

**Superchips GM Model 2516 Mileage XS****GM VEHICLES COVERED:**

1999-2008 GM/GMC/Chevrolet/ Cadillac/Hummer

½, ¾, & 1 Ton Trucks & SUVs with V8 Gas Engines

2006 GM/GMC/Chevrolet Trucks with V6 4.3L Gas Engines

**The Mileage XS offers the following:****Power Levels:****Mileage XS SAVE**

For increased MPG tuning

**Stock w/ Options**

For Stock tuning with options

**Options:** (vary by vehicle)

Tire Height

Axle Size

WOT Shift Points

Shift Firmness

Fan Temp

Rev Limiter

Speed Limiter

**Specifications:**

- **USB Communications** – Connects to any PC<sup>1</sup> with USB
- **Internet Updateable<sup>2</sup>** – Supports web updates
- **Built-In DTC Definitions** – No lookup manual needed
- **Ergonomically Designed Case** – Fits well in hand
- **Large, SoftKey Buttons** – Easy operation
- **Permanently mounted cable** – No assembly required
- **BackLight Screen** – Easy to view day or night

Add Power Levels to your Mileage XS  
By Upgrading on Superchips Internet Update system  
**UPGRADES MAY REQUIRE ADDITIONAL FEE**

<sup>1</sup> Windows XP/2000/Vista are supported

<sup>2</sup> Visit [www.Superchips.com](http://www.Superchips.com) for updates and upgrades

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**Refund Policy**

If for any reason during the first thirty (30) days after your purchase of a new Superchips product ("Product"), you may return it to the place you bought it for a full refund of the purchase price, credit or a replacement Product at the dealer's discretion. This Guarantee does not apply to products purchased from auctions nor does it apply to Products purchased used. Follow these procedures to get your refund or replacement.

1. If you are returning a Product, use the Product to return your vehicle to the stock settings for the vehicle. Instructions are included in the user manual.
2. Put the Product back in its original packaging.
3. Make a copy of your sales receipt. The sales receipt must be from the location where you purchased your Product and must include the name of the business, its address, and the part number or description of the applicable Superchips Product. Invoices, credit card statements, or sales receipts from an online payment service company will not be accepted.
4. Return the Product in its original packaging with a copy of the sales receipt to the place of purchase.

**Superchips, Inc.  
Limited Warranty**

**What is Covered?** This warranty covers any defects in materials or workmanship in any product sold by Superchips or its affiliates through its authorized dealers ("Product"). Warranty is valid only for new products purchased through Authorized Dealers; (Proof of purchase is required for all warranty claims).

**How Long Does the Coverage Last?** This warranty lasts for one (1) year from the date of purchase. Coverage terminates if you sell or otherwise transfer ownership of the Product.

**What will Superchips Do?** Superchips will repair or replace the defective or malfunctioning Product or any defective or malfunctioning part thereof at no charge. This warranty covers parts and labor only. Superchips will reimburse you for all reasonable shipping charges within the first thirty (30) days of purchase.

**What Does This Warranty Not Cover?** This warranty does not cover any problem that is caused by abuse, misuse, acts of God, or improper installation or repair by non-Superchips personnel. This warranty does not cover Products purchased used nor does it apply to Products purchased from auctions or entities that are not Superchips' authorized dealers. This warranty does not cover damage to your vehicle. Use of the Product to change the performance characteristics of your vehicle could invalidate the warranty provided by the vehicle manufacturer. Consult your vehicle warranty before using the Product on your vehicle. **SUPERCHIPS SHALL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

**How Do You Get Service?** If something goes wrong with your Product during the warranty period, use the following procedure to return the Product to Superchips.

1. Call Superchips' Customer Service at 1-888-227-2447 Monday through Friday from 8:00 am to 5:00 pm EST to request a Return Authorization ("RA") number.
2. Mark the outside of the shipping package with the RA number. Packages that are not marked with the RA number will be refused.
3. Make a copy of your sales receipt. The sales receipt must be from the location where you purchased your Product and must include the name of the business where you purchased the Product and the address of such business. Invoices, credit card statements, or sales receipts from an online payment service company will not be accepted.
4. Send the Product, postage paid, the copy of the sales receipt, a brief written description of the problem, and your contact information to:

Superchips, Inc.  
1790 East Airport Blvd  
Sanford, FL 32773  
Attn: Warranty Claims

We will inspect the Product and either repair it or replace it with a new or rebuilt Product. We reserve the right to use refurbished parts when making repairs.

**Your Rights Under State Law:** This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**Your Vehicle's Stock Program**

The Mileage XS stores a copy of your vehicle's original stock computer program.

To begin, your vehicle's computer must contain the manufacturer's STOCK factory program. If you have used a programmer from another aftermarket company you must use their product to return your computer back to STOCK condition before proceeding. If you have an aftermarket performance-enhancing electronic device installed, it must be removed prior to using the Superchips Mileage XS.

**Your Vehicle and Service Centers**

The MILEAGE XS can be used on vehicles with modified or aftermarket wheels, tires, or rear end gears. Your MILEAGE XS is only intended for use on unmodified, stock engines and stock transmissions.

If you need to return your vehicle to a service center, restore the vehicle's program to its STOCK program. The service center might reprogram your vehicle with an updated STOCK program without your knowledge. If your vehicle has not been returned to its STOCK program prior to service, the Superchips Mileage XS will no longer be able to program your vehicle. Such a failure is not covered by the Superchips Inc. warranty.

