be relevant for the tuning process. For example:

Vehicle is used to tow a caravan  
Client has the following DTC code and description  
Client has a flat spot around a certain RPM

This information provides the Viezu Technical Team with the data required to fulfill your tuning file request. Once all the relevant information has been received the modified file will be produced. The Service Level Time is 60 minutes on receiving the original read.

### Receiving the File

Once the modified file has been created for your client, you will receive the file back via email notification it will also appear on the dealer portal. The file name will be as you saved it,

For example, "AB01 2CD VPERF" This is the modified file you will need to save to your computer. It is recommended to not change the name of the file when saving to avoid any possible corruption of the file.

Save the file to a location you have set aside for your tuning work. Once saved in the appropriate place, you have received the file and you are ready to write back to the vehicle.

## Writing a file to a vehicle

Before you begin the writing process, there are a few things that you will need to ensure are done correctly.

- Ensure there is a good steady state battery charger on the vehicle before connecting to the vehicle, writing to the ECU draws voltage from the battery and vehicle dependent can run the voltage very low. Should the battery level drop to a low enough level, usually below 11volts, you can cause damage to the ECU, which at worst case can leave you with an immobilized vehicle. If you are ever unsure, please contact the Viezu Technical Team.
- Ensure that there are no stereos or heaters, heated seats, lights (including interior and exterior) are turned on. Make sure they are off before you start communicating.
- Ensure that any phones connected to a Bluetooth system are disconnected as communication between them can cause an issue when writing.
- **Do not** open any doors, bonnet, boot, windows or remove any sensors from the engine when you are communicating. Doing anything of this nature could damage the ECU.
- If the vehicle is a manual, ensure it is in neutral, if it is an Automatic; ensure the vehicle is in PARK. Not doing this could lose vital information for gearing – unless instructed by the Alientech suite manual to do otherwise.
- Some vehicles, for example Audi RS4's and R8's have two ECUS', one master and one slave. You will be prompted if this is the case on screen before you write to the ECU. Always remember to write the MASTER first and SLAVE second. **DO NOT START THE VEHICLE UNTIL YOU HAVE PROGRAMMED BOTH ECUs** – always see the Alientech suite manual for more information.

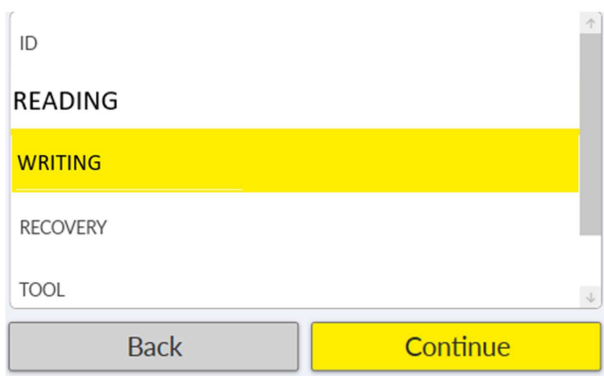
In order to write the modified file back to the vehicle you will need to select the vehicle in the same way that you did for reading. You will also need to remember to select the exact same vehicle and engine type that you did when you took the read. Not selecting the correct vehicle could cause an issue in the programming process.

**! If you are ever unsure, do not proceed and instead contact the Viezu Technical Team.**

After the KESS3 Vehicle Selection screen, you are prompted to select an operation. To begin the writing procedure, select the **“WRITING”** option from the list and follow the onscreen instructions by selecting the file you wish to write to the vehicle and pressing **‘CONTINUE’**.

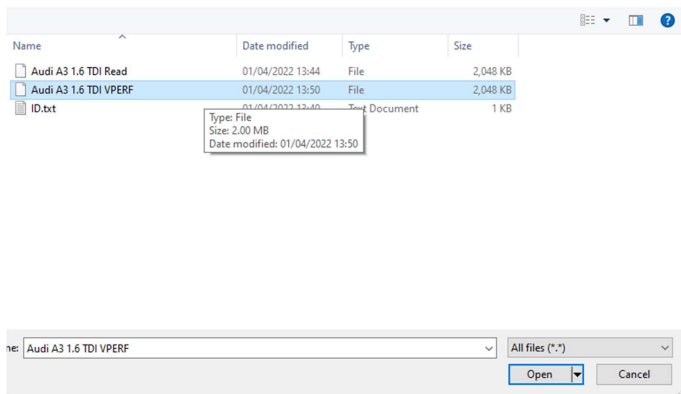
To hand (On your computer system), you may need:

