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VEHICLE GENERAL INFORMATION

Programming – Reprogramming the computers

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GENERAL INFORMATION

Two types of operation can be carried out in after-sales, either *programming* or *reprogramming* of the computer. These operations apply to all vehicles and all types of (re)programmable computer (e.g: Injection, Gearbox, Air conditioning, Instrument panel, Parking brake, UCH).

The two types of operation are carried out with the RENAULT CLIP diagnostic tool using either RENAULT.NET, or the Calibration - Reprogramming CD Part No. 77 11 298 859.

The reprogramming data available via RENAULT.NET is always more up to date than that available on the CD (Part no. 77 11 298 859).

The CD is edited and distributed every month in the same way as the diagnostic tools update.

Each CD cancels and replaces the previous one.

Tooling required:

- CLIP with the most recent update.
- 1 connection to RENAULT.NET (requires a CLIP with a RF kit and a RENAULT.NET certificate)
or
1 reprogramming CD, Part No. 77 11 298 859 from the current month.
- 1 RENAULT approved battery charger.
- The FAULT FINDING REPAIR MANUAL relevant to the vehicle and the system to be (re)programmed.
- 1 RENAULT.NET connection to the NRE reprogramming codes server for each calibration - reprogramming with a reprogramming CD (See **CODE SERVER PROCEDURE**).

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Programming – Reprogramming the computers

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Computer

The operation consists of downloading the calibration using the RENAULT CLIP **diagnostic tool**.

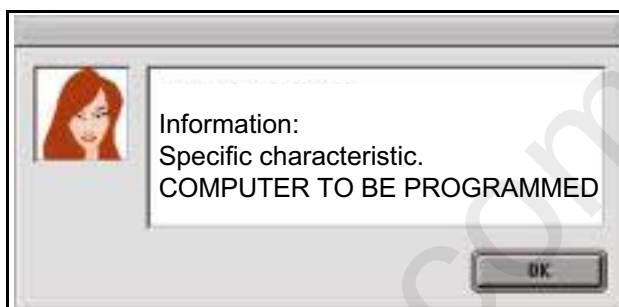
It affects computers supplied as *non operational* (also known as blank) by the Parts Department for all vehicles in the RENAULT range, but only for certain types of computer.

The types of computers which are delivered blank and to be calibrated are, to date, engine management (Petrol, Diesel and GPL injection), automatic and sequential gearboxes and ABS/ESP computers.

When To Program:

The operation is carried out as part of a computer replacement operation.

The *non operational* status of the computer, as delivered by the Parts Department, is specified in DIALOGYS by the message:



Reprogramming

The operation consists of exchanging the software and/or calibration for the most recent version using the RENAULT CLIP diagnostic tool.

This relates to computers already fitted to the vehicle as well as computers supplied as *operational* (also called "full". E.g: Air conditioning) by the Parts Department, for the entire RENAULT range.

It enables systematic replacement of the computer to be avoided.

After having entered the VIN in the main menu, the types of (re)programmable computer are displayed in the RENAULT CLIP diagnostic tool REPROGRAMMING menu.

When To Reprogram:

The operation is carried out within the framework of:

- an OTS or a Technical Note arising from a fault resulting from an After-Sales problem, or a functional improvement.
- RENAULT Technical Directives or following a request from the Techline.

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OPERATING PROCEDURE (Programming and reprogramming a computer)

The operating procedure for Calibration and Reprogramming operations is strictly identical.

The operation is carried out using the RENAULT CLIP diagnostic tool, either connected to RENAULT.NET or with the reprogramming CD.

WARNING

To prevent any computer malfunctioning or locking, the following operations **must be carried out** before (re)programming.

Preparing the RENAULT CLIP diagnostic tool

- Always use the latest available version of the CLIP update.
- Always use the RENAULT.NET connection if available, in preference to the CD.

The reprogramming data available via RENAULT.NET is always more up to date than that available on the CD.

- Whenever the CD mode is being used for calibration - reprogramming, always use the latest available version of the CD.
- **Connect CLIP to the mains.**
- Set the Windows screen saver time for the RENAULT CLIP diagnostic tool to NONE or 60 minutes minimum.

Setting the RENAULT CLIP diagnostic tool Windows monitor screen locking delay:

In the RENAULT CLIP diagnostic tool Windows system:

- Right click on the mouse and select **Properties**.
- In the new **Display Properties window**, select the **Screen Saver tab**.
Then set the screen saver to **(None)** or set the **Wait** time delay to a minimum of 60 minutes.
- Confirm and close the display windows.

Preparing the vehicle

- **Connect an approved battery charger** to the vehicle.
- Switch off all the vehicle's electrical consumers (Lights, Interior lighting, Air conditioning, CD Radio, etc).
- Switch on the ignition (+ forced + after ignition, See Procedure).

VEHICLE GENERAL INFORMATION

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Programming - reprogramming phase

- Enter the exact VIN of the vehicle in the RENAULT CLIP diagnostic tool main menu.

WARNING

Using a VIN which is not allocated to the vehicle risks compromising the correct running of the programming - reprogramming operation, as well as the conformity of the vehicle

Apply the correct pre-reprogramming Procedure for the vehicle and for the system to be reprogrammed.

- For example, in the case of a diesel injection: Backup the computer data if the command is available.
- For example, in the case of an Automatic Transmission: Put the gear lever in the P position.

- Find the Parts Department reference number for the computer to be reprogrammed (see **CONSULTING THE COMPUTER IDENTIFICATION FRAME**), which is necessary in the event of an **EMERGENCY PROCEDURE**.
- During any calibration and reprogramming:

WARNING

DO NOT WORK ON THE VEHICLE OR OPERATE THE DIAGNOSTIC TOOL.

In the CD mode only, enter a reprogramming code: see **CODE SERVER PROCEDURE**.

- At the end of calibration and reprogramming, observe the following instructions:
- Proceed to the WARRANTY SCREEN by pressing the NEXT button.

Apply the pre-reprogramming procedure to the vehicle and to the system to be reprogrammed.