**Vehicle Preparation**

Before connecting the Mileage XS to your vehicle, make sure that:

- All power-draining accessories are turned off, including radio, lights, cell phones, etc.,. The Mileage XS needs full battery voltage to program your vehicle.
- Ensure your vehicle battery is fully charged and not connected to a battery charger.
- Do not leave the Mileage XS connected and unattended for any length of time. This prevents unnecessary battery drain.
- Do not remove the programming cable during any programming sequence. Please follow the Mileage XS display screens.

**Important Note Regarding Storage of Your Mileage XS**

It is not recommended to store your Mileage XS in your vehicle in extreme heat, direct sunlight, or extreme cold (temperatures near or below freezing). These conditions can cause malfunction or damage to the Mileage XS and are not covered by the Superchips Inc. warranty.

**About Maximum Trailer Weight**

**Towing is NOT recommended with Mileage XS tuning.**

Add Power Levels specific to towing to your Mileage XS by upgrading on Superchips Internet Update system.

The original manufacturer of your vehicle has specified a Maximum Trailer Weight for your vehicle. It may be found in your vehicle owner's manual.

This Superchips upgrades are designed to increase your engine power and performance. It does not change the engine, suspension or drive train characteristics that limit the maximum trailer weight your vehicle is designed to tow. Towing trailer weights above the maximum trailer weight specified by the vehicle manufacturer may cause transmission or other damage.

If you wish to tow greater than the maximum trailer weight for your vehicle, modifications to your vehicle may need to be made. Consult your performance auto mechanic for the proper vehicle modifications.

Damage caused by towing weights greater than the maximum trailer weight specified for your vehicle shall not be the responsibility of Superchips Inc.

## Overview and Setup

### ➤ Hardware Overview

#### Graphical Display



## Overview and Setup

### ➤ Connecting the Mileage XS to My Vehicle



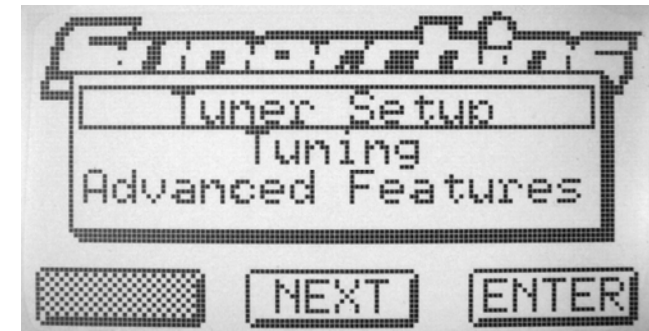
Diagnostic port close up

The Mileage XS plugs into your vehicle's diagnostic port usually underneath the dash below the steering wheel (see white arrow).

The port and cable are setup to only fit on one way. Typically the wider edge faces the top, as shown above.

### ➤ Opening Screen Overview

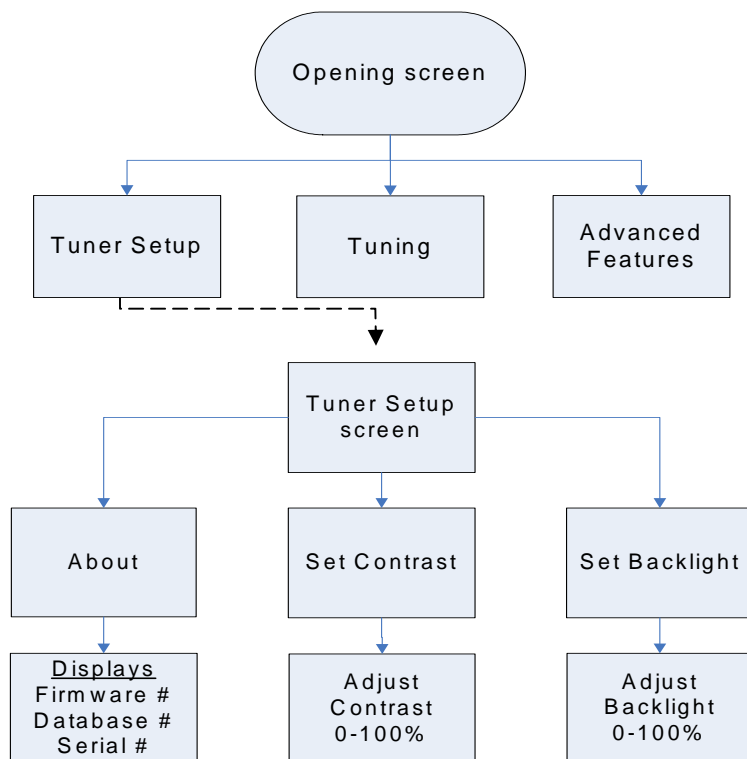
When the Mileage XS is first powered up, the Opening screen is displayed



- **Tuner Setup**
  - About
  - Set Contrast
  - Set Backlight
- **Tuning**
  - Read Vehicle
  - Change Settings
  - View Settings
  - Program Vehicle
- **Advanced Features**
  - Diagnostic Codes
  - Data Logging (visit [www.Superchips.com](http://www.Superchips.com) for upgrades)

## Overview and Setup

### ➤ Tuner Setup - Menu Layout



**About:** Displays: Firmware Version, Database Version, Serial Number  
Visit [www.Superchips.com](http://www.Superchips.com) for the latest updates