1. The modified map file (Mod file – The modified (mapped) file)
2. An original read file (Original, or stock read – An original read of the vehicle)



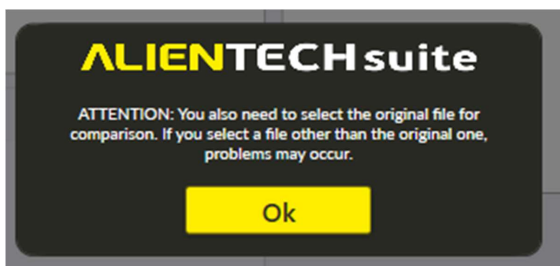
Before you are given any information regarding the writing process, you are prompted to select a file.

This is the selection of the *MODIFIED* map file. Select a modified map (mod file) in the file selection window and click **‘Open’**.

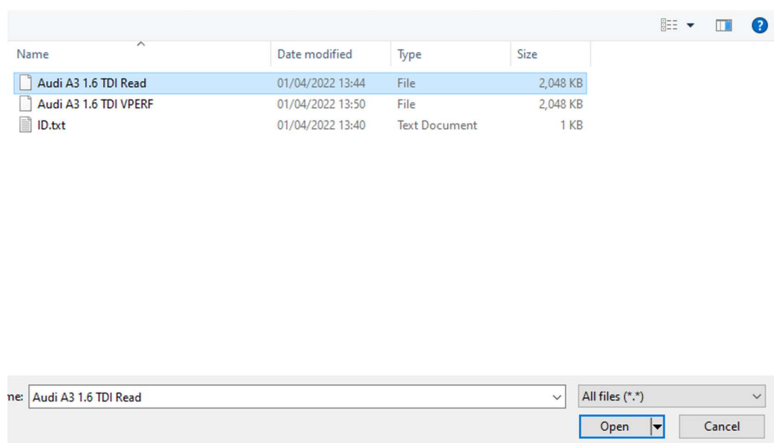


After selecting your mod file, the application may prompt you to supply an original file (An original read of the vehicle, sourced by a KESS3 READ operation). If you are asked by ALIENTECH suite to do this, then follow these steps:

A file selection window will prompt you to select the original file.

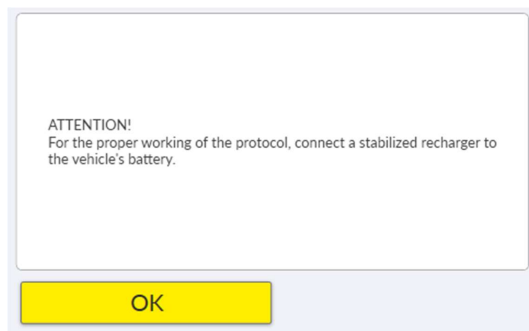


Select the original file and proceed by clicking 'Open'.

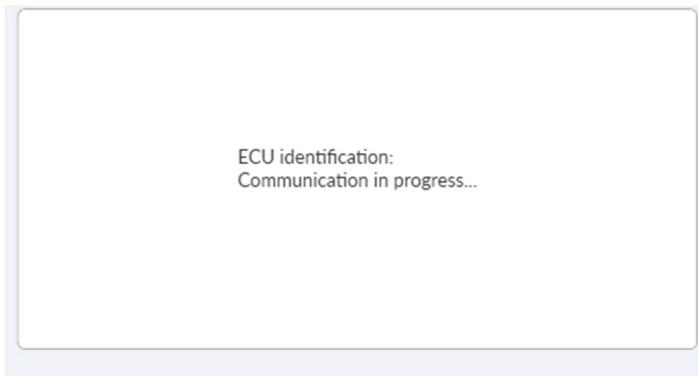


In the next stages, you will be asked to confirm that you have a battery stabiliser attached to your power source, and to cycle the ignition (On and Off) several times.