- For example, in the case of a diesel injection: Write the saved computer data if the command is available.
- Enter the VIN into the computer.

Always deal with faults in all computers (when a computer is being reprogrammed, it cannot transmit data to the multiplex network. As a result, faults will be generated in other computers connected to the multiplex network).

Note the CODECAL and the SUPPLIER CODE and transfer them to the Repair Order.

If the CODECAL and the SUPPLIER CODE are lost, they can be recovered: see **CONSULTING THE TOOL LOG**.

Returning the vehicle

- Test all the computers and **deal with any faults present**.
- Check that all the vehicle's current systems are correctly configured.

VEHICLE GENERAL INFORMATION

Programming – Reprogramming the computers

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CLIP screens depending on programming – reprogramming step

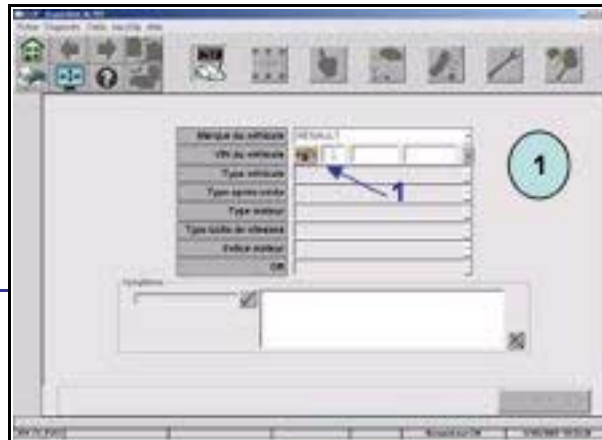
Screen	Step		Commentary
02 12	CLIP home		CLIP determines, via the VIN, the Technical Specification of the vehicle. Warning: To ensure that reprogramming is carried out effectively, enter the correct VIN for the vehicle (17 characters).
02 12	Reprog home		Select REPROGRAMMING and the system to (re)program.
15	Choice of computer		
16	Connecting		CLIP identifies the computer concerned and recovers the technical data necessary for the (re)programming operation.
17	Entering and confirming repair order/ Entering Vehicle Technical Specification		Enter the After-Sales information necessary for the warranty. Note: Enter the repair order if it has not been written in the main menu. The " <i>Vehicle Technical Specification</i> " field is to be filled in at the request of Techline or if required in a reprogramming Technical Note.
18	Pre-reprogramming Message		Description of the environment to be set up before any reprogramming. Warning: Follow the instructions which can differ from one computer and vehicle to the next.
19	Checking battery voltage		CLIP automatically checks the voltage level necessary for the correct running of the re-programming operation.
20	Select the reprogramming mode		Choose the technical resource: either RENAULT.NET or CD.
21 22	Finding the file(s)	RENAULT.NET	CLIP finds the technical data to download to the computer. In RENAULT.NET mode, a password is needed for authentication.
		CD	
23	File selection		Confirm the operation by selecting the <i>Software reference</i> to be downloaded.
24	Enter the reprogramming code in CD mode. See CODES SERVER PROCEDURE		In CD mode only: • CLIP provides a <i>reprogramming code</i>. • Provide the code management server with the <i>reprogramming code</i> and the VIN. • The server issues an "<i>After-Sales reprogramming code</i>". • Enter this code in CLIP.
25	File downloading		CLIP downloads the technical data to the computer.
26	Post-reprogramming Message		Description of the actions to carry out to finish the reprogramming operation and return the conforming vehicle. Warning: Follow the instructions which can differ from one computer and vehicle to the next.
27	Warranty screen		CLIP provides the warranty screen describing the operation performed and the CODECAL necessary for the Warranty procedure.

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Order of the screens



1: Obtain vehicle VIN automatically.



1: Enter the repair order.

See New Interface



1: Select the reprogramming page.

2: Enter the repair order.

See Interface 2

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Programming – Reprogramming the computers

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New Interface

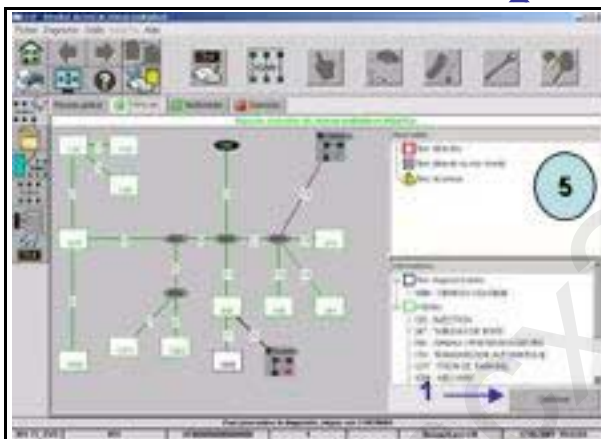
2



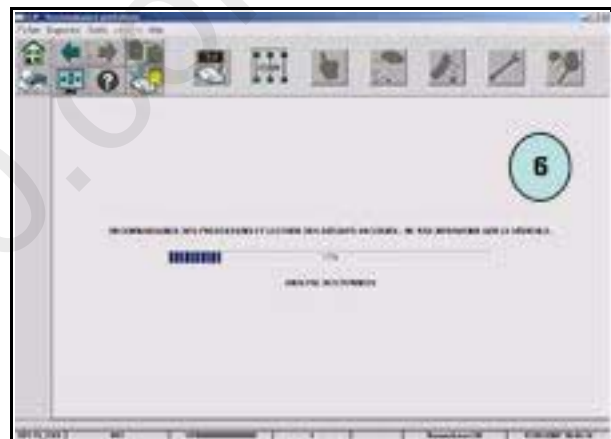
1: Select the Validate button.