**Set Contrast:** Allows changes to screen text & graphics darkness

**Set Backlight:** Allows changes to screen brightness level

(Adjustable for extreme viewing situations – direct sunlight, nighttime, low lighting)

## Overview and Setup

### ➤ About

\*\*\* Press **NEXT** to scroll as needed \*\*\*

- From the Opening screen
  - 1) Press **ENTER** – after selection of Tuner Setup
  - 2) Press **ENTER** – after selection of About

#### Screen Displays:

- Product description
  - Product part number
  - “Operating software” Firmware Version #  
Visit [www.Superchips.com](http://www.Superchips.com) for latest updates
  - “Calibration (Tuning File)” Database Version #  
Visit [www.Superchips.com](http://www.Superchips.com) for latest updates
  - Product Serial Number
- 3) Press **OK** – Returns to the previous screen
  - 4) Press **EXIT** – Returns to the Opening screen

### ➤ Set Contrast

- From the Tuner Setup Screen
  - 1) Press **ENTER** – after selection of Set Contrast
  - 2) Press **DOWN/UP & SAVE** – adjusts screen contrast to increase or decrease (text/graphics darkness)
  - 3) Press **EXIT** – returns to Opening screen

### ➤ Set Backlight

- From the Tuner Setup Screen
  - 1) Press **ENTER** – after selection of Set Backlight
  - 2) Press **DOWN/UP & SAVE** – adjusts screen Backlight to increase or decrease (screen brightness)
  - 3) Press **EXIT** – returns to Opening screen

**Quick Start**➤ **Quick Start – Program My Vehicle Now!**\*\*\* Press **NEXT** to scroll as needed \*\*\*\*\*\* Press **PLUS/MINUS** to adjust settings \*\*\*

- From the Opening screen
  - 1) Press **ENTER** – after selection of Tuning
  - 2) Press **ENTER** – after selection of Read Vehicle
  - 3) Press **ENTER** – after selection of Read Stock
  - 4) Press **OK** - Follow ON SCREEN – Prompts including Vehicle Ignition ON requests (**DO NOT START VEHICLE!!**)
  - 5) Press **OK** – the Stock Files are Saved!!!
  - 6) Press **EXIT** – returns to the Tuning screen
- From the Tuning screen
  - 1) Press **ENTER** – after selection of Change Setup
  - 2) Press **SAVE** – to select Mileage XS SAVE

**These Option steps are not required for tuning**  
**(Options may vary by vehicle and Upgrade)**

Press **YES** – Adjust the user options?Press **SAVE** – after adjusting Axle SizePress **SAVE** – after adjusting Tire HeightPress **SAVE** – after adjusting 1-2 WOT Shift PointsPress **SAVE** – after adjusting 2-3 WOT Shift PointsPress **SAVE** – after adjusting 3-4 WOT Shift PointsPress **SAVE** – after adjusting 1-2 Shift PressurePress **SAVE** – after adjusting 2-3 Shift PressurePress **SAVE** – after adjusting 3-4 Shift PressurePress **SAVE** – after adjusting Fan Temp SettingPress **SAVE** – after adjusting Rev Limiter SettingPress **SAVE** – after adjusting Speed Limiter SettingPress **YES** – to save option changesPress **YES** – Done changing the Settings?

- From the Tuning screen
  - 1) Press **ENTER** – after selection of Program Vehicle
  - 2) Press **YES** – Program with the Mileage XS SAVE file?
  - 3) Press **YES** – Install the tuning file?
  - 4) Follow ON SCREEN – Prompts including Vehicle Ignition ON/OFF requests (**DO NOT START VEHICLE!!**)
  - 5) Press **OK** – Turn ignition switch off and remove Key

**Upon completion, remove cable from vehicle, as instructed on screen**

Your vehicle is now programmed.

You may now start your vehicle.

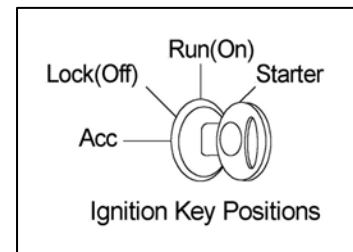
**Quick Start**➤ **Return My Vehicle to Factory Stock Now!**

Please follow the steps below to return your vehicle to factory stock

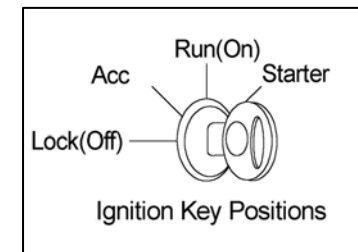
\*\*\* Press **NEXT** to scroll as needed \*\*\*

- From the Opening screen
  - 1) Press **ENTER** – after selection of Tuning
  - 2) Press **ENTER** – after selection of Change Setup
  - 3) Press **SAVE** – after selection of Stock
  - 4) Press **YES** – Done Changing the Settings?
- From the Tuning screen
  - 5) Press **ENTER** – after selection of Program Vehicle
  - 6) Press **YES** - Program with Stock file?
  - 7) Press **OK** – after turning ignition on
  - 8) Press **OK** - Follow ON SCREEN – Prompts including Vehicle Ignition ON/OFF requests (**DO NOT START VEHICLE!!**)
  - 9) Press **OK** – after turning ignition off & key is removed

