We are tuning highly sophisticated ECU's with a remote device that while works very very well, sometimes can have an error that needs walking through and support from the BrenTuning Moto staff and sometimes even the handheld manufacturer themselves through our channels. While support is great on both sides, due to an extensive customer database and limited staffing, there are times that solutions can take some time to sort out.

The first step to this is to not get yourself worked up if there is an error. If you are a person who routinely finds themselves stressed out, worried or concerned, modifying the ECU of your car or motorcycle is not a good idea. If you fall into this criteria and still want to modify it, we recommend bringing it to a professional who can help you with installation.

The second step is to read through both the MyGenius instruction sheet and our own instruction sheet to make sure a step was not missed. If you have done everything to your knowledge you can then reach out to the BrenTuning Moto tech support team via email: sales@brentuningmoto.com using the same email thread you have been communicating with for swift and concise communication. If you received an error on either the computer or the handheld itself, please take a picture of it and email it to your tech support team for best and quickest results.

The third step and resolution will depend on the scenario, some scenarios / errors will be listed below which can result in a quick fix on your side, a remote log in session via teamviewer to your computer and the handheld device or a longer process between BrenTuning and the handheld manufacturer. We can give you an idea on resolution time for this at point of contact.

Errors you may see:

There are many different errors and it's important to note if it is on the computer side or the handheld tuner side loading the file into the bike. When informing your tech support agent, please make sure to send a picture of the error you received. Please do not start working on your bike at 4PM on a Friday for a 7AM Saturday track session as you will fall out of our window of support.

- Invalid FPF (most common) - this will happen on the computer side, when loading in the file to the handheld there is a mismatch somewhere along the line. Usually it's that the file didn't download completely on your side, the file size should be 2.5mb or more. Please verify the file size on the computer is the same size you see in your email. If this is correct and still getting the error please let us know and we will repackage the tuned files and send them back to you most of the time. This is typically a quick and easy fix.

- Warning Wrong Checksum - this will happen when loading the tuned file into the car/motorcycle. This is usually a small change that needs to be figured out on our side, typically a same day fix pending work load.

- File Incompatible with ECU - this will happen when loading the tuned file into the car/motorcycle. Usually it'll be loading in the wrong file on your side, if you have ensured that the proper file is being loaded, please let us know and we can go over on our side. It is very important that you read your ECU version after any dealer visits, not before. If you read your bike at 7AM monday and the dealer updates the ECU at 10AM Monday, the software version you read at 7AM may not match your 10AM software version and will not allow files to write in correctly and require us to re-do from scratch.

- File is already present on the device - if this is the case you will need to load the original file on the vehicle and then erase the file that is getting crossed up by matching the numbers up. If it says file 002 is already present, go into info then delete mod file 002 and then your new file will load in.

Teamviewer log in info:

Teamviewer is a program that allows us to remotely log into your computer. This will allow us to make sure that all procedures are being done correctly and allow us to quickly and swiftly make changes / updates to your tune / handheld etc. To allow for this you'll need to download teamviewer on your computer from their website. We will need the ID and Password so that we can remotely control your computer. If we are doing a remote log in session, please make sure all tuning suites are on this computer, email is logged in and available and apps/ maps are labeled and easy to find so we can maximize our time together. Download teamviewer here: www.teamviewer.com , we will not talk on the phone for this process, it will be 100% communicated through the computer text.

At no point RESET or ERASE your unit without full instructions from BrenTuning team as this makes the unit uninstalled and loses all data. We can help with resetting the device if needed.

ERROR CODE GUIDE

Error 0x3000 Communication error between New Genius and ECU:

Cause

1) The cable used for the connection is not the correct one

2) The connection on the vehicle socket is not correct or the cable used is damaged

3) Error while switching ON and OFF on the dashboard during the communication procedures

4) Wrong selection of the vehicle or of the serial protocol

5) The ECU present on the vehicle is not the supposed one or what we expect to find

Solution

1) Verify that the cable used for the communication is the correct one. Open the manual corresponding to the serial protocol and check it.

2) Make sure that the cable is well connected to the correct diagnostic port, on some vehicles there could be different diacnostic ports. Open the manual corresponding to the serial protocol and check it.

To verify the integrity and proper functioning of the cable try to use it on another similar vehicle and verify if there is the same fault.

3) When requested by the tool switch ON and OFF properly the dashboard, you must always wait 10 seconds before proceeding with the next operation.

4) Ensure that you selected the correct vehicle or the correct protocol for your vehicle.