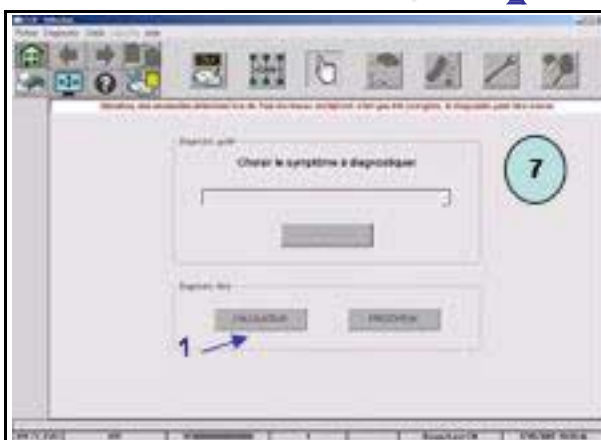
Multiplex network test.



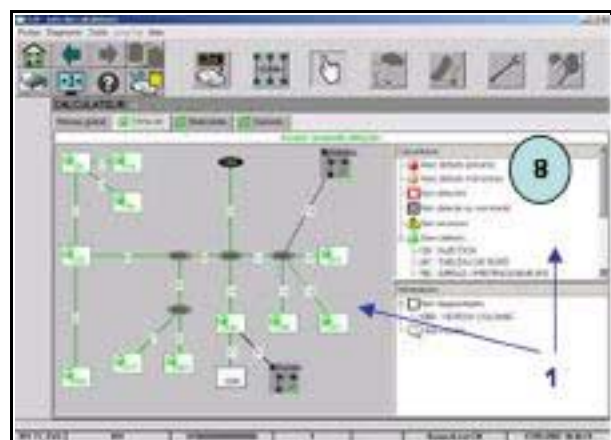
1: Select the Continue button.



Analyse data and Read faults.



1: Select the Computer button.



1: Select the system to be reprogrammed.

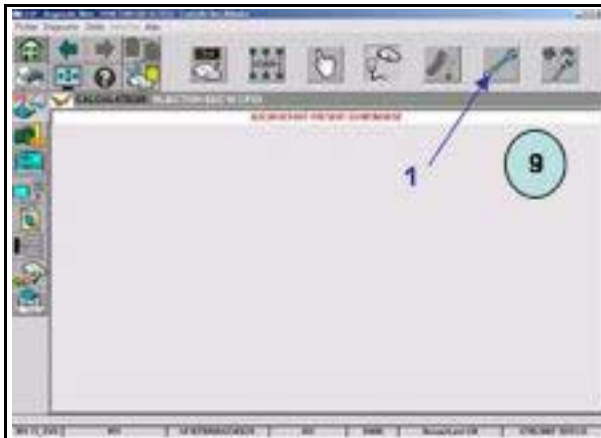
9

VEHICLE GENERAL INFORMATION

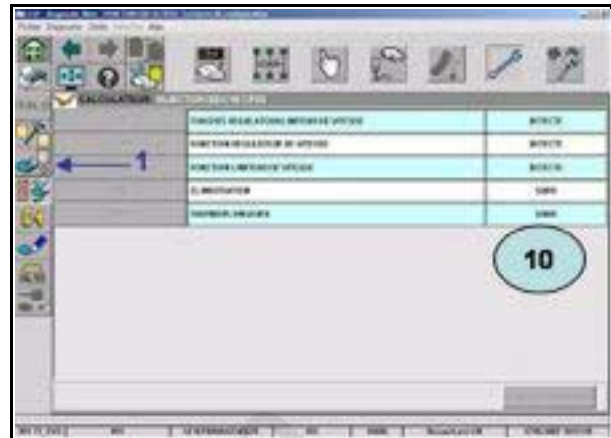
Programming – Reprogramming the computers

01B

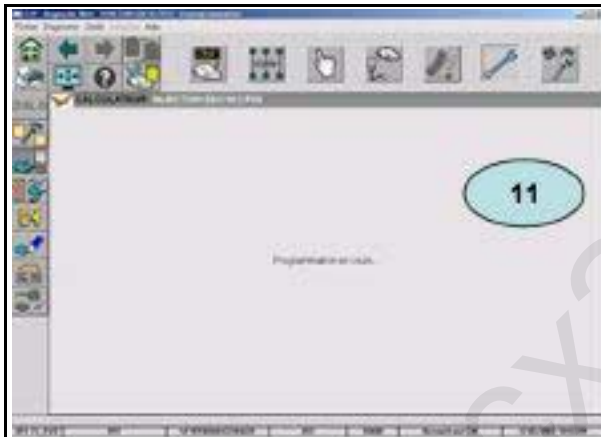
8



1: Select Repair mode.



1: Select the Reprogramming page.



Step 15 opens simultaneously.