Most 1999-2003



Most 2003-2008

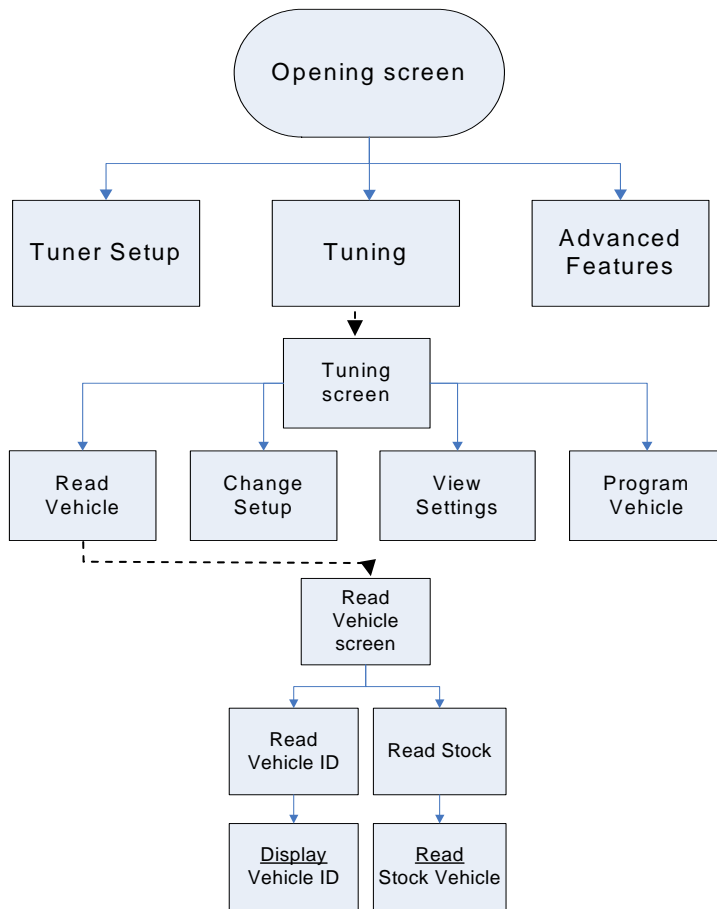


**Upon completion, remove cable from vehicle, as instructed on screen**

Your vehicle's program is now returned to factory stock.

You may now start your vehicle.

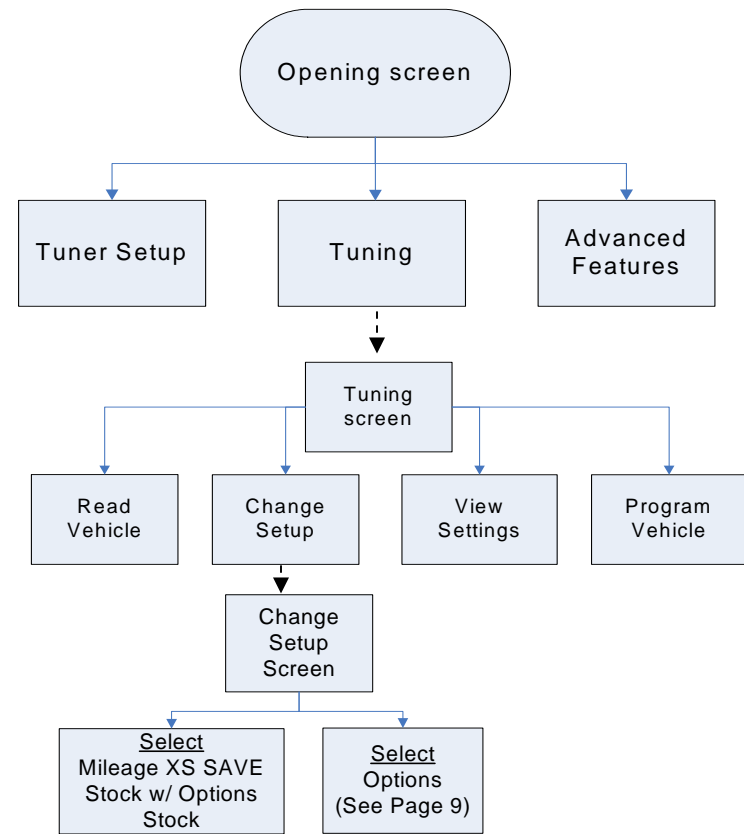
**NOTE: Vehicles need to be returned to factory stock prior to visiting the Service Center.**  
 Please read (Your Vehicle and Service Centers) on Page 4 for details.

**Vehicle Tuning**➤ **Read Vehicle – Menu Layout**

**Display Vehicle ID:** Displays vehicle identification from the connected vehicle  
**Read Stock Vehicle:** Reads the factory stock file(s) from the connected vehicle

➤ **Read Vehicle**

- From the Opening screen
  - 1) Press **ENTER** – after selection of Tuning
  - 2) Press **ENTER** – after selection of Read Vehicle
  - 3) Press **ENTER** – after selection of Read Stock
  - 4) Press **OK** - Follow ON SCREEN – Prompts including Vehicle Ignition ON requests **(DO NOT START VEHICLE!!)**
  - 5) Press **OK** – the Stock Files are Saved!!!
  - 6) Press **EXIT** – returns to the previous screen