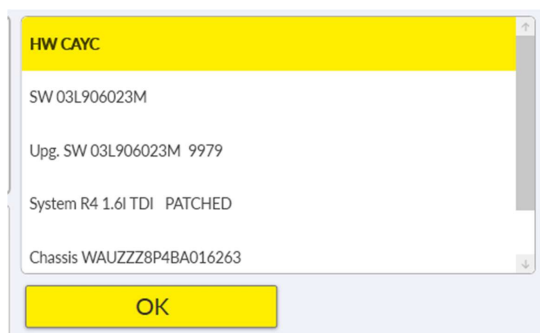
**! A battery stabiliser is required when performing a WRITING operation on a vehicle.**



After following the tasks detailed on screen, the KESS3 device will begin with an ID operation to confirm that the selected files are suitable.



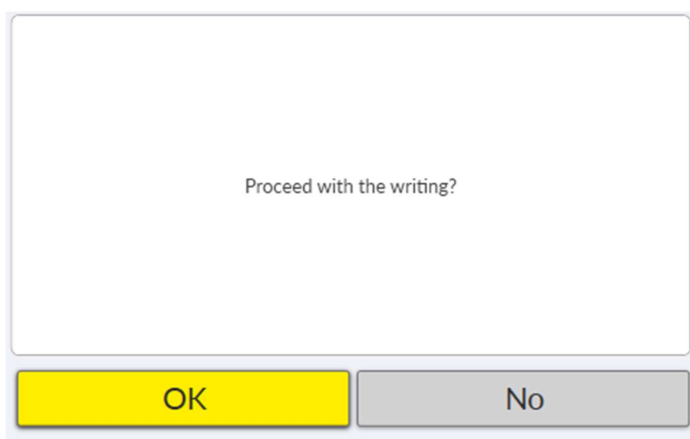
The output of the ID operation is then presented for your reference. Click **OK** to continue.



The proceeding screens are the final confirmations before the Write operation executes.

- ! **Please double-check that your battery stabiliser is connected and functioning. A battery stabiliser is an required during any communication operation with a vehicle.**
- ! **Ensure that the power supply to your computer system is plugged in and the computer is not running from its batter. A computer failure during the writing process may cause the vehicle not to start.**

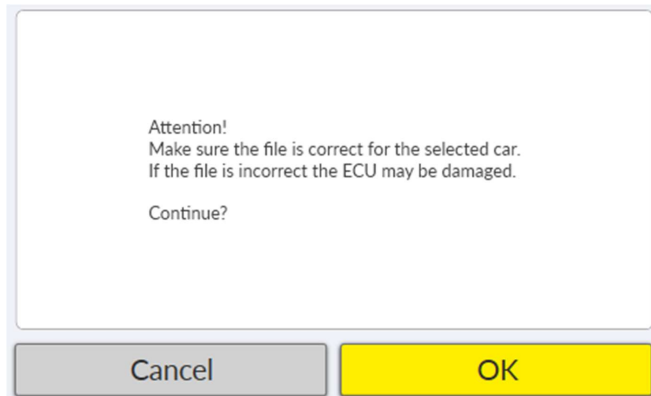
Click '**OK**' to continue with the writing operation when you are ready to proceed.



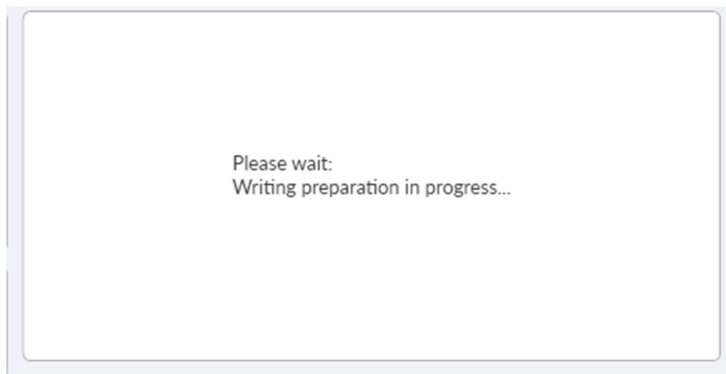


A final prompt will ask you to compare the HW values listed on the left half of the screen. If the values match, the ECU, and the designated file to be written (Mod file) are compatible.

Click **'OK'** to proceed.



The writing operation will now execute. This process will vary in duration and will be primarily dependent upon the make / model of vehicle and the control units equipped to it.



Allow this process to complete uninterrupted.