1: Select the Validate button

16

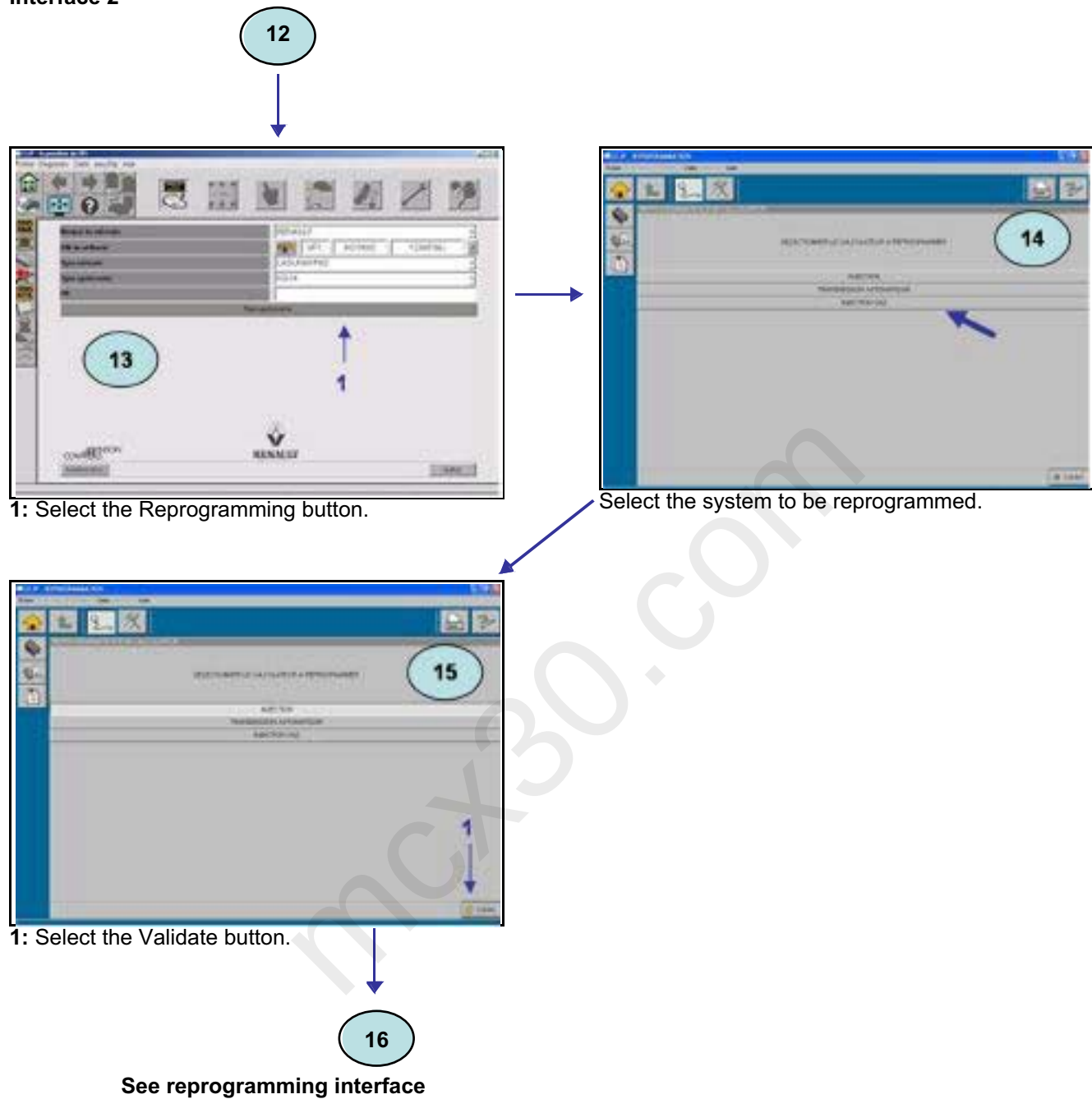
See reprogramming interface

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Programming – Reprogramming the computers

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Interface 2



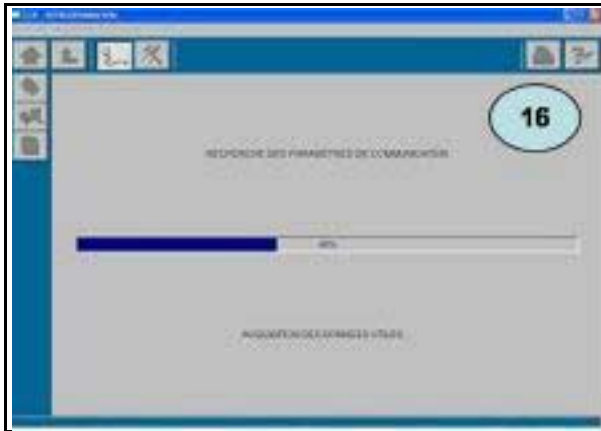
VEHICLE GENERAL INFORMATION

Programming – Reprogramming the computers

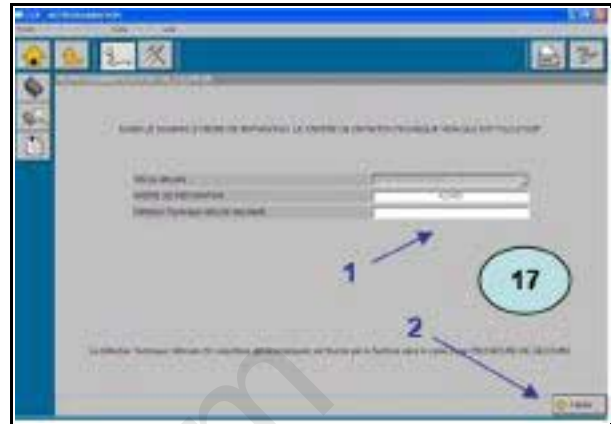
01B

Interface Reprogramming

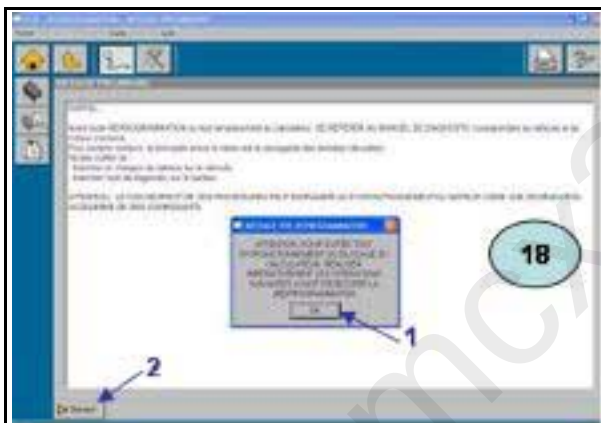
15



Identification of computer data.



1: Enter the *Vehicle Technical Specification* code if requested.
2: Select the Validate button.



IMPORTANT: Adhere to the instructions.

1: Select the OK button.
2: Select the next button.



Automatic battery voltage check.



Select the reprogramming mode.

CD-ROM

22

RENAULT.NET



Enter the Renault.Net password.