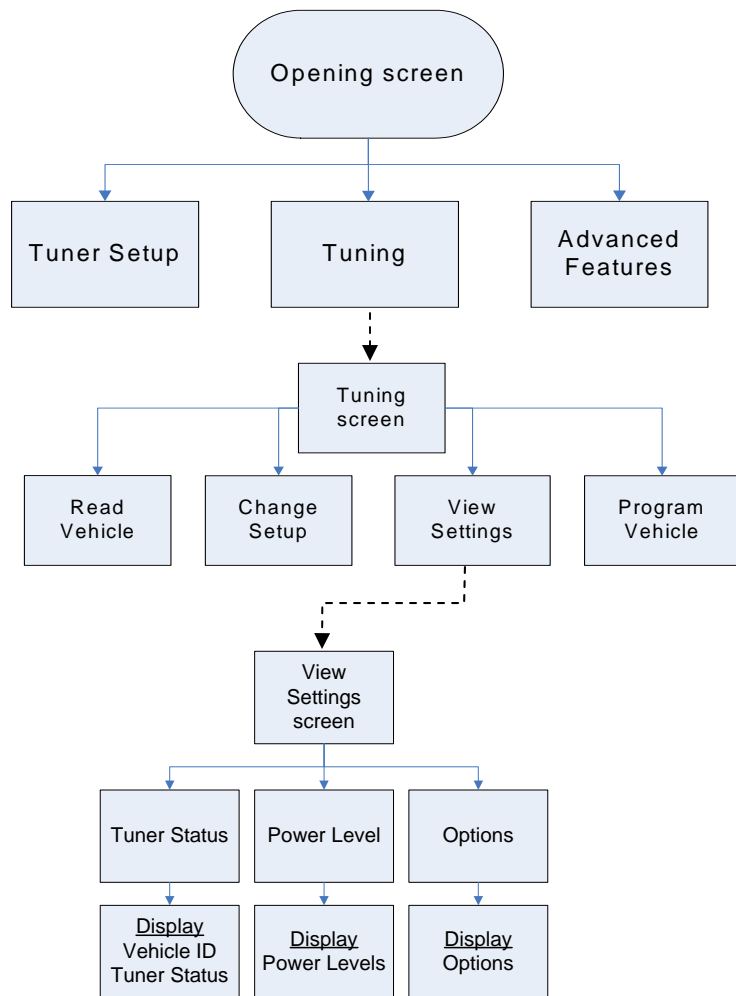
**Vehicle Tuning**➤ **Change Setup - Menu Layout**➤ **Change Setup**

\*\*\* Press **NEXT** to scroll as needed \*\*\*  
 \*\*\* Press **PLUS/MINUS** to adjust settings \*\*\*

- From the Opening screen
  - 1) Press **ENTER** – after selection of Tuning
  - 2) Press **ENTER** – after selection of Change Setup
  - 3) Press **SAVE** – to select the tuning file
  - 4) Press **YES** – Adjust the user options?  
**See Page 9 for user options**

### Vehicle Tuning

#### ➤ View Settings – Menu Layout



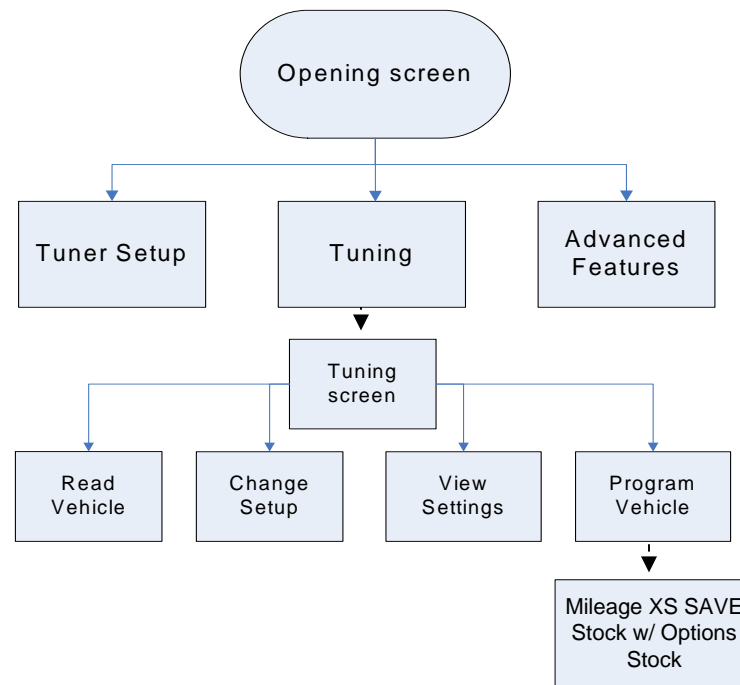
**Display Vehicle ID & Tuner Status:** Displays stored vehicle ID & Tuner programming status (This feature displays previously read data, no communications with the vehicle occur)

**Display Power Level:** Displays stored user selection from Change Setup (Power Levels include: Stock & Mileage XS SAVE). Power Levels maybe added through the Superchips Internet Update system, but they may require an additional charge. (This feature is for display only. See Change Setup to make changes)

**Display Options:** Displays current settings user has selected from Change Setup – Options. (This feature is for display only, to make changes see Change Setup)

### Vehicle Tuning

#### ➤ Program My Vehicle – Menu Layout



**Program Vehicle:** Programs vehicle based on Change Setup (Power Level & Options chosen). (This feature is for live vehicle programming; an active vehicle connection to Tuner is required.)

