RACE CHIP Troubleshooting Guide

Can an supplementary control device negatively affect other components or after-market parts in my vehicle?

All our products undergo an EMV inspection, which serves to rule out the possibility of electro-magnetic effects on other components.

We cannot rule out incompatibilities in combination with other retrofitted components that may influence performance values.

What should I do if the control plug doesn't illuminate, even though I'm sure I've done the installation correctly?

Please contact our technical customer support. If the LED does not light up, this can have various causes.

What should I do if I feel that my RaceChip is not perfectly in tune with my engine?

In this case we ask you to send us a detailed description of the driving changes after installing the RaceChip. We will then find a solution for you.

Is it possible that my vehicle shudders a little more with a RaceChip?

Diesels do not usuall shudder more after installing RaceChip. In fact, most vehicles run more smoothly when RaceChip is installed. If your car shudders more please contact our customer service.

What should I do if my vehicle jerks a little after installation?

In this situation it's necessary to tell us exactly which driving situation and at which load range and RPM range the jerking occurs. By changing the two rotary switches on your RaceChip, we can adjust these precisely for your vehicle's characteristics.

What should I do if I feel the performance enhancement is less than I expected?

In general, RaceChip products are optimally engineered for every vehicle. In exceptional cases the following steps can be taken:

There are two rotary switches on the circuit board of RaceChip products that allow you to increase or reduce RaceChip output after installation. However, this should only be done in close collaboration with our customer service.

Is it possible that the RaceChip in my car provides less performance enhancement than my friend's with the same model?

Yes. Decisive for performance enhancement is the engine condition as well as the spread for factory standard models on the production side. Every engine is different with regard to these characteristics, and the response to the RaceChip can be just as diffe

What should I do if my vehicle won't start after installation?

In this case we ask you to contact our customer service by email or phone. Our technicians will guide you through the necessary steps in order to troubleshoot and fix the problem quickly. This problem usually arises from an improper installation location, incorrectly shipped cable harness, or not following each installation step.

What should I do if my vehicle displays an error message after installation?

An error light directly after starting the engine can have various causes. RaceChip itself cannot cause an error message in this situation, however, as it is inactive during start and idle. If you have this problem, please contact our customer service. This will allow us to quickly identify and correct the problem.

What should I do if the motor control lights turn on?

When the engine control light shows, it signals deviations in the motor controls from normal conditions. Often this can be fixed by changing the rotary switch adjustments. You'll find the suitable adjustments to correct problems in your installation manual.

If these steps don't remedy the problem, then please contact our customer service.

Is it possible that my vehicle computer displays slightly incorrect values after installation?

Yes. Sometimes the fuel consumption values, for example, are incorrect. This happens because RaceChip is connected directly on the injection system sensor. Accordingly, the board computer calculates its values in part from a mix of series and RaceChip adjusted values.

What should I do if one if the connectors supplied does not fit?

Sometimes a manufacturer fits different kinds of connectors in different variants of the same model. If this is the case in your car, please contact our Customer Service so that we can get the right connector to you as quickly as possible.