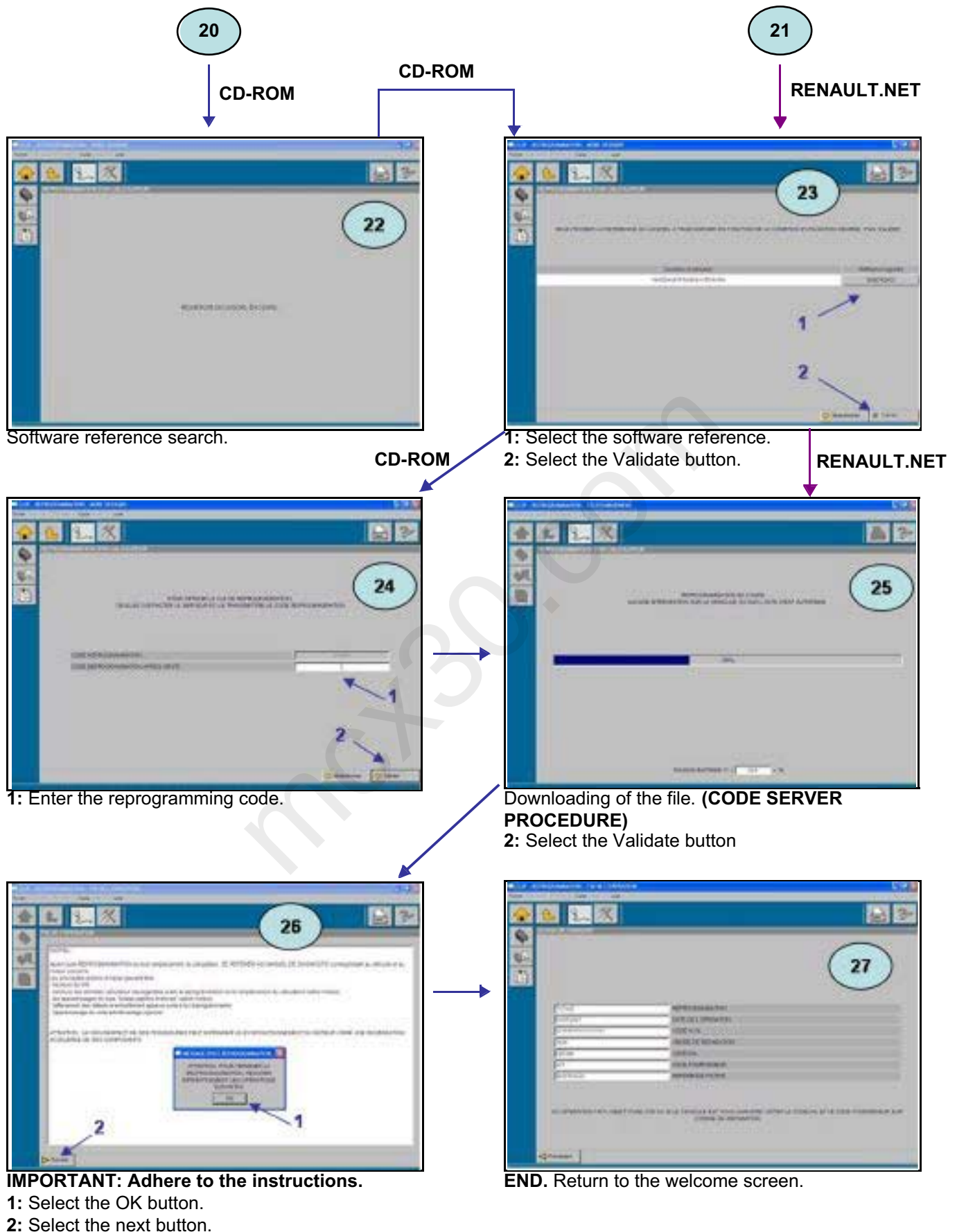
RENAULT.NET

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Programming – Reprogramming the computers

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Programming – Reprogramming the computers

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CLIP SCREEN ERROR MESSAGES AND PROCEDURE TO FOLLOW

SCREE	CLIP ERROR MESSAGE	ORIGIN	PROCEDURE TO FOLLOW
01	THE VEHICLE CANNOT BE IDENTIFIED WITH THIS VIN...	After the VIN has been entered into the main menu	- Re-enter the VIN. <u>Note:</u> the VIN does not contain: - the letter O as it can be confused with the number 0. - the letter I as it can be confused with the number 1.
01	The AUTOMATIC IDENTIFICATION HAS FAILED...	After the VIN automatic search button has been pressed	- Check the sensor/PC and vehicle/sensor connections. <u>Note:</u> Ensure that the 4 green and red sensor LEDs are illuminated. - If the fault is still present, contact the CLIP After-Sales service.
15	CLIP INTEGRITY PROBLEM...	After the reprogramming button has been pressed	- Reinstall CLIP with the latest available version. - If the fault is still present, carry out the EMERGENCY PROCEDURE.
15	THIS VEHICLE HAS NO REPROGRAMMABLE COMPUTERS	After the reprogramming button has been pressed	- CLIP integrity error: Reinstall CLIP with the latest available version. - If the fault is still present, carry out the EMERGENCY PROCEDURE.
16	CANNOT COMMUNICATE WITH THE COMPUTER...	Following selection of the computer to reprogram	- Check the connections. - If the fault is still present, carry out the EMERGENCY PROCEDURE.
16	OPERATION INTERRUPTED: CANNOT ACQUIRE NECESSARY DATA...	Following selection of the computer to reprogram	- Restart operation. - If the fault is still present, carry out the EMERGENCY PROCEDURE.
16	IMPORTANT: THE VIN READ IN THE COMPUTER TO BE REPROGRAMMED DOES NOT CORRESPOND...	Following selection of the computer to reprogram	As a default, use the VIN of the computer (not that from the main menu).
17	THE REPAIR ORDER NUMBER MUST NOT EXCEED 6 CHARACTERS	After a repair order number has been entered	Check that the order number entered is correct (6 alphanumerical characters).
17	THE TECHNICAL SPECIFICATION CRITERION MUST BE COMPOSED OF 10 CHARACTERS	After the Vehicle Technical Specification has been entered at the request of Techline or as described in a Technical Note.	- Check that the Vehicle Technical Specification contains 10 alphanumerical characters. E.g: 0000CR347B - If the fault is still present, carry out the EMERGENCY PROCEDURE.
19	BATTERY VOLTAGE TOO LOW or TOO HIGH	At any point in the reprogramming procedure	Connect an approved battery charger to the vehicle.
20	TO CARRY OUT REPROGRAMMING VIA RENAULT.NET ...	After the battery voltage has been checked	- Check that the wireless connection device is working. - If the fault is still present, contact the CLIP After-Sales service, - or use the latest version of the reprogramming CD.