#### ➤ Program My Vehicle

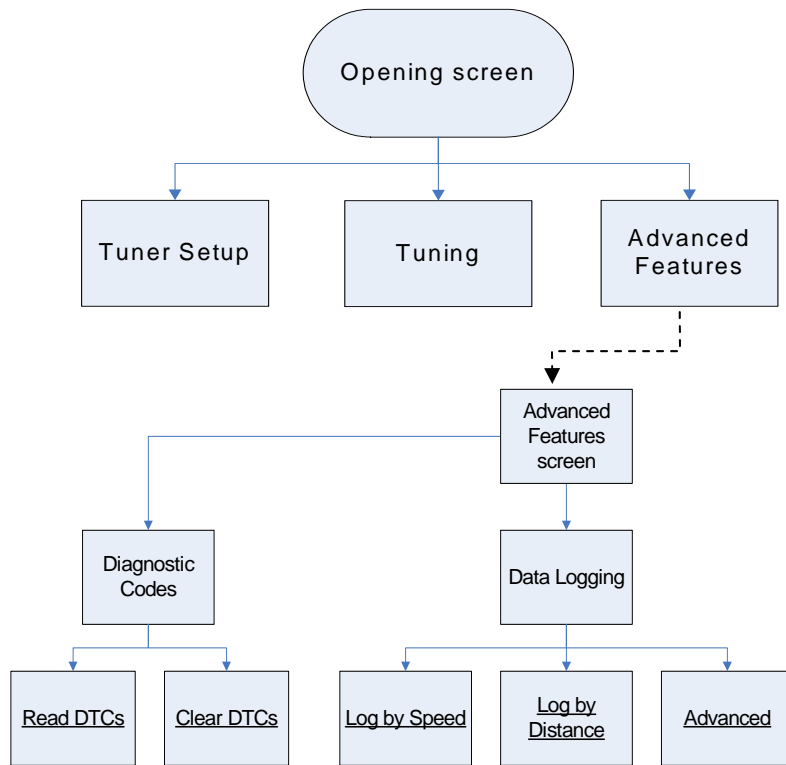
- From the Opening screen
  - 1) Press **ENTER** – after selection of Tuning
  - 2) Press **ENTER** – after selection of Program Vehicle
  - 3) Press **YES** – Program with the tuning file?
  - 4) Press **YES** – Install the tuning file?
  - 5) Follow ON SCREEN – Prompts including Vehicle Ignition ON/OFF requests (*DO NOT START VEHICLE!!*)
  - 6) Press **OK** – Turn ignition switch off and remove Key

**Upon completion, remove cable from vehicle, as instructed on screen**

Your vehicle is now programmed.  
You may now start your vehicle.

## Vehicle Tuning

### ➤ Advanced Features – Menu Layout



**Read DTC's:** Reads & displays DTC's (Diagnostic Trouble Codes) from connected vehicle. (This feature is for live vehicle diagnostics; an active vehicle connection to Tuner is required. Vehicle DTC's, if present, will be displayed along with a full text description, when available)

**Clear DTC's:** Clears current DTC's (Diagnostic Trouble Codes) from connected vehicle. (This feature is for live vehicle diagnostics; an active vehicle connection to Tuner is required. Vehicle DTC's, if present, will be cleared. If DTC's resume, this could indicate a vehicle malfunction or problem condition)

### ➤ Data Logging

**Data Logging:** Log onto [www.Superchips.com](http://www.Superchips.com) for updates containing Data Acquisition. (Please visit us to ensure your product is always up to date with the latest & greatest!)

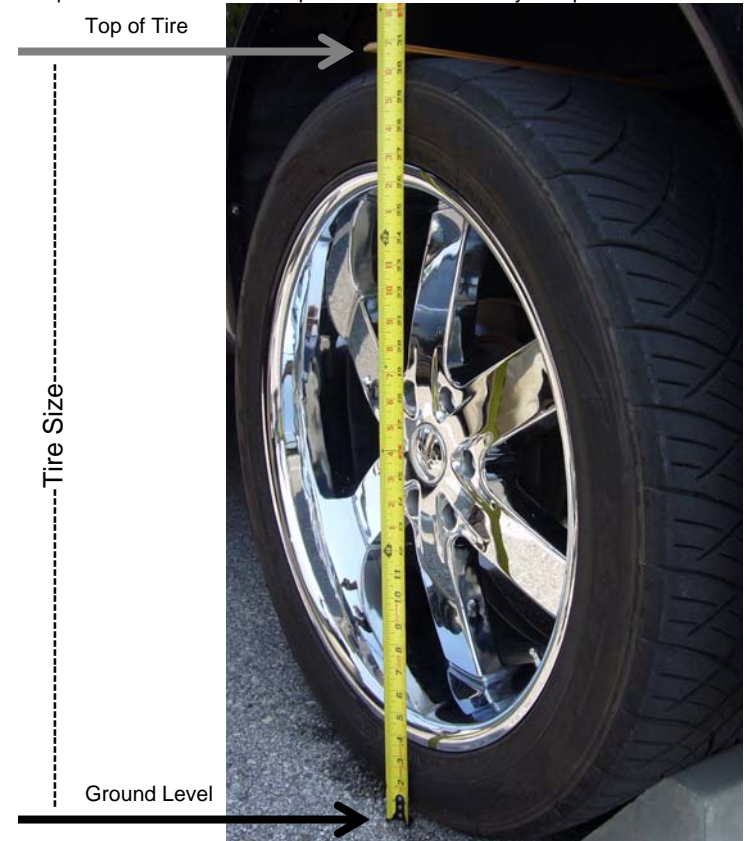
Add Advanced Data Acquisition & Power Levels to your Mileage XS  
By Upgrading on Superchips Internet Update system  
**UPGRADES MAY REQUIRE ADDITIONAL FEE**