5) If the ECU does not correspond to what you expect you must search the correct serial protocol to use or contact the Race Technical support.

Error 0x3235 Wrong security code

Symptom

New Genius tool cannot Read/Write, showing that error.

Cause

New Genius communication is not sinchronized with the ECU. The customer has performed the operations on the New Genius too quickly.

Solution

Wait at least 30 seconds at every New Genius command request.

Error 0x3433 Erase not performed

Symptom

Writing process stops.

Cause

a) The dashboard of the car is NOT properly switched ON and after a while it turn off cutting power on the OBD port.

b) The voltage in the OBD port is turned off by the ecu power management, due to economy strategy.

Solution

a) Switch ON properly the dashboard.

b) Keep vehicle's doors close and try again writing.

Error 0x3310 Change of speed not possible

Symptom

NewGenius tool stops during reading/writing process.

Cause

The battery voltage is too high.

Solution

Disconnect the booster or the battery charger and try again. If the voltage is still too high, turn on the lights to decrease the battery voltage level.

Error 0x477 Genius not found

Symptom

Race software cannot find the NewGenius tool.

Cause

Lack of communication between the connected USB device and the software.

Solution

Verify these steps:

- NewGenius tool properly connected to PC USB, if NOT please connect the NewGenius via USB to PC.

- NewGenius tool properly connected to the 12V power supply, if NOT please connect the NewGenius to the 12V power supply.

- NewGenius tool properly recognised by the PC in the device manager list, if NOT please unplug NewGenius tool, download the last available Dimsport driver setup (http://reserved.dimsport.com/transfer/SetupDimsport-Driver_v20.zip) and run it. After the driversetup connect the NewGenius tool to PC via USB and wait for the device recognition by the PC.

- NewGenius tool must be set in the main HOME menu, the first screen with the 4 icons WORK / TOOLS / INFO / STAND BY.

If all these 4 steps are properly accomplished you can now run the software and verify the correct communication between software and the NewGenius device.

Error 0x464 - 0x465 Error with Genius device

Symptom

The Race or FlashPoint program cannot communicate with the NewGenius tool.

Cause

Lack of communication between the connected USB device and the software.

Solution

Verify these steps:

- NewGenius tool properly recognized by the PC in the device manager list, if NOT please unplug NewGenius tool, download the last available Dimsport driver setup (http://reserved.dimsport.com/transfer/SetupDimsport-Driver_v20.zip) and run it. After the driversetup connect the NewGenius tool to PC via USB and wait for the device recognition by the PC.

- NewGenius tool must be set in the main HOME menu, the first screen with the 4 icons WORK / TOOLS / INFO / STAND BY.

- If the error is still present try to change the USB port or the USB cable and try again.

Error 0x3824 Error while transferring data during the writing

Symptom

After the erasing process, NewGenius cannot proceed with the writing. The recovery function does not solve the problem and it does not end properly the writing.

Cause

The ignition of the vehicle is not properly switched on.

Solution

Turn on the ignition properly. Depending on the vehicle type there are several procedures to follow.

Error 0x3100 Generic ID Error - Flash 99/116/117

Symptom

Error occurring with flash 99 /flash 116 /flash 117

After writing the modified file the veichle does not start or does not allow any other operations.

Sometimes the ECU accepts the original file in recovery but the vehicle does not start.

Cause

Ecu does not recognize the modification.

Solution

Disconnect the veichle battery for at least 10 minutes and then try again the procedure.

Error 0x3201 Unable to prepare the rolling code / Write stops

Symptom

New Genius stops on write, showing that error.

Cause

Sometimes with new manufacturer software the write process stops.

Solution

A new protocoll must be developed from Dimsport, Original recovery should work. Send log files to support.

Please wait for further instructions from support.

Error 0x3A02 Uncorrect Micro parameters

Symptom

New Genius stops on write, showing that error.

Cause

Sometimes with new manufactor software the write process stops.

Solution

A new protocoll must be developed from Dimsport, Original recovery should work. Send log files to support.

Please wait for further instructions from support.

MyGenius is not recognized in the device manager

Symptom:

The New Genius is not recognized in the device manager after

installing drivers

Cause:

The USB cable is damaged

Solution:

Replacement USB cable

Error 0x9400 MyGenius GOS not up to date

If you encounter the error code 0x9400 on your New Genius after updating the Flashpoint (and New Genius)

you may have to do a forced New Genius update to ensure that the Device's software is absolutely up to date.

This will fix this error.