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SCREE	CLIP ERROR MESSAGE	ORIGIN	PROCEDURE TO FOLLOW
20	NO CD-ROM IN THE READER...	When the reprogramming mode is being selected	- Insert the latest available version of the reprogramming CD. - If the fault is still present, contact the CLIP After-Sales service.
20	THE REPROGRAMMING CD-ROM IN USE IS TOO OLD...	When the reprogramming mode is being selected	- Insert the latest available version of the reprogramming CD. - If the fault is still present, contact the CLIP After-Sales service.
20	THE CD-ROM TO INSERT IS THE REPROGRAMMING CD-ROM	When the reprogramming mode is being selected	- Check that the CD being used is a reprogramming CD. - If the fault is still present, contact Techline or the CLIP After-Sales Service.
20	THE CD-ROM READER IS NOT FUNCTIONING CORRECTLY...	When the reprogramming mode is being selected	- Follow the on-screen instructions. - If the fault is still present, contact the CLIP After-Sales service.
	After-Sales Service ERROR 650 After-Sales Service ERROR 651	After having selected the Renault. Net mode	- CLIP integrity error in RENAULT.NET mode. - Restart the reprogramming procedure. - If the fault is still present, contact your IT representative or the CLIP After-Sales Service.
	After-Sales Service ERROR 652 After-Sales Service ERROR 653 After-Sales Service ERROR 654 After-Sales Service ERROR 655 After-Sales Service ERROR 656	After selecting the reprogramming method	- CLIP integrity error (in RENAULT.NET mode) or reprogramming CD error (in CD mode). - In mode RENAULT.NET mode, reinstall CLIP - In CD mode, restart with another reprogramming CD (previous version if necessary). - If the fault is still present, contact the After-Sales Service or carry out the EMERGENCY PROCEDURE.
21	TRANSMISSION PROBLEM...	During authentication on Renault. Net	- Check the Renault.Net connection. - If the fault is still present, contact your IT representative or the CLIP After-Sales Service.
21	TRANSMISSION PROBLEM...	Whilst searching Renault. Net for the file to download	- Restart the reprogramming procedure. - If the fault is still present, contact your IT representative or the CLIP After-Sales Service.
22	DEFECTIVE DATABASE, ...	Whilst finding the file to download	- Check faults linked to the CD (operation, presence or version of the CD). - Try with another CD (same or previous version). - If the fault is still present, carry out the EMERGENCY PROCEDURE.
22	VEHICLE TECHNICAL SPECIFICATION NOT RECOGNISED IN RENAULT DATABASE...	Whilst finding the file to download	- Enter the Vehicle Technical Specification, checking it is correct (10 alphanumeric characters). E.g: 0000CD347B - If the fault is still present, carry out the EMERGENCY PROCEDURE.
22	ERROR 10X: ... (X = 1 to 9), EMERGENCY PROCEDURE	Whilst finding a file	Carry out the EMERGENCY PROCEDURE.

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Programming – Reprogramming the computers

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SCREE	CLIP ERROR MESSAGE	ORIGIN	PROCEDURE TO FOLLOW
22	COMPUTER ALREADY REPROGRAMMED, CANNOT PERFORM OPERATION...	Whilst finding a file	- RENAULT.NET mode: the computer does not need to be reprogrammed. - CD mode: Restart the operation using the latest available version of the CD. If the message remains, the computer does not need to be reprogrammed.
22	VIN NOT RECOGNISED IN RENAULT DATABASE...	Whilst finding a file	- Restart the reprogramming procedure, checking that the VIN corresponds to that of the vehicle. - If the fault is still present, carry out the EMERGENCY PROCEDURE. <i>Note:</i> In CD mode, it is possible that CLIP will not recognise the VIN if the vehicle has been recently manufactured.
24	THE AFTER-SALES REPROGRAMMING KEY ENTERED IS INCORRECT	After the After-Sales reprogramming code has been entered	- Re-enter the reprogramming code. - If the fault is still present, carry out the EMERGENCY PROCEDURE.
25	CANNOT COMMUNICATE WITH THE COMPUTER...	Whilst downloading a file	Follow the on-screen instructions.
25	COMPUTER FAULT: CANNOT UNLOCK...	Whilst downloading a file	- Check that the pre-reprogramming instructions have been followed: see [01B-4]. - Restart the programming - reprogramming operation. - If the fault is still present, print the computer identification screen and the history and carry out the EMERGENCY PROCEDURE.
25	COMPUTER FAULT: CANNOT DELETE...	Whilst downloading a file	- Check that the pre-reprogramming instructions have been followed: see [01B-4]. - Restart the programming - reprogramming operation. - If the fault is still present, print the computer identification screen and the history and carry out the EMERGENCY PROCEDURE.
25	COMPUTER FAULT: DOWNLOAD INTERRUPTED...	Whilst downloading a file	- Check the connections and the battery voltage and restart the operation. - If the fault is still present, carry out the EMERGENCY PROCEDURE.
25	NON LOCKING ERROR OCCURRED DURING WRITING...	At the end of downloading a file	The computer's history is full. This is not a critical error and it will not affect the reprogramming of the vehicle.
25	THE COMPUTER HAS NOT RESPONDED TO THE LAST REQUEST...	At the end of downloading a file	- Try to re-establish dialogue with the computer. - If the vehicle no longer starts, carry out the EMERGENCY PROCEDURE.