## Frequently Asked Questions

### **A. Measuring my tire in order to adjust my Tire Size setting.**

**Solution:** Inflate tires to correct pressure per tire specifications. Measure your Tire Size vertically, and place a ruler or a flat level item on the top of your tire in order to measure accurately. Measure your vehicle's Tire in inches and round up to the nearest quarter of an inch. Note: Tire Size includes tire and rim.

See the picture below as an example of how to measure your specific vehicle's tire.



### **B. Blank Display Screen when plugged into vehicle**

**Solution:** Your diagnostic port may share power with the cigarette lighter fuse. Please check the owner manual & replace if bad.

If a blown fuse is not found, check the pin connectors in your vehicle diagnostic connector. Make sure that none of these pins have been pushed out of the connector body. (Note: Typically not all pins are present in this connector)

If still no resolution, plug your Mileage XS into another supported vehicle. If the Mileage XS powers up, your vehicle has something wrong with either the pins/wiring harness or there is still a blown fuse in that circuit of the vehicle.

If your Mileage XS fails to power up on a second supported vehicle, call Superchips Customer Service at 407-585-7000 to ask for a Return Authorization (RA) to send the Mileage XS in for inspection.

## Frequently Asked Questions

### C. 'Tuner Requires an Update'

Solution: Your Mileage XS does not have the calibration files necessary to tune your vehicle; therefore a database update may be necessary.

- 1) Write down any screen prompted text, such as

**Tuner Requires  
an Update...**

**Please visit [www.superchips.com](http://www.superchips.com) to update your Mileage XS!**

- 2) If you have internet access follow below, if not skip to step 4
- 3) From any PC running Windows XP/2000 or higher
  - a. Connect to the internet
  - b. Go to [www.Superchips.com](http://www.Superchips.com)
  - c. Click on "New users Register Here" or "Existing Users Log in Here" link.
  - d. Follow on screen prompts for updating your Mileage XS
    - i. Install software drivers, as prompted
    - ii. Plug in your supplied MILEAGE XS to PC USB cable, as prompted
    - iii. Run the application to update your Mileage XS
    - iv. Close Internet and disconnect Mileage XS
    - v. Return to vehicle for programming
- 4) Call Superchips customer service and request a RA #
  - a. Superchips will issue a RA#
  - b. Please include your Proof Of Purchase (POP)
  - c. Return ship the Mileage XS to Superchips

### D. Vehicle Requires a Factory (Dealer) Update

If your Mileage XS has found your vehicle box code and it is problematic to tune, the following messages will be displayed:

**Vehicle Requires  
a Factory Update**

**Call Superchips!  
Use Code #E-XX** (XX=a two digit number)

**Record this File  
Name: XXXXXXXXXXXX**

Solution: Superchips has found that some stock applications have numerous problems that have been fixed with an updated stock program available from a dealer for your vehicle. An update of the stock program in your vehicle is required before your Mileage XS may be used on your vehicle.

You may call Superchips Customer Service for confirmation that a dealer updated file is available and instructions about how to have the stock files for your vehicle updated. Write down both the Code number (#E-XX) and the File Name XXXXXXXXXXXX and give this to the Superchips customer service representative.

## Frequently Asked Questions

### E. Unsupported application

If your particular vehicle or engine type is not currently supported by the Mileage XS, the following error messages will be displayed:

**This application  
is unsupported**

**currently! Call  
us if incorrect.**

**Call Superchips!  
Use Code #E-36**

Solution: Check year, model and engine to verify the Mileage XS being used is correct for the application. If not, return it to the dealer from which it was purchased for the correct Mileage XS. If the vehicle is correct for the Mileage XS being used, call Superchips Customer Service at 407-585-7000 for a Return Authorization number to send the Mileage XS in for inspection.

### F. Non-Stock File Application

If the Mileage XS has checked your file and cannot match it to a stock file the following messages will be displayed:

**Vehicle File is  
Not Stock...**

**Call Superchips!  
Use Code #E-43**

Solution: This may be because another programmer has been previously used to reprogram the vehicle. The vehicle computer must be reprogrammed with a valid stock program before trying to use the Superchips Mileage XS. You may call Superchips Customer Service for instructions about how to have the stock files for your vehicle updated. Write down both the Code number (#E-XX) and the File Name XXXXXXXXXXXX and give this to the Superchips customer service representative.

### G. Locked Vin Number

As long as Mileage XS programming is in a vehicle, the Mileage XS is "locked" to that vehicle. If an attempt is made to use your "locked" Mileage XS on a different vehicle the following messages will be displayed:

**Locked VIN  
is mismatched!**

**Not the Original  
Vehicle/Program**

**Call Superchips!  
Use Code #E-37**

Solution: Return the original vehicle back to stock before using the Mileage XS on a different vehicle or purchase another Mileage XS for use on a second vehicle.