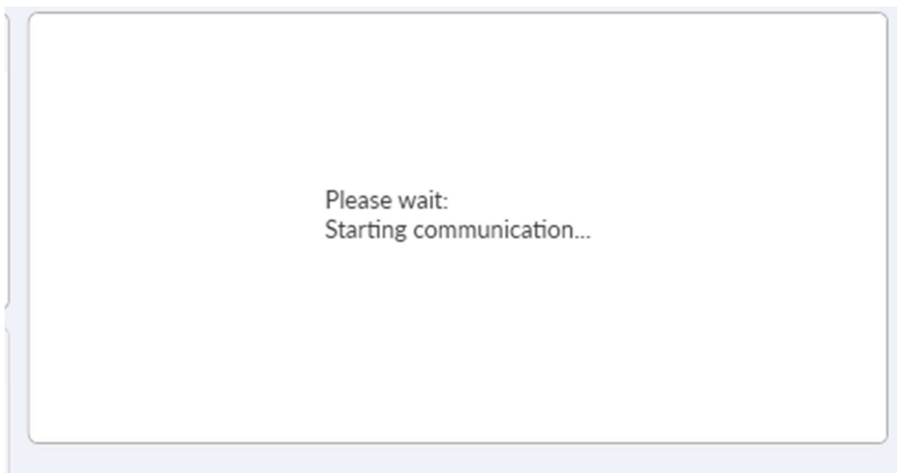


Once the operation is completed, you may be prompted with the option to 'Erase Errors'.

Remnant communication codes may be present on the ECU after completing communication with the control unit. Click the 'OK' option and continue with the removal these.

The writing operation is almost complete, and some final tasks to ensure the safety of the ECU and to collect logging files must be performed.

Proceed as instructed on screen if required to cycle the ignition and click **'OK'** when ready.



A final communication task is performed to ensure the ECU file provided was written successfully. This will take a couple of seconds.

These log files are sent to Alientech directly with the KESS3.

You will then be returned to the operation select window. The writing operation has now completed.

## Programming Injector Codes

Some vehicles, as discussed at the beginning of this guide, require you to read and code fuel injectors.

You will need to see the Alientech suite manual to see if you do need to read injector read.

before reading the ORI file you will need to then select the Tool option on ID/READING/Writing/RECOVERY screen.

You will then have the option to read Injectors, please click this, and then the unit will read the injectors. Please follow the onscreen instructions for further details.

After writing the modified file back to the vehicle you will need to then select the Tool option on this home screen.

You will then have the option to Codify Injectors, please click this, and then select the read of the injectors you took before writing and then open.

The Kess3 will then perform a short task and inform you once it has completed.

For further information on this subject, please contact [desk@viezu.com](mailto:desk@viezu.com).

Programming injector codes is accessed in the same way as the ID, READING, and WRITING operations.

After **clicking the red-outlined KESS button** (And a KLINE/CAN selection if present), select **TOOL** from the operations list and click **Selection**.

The available tools allow you to read and write the injector codes, and to perform a manual erasure of errors (As is automatically suggested at the end of the read/write operations).

Select the operation you are looking for and follow the instructions on screen, as you have done with ID, READING, and WRITING operations.

## Recovering a Vehicle

Recovery mode is only to be used when instructed to by a member of the Viezu Technical Team.

Recovery is only required when battery power has been dropped too low to communicate, incorrect use of the system, incorrect car selection, incorrect communication line, CAN or Kline, or interruption in communication.

**! Do not use the recovery function unless advised to by a Viezu Technician beforehand.**

## Troubleshooting & Frequently Asked Questions

### Frequently Asked Questions

#### *The vehicle does not have read option. Why is this?*

Some vehicles do not have the function to read the full file from the ECU, so we take an ID and create the modified file from the hardware and software numbers by matching it to an original using these numbers. Please note that only a small percentage will work with an ID only. Always take a full read wherever possible for the technical team to provide your modified file.

#### *The vehicle shows the message: "Wrong Security Code." Why is this?*

This error message when ID-ing or Reading means there is a corruption between the Kess3 system and the ECU connection. It can mean that the vehicle has been tuned before by another tuner, which means the client will have to have it put back to original by them first, or that the Bluetooth, Parrot, or Stereo is causing interference. Finally, it can mean that the protocol selected is wrong. Please contact [desk@viezu.com](mailto:desk@viezu.com) for further assistance.

#### *The vehicle shows the message: "Error whilst transferring data in reading." Why is this?*

This error message when ID-ing or Reading means there is a corruption between the Kess3 system and the ECU connection. It can mean that the vehicle has been tuned before by another tuner, which means the client will have to have it put back to original by them first, or that the Bluetooth, Parrot, or Stereo is causing interference. Please contact [desk@viezu.com](mailto:desk@viezu.com) with the log files from your Kess3 for further assistance.