CODE SERVER PROCEDURE (in CD mode only)

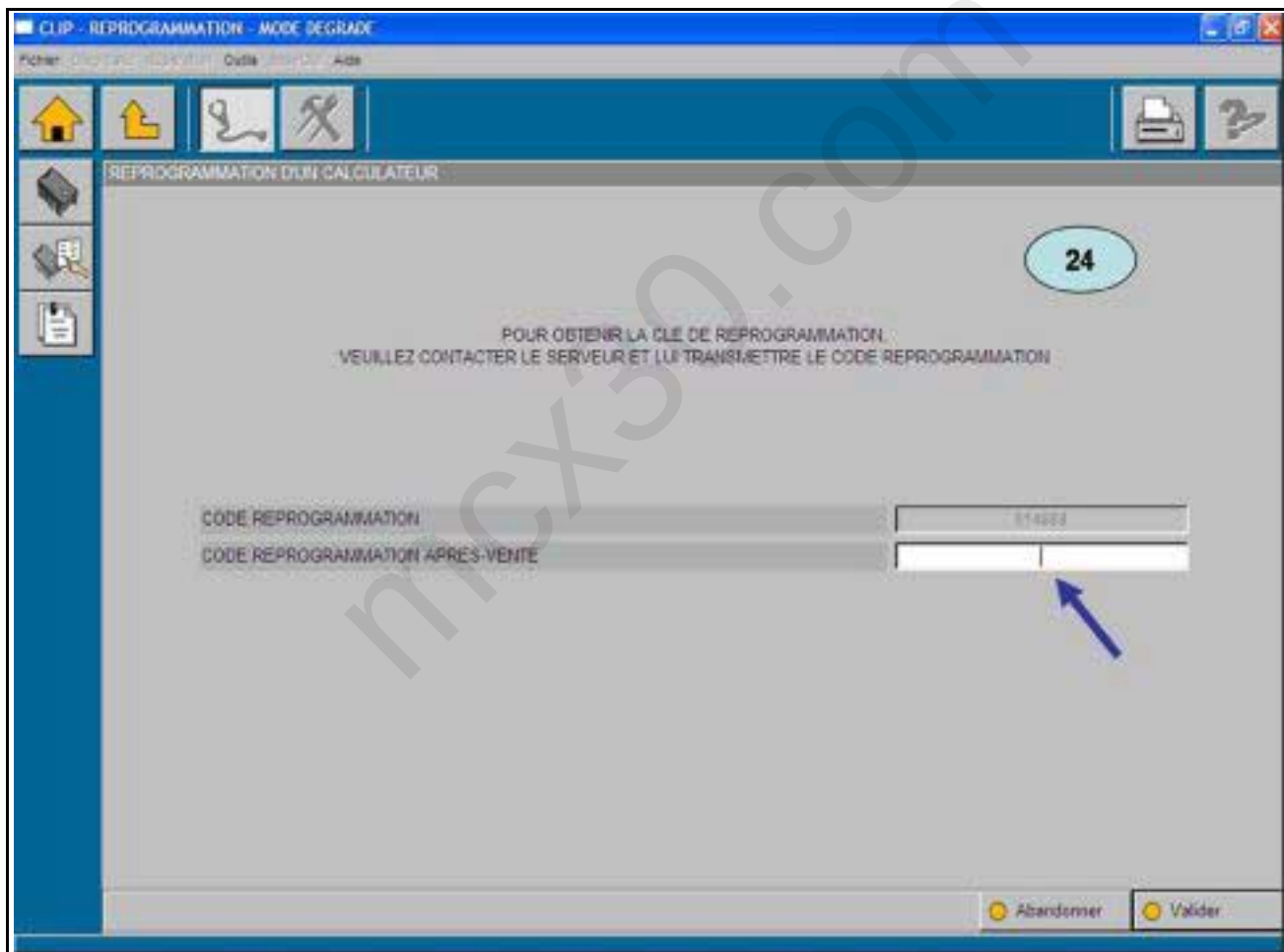
When Calibrating - reprogramming with the reprogramming CD Part No. **77 11 298 859**, enter an *After-Sales reprogramming code* to be able to carry out the operation.

This code is provided by the code management server on RENAULT.NET after having entered the VIN and the reprogramming code displayed on screen **24** of the RENAULT CLIP diagnostic tool.

Refer to the **Technical Note CODE DELIVERY PROCEDURE**, section **Tool reprogramming key** for more details.

Steps:

1. CLIP provides a *reprogramming code*.
2. Provide the code management server with the *reprogramming code* and the VIN of the vehicle.
3. The server issues an *After-Sales reprogramming code*.
4. Enter this code in CLIP.



VEHICLE GENERAL INFORMATION

Programming – Reprogramming the computers

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EMERGENCY PROCEDURE

The EMERGENCY PROCEDURE must be carried out when Calibration - reprogramming is interrupted by a message advising you to contact Techline.

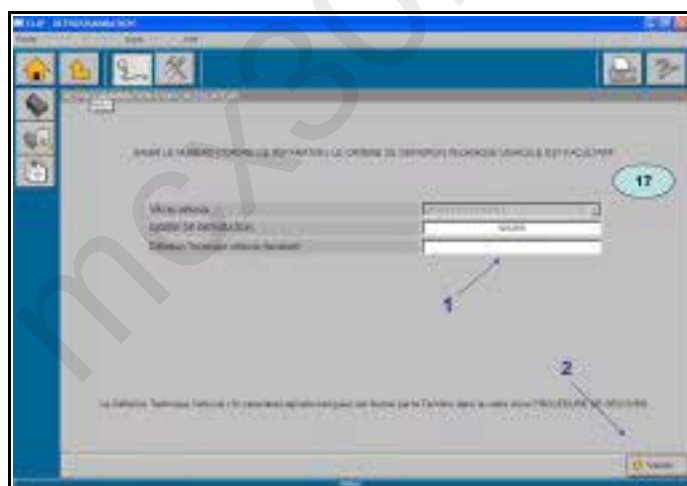
Example: **ERROR 10X** (X = 1 to 9)
EMERGENCY PROCEDURE, PLEASE CONTACT YOUR TECHLINE

The EMERGENCY PROCEDURE consists of using ACTIS or a Fax to produce a customer fault log, to be sent to Techline, containing the following information:

- The VIN of the vehicle.
- The fabrication number of the vehicle.
- The code or error message specified in CLIP (e.g: ERROR 105).
- The type of computer (INJECTION, AIR CONDITIONING, etc).
- The Parts Department reference number for the computer read using the tool in the COMPUTER identification fault finding screen: see **CONSULTING THE IDENTIFICATION FRAME**.
- The Hardware Part No. for the computer read using the tool in the COMPUTER identification fault finding screen: see **CONSULTING THE IDENTIFICATION FRAME**

The speed and relevance of the solution provided by Techline will depend on the accuracy with which this information is entered into the customer fault log.