## Frequently Asked Questions

### **H. Not original Program ID**

If the Mileage XS is "VIN locked" to a vehicle and that vehicle has been updated at the dealership to a different Box Code (identification number) without first using the Mileage XS to *Return the Vehicle to Stock*, the following messages will be displayed:

**Not the Original  
Program ID**

**Not the Original  
Vehicle/Program**

**Call Superchips!  
Use Code #E-38**

Solution: Your Mileage XS can only be unlocked if it is able to return the 'VIN locked' vehicle to stock. Since a dealership has replaced Superchips tuning with updated stock tuning, you will need to visit [www.Superchips.com](http://www.Superchips.com) and click on the SUPERCHIPS icon.

### **I. Checksum Error**

If the Mileage XS is "VIN locked" to a vehicle and that vehicle has been updated at the dealership to the same Box Code (identification number) without first using the Mileage XS to *Return the Vehicle to Stock*, the following messages will be displayed:

**Not the Original  
Program Checksum**

**Not the Original  
Vehicle/Program**

**Call Superchips!  
Use Code #E-39**

Solution: Your Mileage XS can only be unlocked if it is able to return the 'VIN locked' vehicle to stock. Since a dealership has replaced Superchips tuning with stock tuning, you will need to visit [www.Superchips.com](http://www.Superchips.com) and click on the SUPERCHIPS icon.

### **J. Upload Error**

If the Mileage XS cannot detect the ignition is in the on position the following messages will be displayed:

**Problem with  
uploading!**

**Please retry**

**Call Superchips!  
Use Code #E-XX (XX=a two digit number)**

Solution: Make sure Ignition is ON (***DO NOT START VEHICLE!***). Retry again. It is possible that your vehicle's battery charge is low, please check and correct, if necessary.

## Frequently Asked Questions

### **K. Ignition ON Error**

If the Mileage XS cannot detect that the ignition is in the ON position, the following messages will be displayed:

**Cannot Detect  
Ignition On**

**Please retry**

**Call Superchips!  
Use Code #E-31**

Solution: Make sure Ignition key is turned completely forward in the ON position (***DO NOT START VEHICLE!***). Check to see if pins are pushed out of the diagnostic connector. It is possible that your vehicle's battery charge is low, please check and correct, if necessary.

### **L. Communications Error**

If the Mileage XS loses communications the following messages will be displayed:

**Communications  
Error!!!**

**Please retry**

**Call Superchips!  
Use Code #E-XX**

Solution: Make sure Ignition is ON (***DO NOT START VEHICLE!***). Retry again. It is possible that your vehicle's battery charge is low, please check and correct, if necessary. If it still fails, then contact Superchips. The Mileage XS will need to be returned to Superchips.

### **M. The Mileage XS did not program same number of files as saved**

This is normal. The Mileage XS communicates with all the necessary modules on the vehicle to gain the information needed to correctly operate. It may be necessary to save additional files that are not programmed to allow for correct tuning.

### **N. My friend's truck has the same engine but programs or reads at different speeds.**

Each vehicle configuration has been optimized to the fastest and safest method of operation. Your friend's truck may have different types of vehicle computers in his truck which may require more or less time to do certain operations.

### **O. Why do similar vehicle types have different numbers of files?**

Even similar vehicles can have different configurations and quantities of computers. The Mileage XS communicates with all the necessary computer modules in the vehicle to gain the information needed to operate correctly.

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**Recovery Procedure**

In the event of a status message during a programming sequence, the Mileage XS will attempt to recover the vehicle to the original stock program. It is necessary to carefully follow the screen prompts, possibly requiring multiple "Ignition OFF" and "Ignition ON" sequences, to correctly return the vehicle to stock settings.

**Status Notification**

*When recovery is completed your vehicle is returned to factory stock. You are now able to start your vehicle normally. You may now attempt to use the Mileage XS to program your vehicle again or to program another vehicle (the Mileage XS is now reset and not locked to a vehicle). Follow the on-screen prompts. In the event that recovery is unsuccessful, or for any reason the Mileage XS fails to complete its programming cycle, a Status message will be displayed on the unit. Please make note of the message displayed and contact Superchips Customer Service.*

If it is necessary to return your Mileage XS to Superchips, please take a moment to copy and fill out this form. The following information will be necessary to process your request.

**Check list:**

- Complete this form and have it available when you contact Superchips.
- Contact Superchips Customer Service @ 407.585.7000 to obtain an RA number.
- An RA number must be issued, enter the RA number on the bottom of this form.
- Attach a photocopy of your purchase receipt to this form.
- Attach this form to the product being returned to Superchips.

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Other phone: \_\_\_\_\_

Place of purchase: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Vehicle Year: \_\_\_\_\_ Vehicle Make: \_\_\_\_\_

Vehicle Model: \_\_\_\_\_

VIN Number: \_\_\_\_\_

Transmission:  Automatic  Manual

Mileage XS model: \_\_\_\_\_

Serial number on back of Mileage XS: \_\_\_\_\_

E-mail address: \_\_\_\_\_

If in "Needs Update" Mode or there is a Status Message Please List:
File/Status #1:
File/Status #2:
File/Status #3:

**RA Number:** \_\_\_\_\_

**Prior to returning any product to Superchips, you must obtain an RA number; please contact Superchips customer service at 407.585.7000.**

**Please attach a photocopy of sales receipt here.**