#### *The vehicle shows the message: "Wake Up Error." Why is this?*

This error message when ID-ing or Reading means there is a corruption between the Kess3 system and the ECU connection. It can mean that the vehicle has been tuned before by another tuner, which means the client will have to have it put back to original by them first, or that the Bluetooth, Parrot, or Stereo is causing interference. It can however also mean that you do not have enough battery charge on the vehicle, please check this before contacting [desk@viezu.com](mailto:desk@viezu.com) with the log files from your Kess3 for further assistance.

#### *The vehicle is a push button start; how do I achieve ignition two?*

If you are communicating with a touch button vehicle, you will need to have the key in the ignition, (or if it is a keyless card, the card will need to be in the vehicle). Press and release the button once press and release again but do not hold as this will start the vehicle. All the lights should appear on the dashboard, and you should hear an acoustic sound from the dashboard, this is ignition two.

The software shows Invalid Protocol, use a different one. Why is this?

The Kess3 software will know when you are using an incorrect protocol and prompt you to use the correct number. You will then need to select this protocol number and communicate with the ECU this way.

The software shows a MASTER and a SLAVE option, why is this?

Some vehicles, for example Audi RS4's and R8's have two ECUS', one master and one slave. You will be prompted if this is the case on screen before you communicate to the ECU. Always remember to read the MASTER first and SLAVE second, save both with different names, by adding the word MASTER OR SLAVE to the end of the file name will work and to email both reads to us for modifications. Always remember to write the MASTER first and SLAVE second. **DO NOT START THE VEHICLE UNTIL YOU HAVE PROGRAMMED BOTH ECUS.**

Why do I need a battery stabilizer?

The unstable nature of a car battery especially as the ignition is turned on and off presents a potential danger to the transmission of data between the KESS3 tool and the ECU. Should the power fluctuate too intensely, the transmission of data over the cable may fail, partially transmit, or transmit corrupted data. This is the most common cause of failure during IDs, Reads and Writes. A stabiliser is used to guarantee a constant value for the voltage supplied by the power source. **DO NOT USE JUMP LEADS WHEN READING OR WRITING A VEHICLE.**

I can't find a Vauxhall on the vehicle list... where is it?

The majority of Vauxhall vehicles will be listed under Opel.

## Definitions (Glossary)

- **ECU** – It can vary from different Bosch, Siemens, or Delphi ECUs. It is not necessary for you to know this before tuning the vehicle however it is something that is worth making a note of for future reference.
- **ORI file** – An original file. An initial and unmodified read of a vehicle's ECU, sourced via the read operation of a KESS/KTAG or through Viezu technical support.
- **Family** – The family of the ECU you are going to tune. All ECU types are associated by a Family Number. We will ask for this number if you experience any problems when reading or writing.
- **"ID-Only" / "Virtual Read"** - The ECU will not permit a read operation via OBD. Supplying Viezu Technical with an ID will assist us in sourcing an original (a stock read from Alientech server).
- **Protocol** – A communications protocol identifying number. Every ECU has a protocol number, and there is a large range of numbers available
- **KLINE/CAN** – The KLINE communications standard is an older means of communication between the KESS/KTAG devices and an ECU. CAN is newer and more common. When given the option, the correction selection must be made for a vehicle.

## Viezu Technical Team Contact Details

Emails are answered during the file service hours listed below. 7Contact email addresses are:

[desk@viezu.com](mailto:desk@viezu.com)

When contacting a team member directly please always cc the Technical Email Address. The Technical Email Address is copied to all members of the Technical Team; this will ensure your email is also seen in out of hour's service and picked up as soon as it is received.

Our operation hours are as follows (all times are UK)

For file service:

**Monday** - 07.00am to 21.00pm

**Tuesday** - 07.00am to 21.00pm

**Wednesday** - 07.00am to 21.00pm

**Thursday** - 07.00am to 21.00pm

**Friday** - 07.00am to 21.00pm

**Saturday** - 07.00am to 18.00pm

**Sunday** - 07.00am to 14.00pm

Commented [VT2]: Confirm

During these hours our Service Level Times are **1 hour** from the receipt of the original file. The contact number for these hours is **+44 (0) 1789 774444**