Following Techline's analysis of the fault, a **10 character code** (e.g: 0000CD347B) should be sent back to you. Repeat the Calibration - reprogramming procedure and enter the *Vehicle Technical Definition* code in screen **17** of the RENAULT CLIP diagnostic tool.



1: Enter the repair order.

2: Enter the *Vehicle Technical Definition* code.

If necessary, an unconventional error could lead Techline to demand:

- the computer IDENTIFICATION FRAME: see **CONSULTING THE IDENTIFICATION FRAME**
- the HISTORY: see **CONSULTING THE HISTORY**
- the consultation of the TOOL LOG: see **CONSULTING THE TOOL LOG**
- the creation of a trace file: see **TRACE FILE**

VEHICLE GENERAL INFORMATION

Programming – Reprogramming the computers

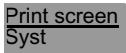
01B

CONSULTING THE COMPUTER IDENTIFICATION FRAME

Consulting the computer identification frame can help a problem to be better understood during an **EMERGENCY PROCEDURE**.

It allows the current (dummy) component Part No. of the computer to be consulted and to confirm that the (re)programming has been correctly carried out.

On the request of Techline, print this information screen and send it to Techline:

- Access the identification frame screen:
MULTIPLEX NETWORK TEST/COMPUTER FAULT FINDING/IDENTIFICATION FRAME
- Press the button  on the top right of the keypad of the RENAULT CLIP diagnostic tool.
- Open WORDPAD(**Start → Programs→Accessories→WordPad**),
in the **Edit** menu, **Paste** the print screen,
then: print the document to send by fax to Techline,
or copy it onto a disk to send by mail to Techline,
or register the document to add it as an attachment in ACTIS.

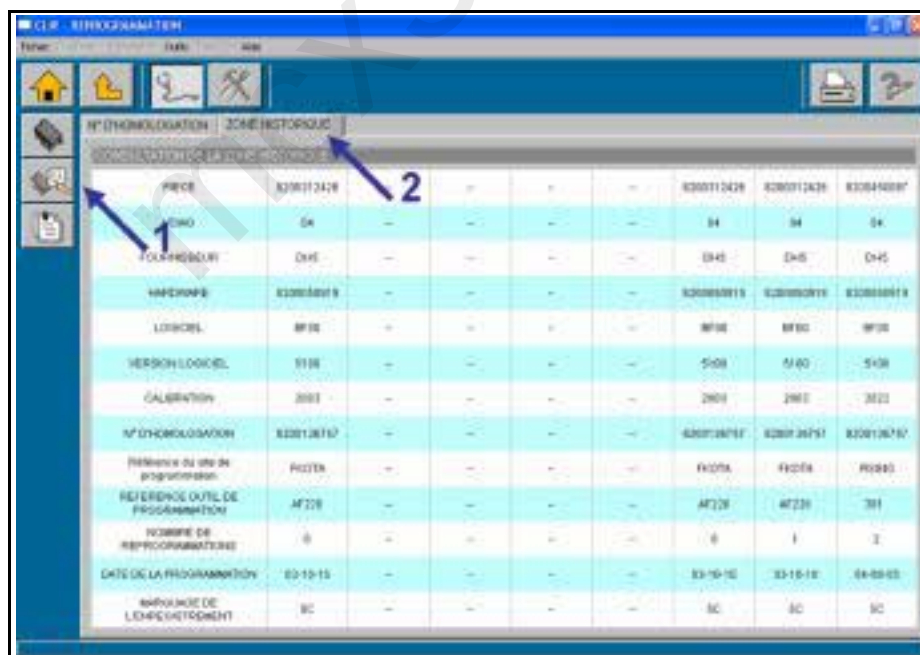
CONSULTING THE COMPUTER HISTORY

Consulting the computer's history can help a problem to be better understood during an **EMERGENCY PROCEDURE**.

It allows the last 8 reprogramming operations stored in the computer to be consulted and displays, among others, the different (dummy) component part numbers of the computer by (re)programming date.

On the request of Techline, print this screen of information and fax it to them.

See **CONSULTING THE COMPUTER IDENTIFICATION FRAME** for how to print a screen.



	PRICE	8300112428					8300112428	8300112428	8300440087
PRICE	OK	---	---	---	---	---	OK	OK	OK
FOURROBEUR	OK	---	---	---	---	---	OK	OK	OK
HAPERAP	830018019	---	---	---	---	---	830018019	830018019	830018019
LOMBEL	8F08	---	---	---	---	---	8F08	8F08	8F08
VERSION LOGICEL	5108	---	---	---	---	---	5108	5108	5108
CALIBRATION	2803	---	---	---	---	---	2803	2803	2803
N° D'IDENTIFICATION	8300126167	---	---	---	---	---	8300126167	8300126167	8300126167
REFERENCE du site de programmation	PC20A	---	---	---	---	---	PC20A	PC20A	PC20A
REFERENCE OUTIL DE PROGRAMMATION	AF228	---	---	---	---	---	AF228	AF228	301
NOMBRE DE REPROGRAMMATIONS	0	---	---	---	---	---	0	1	2
DATE DE LA PROGRAMMATION	03-10-15	---	---	---	---	---	03-10-15	03-10-15	04-09-05
EMPOINCE DE L'EMPECHEMENT	SC	---	---	---	---	---	SC	SC	SC

1 - Icon: COMPUTER CONSULTATION

2 - Tab: HISTOY

VEHICLE GENERAL INFORMATION

Programming – Reprogramming the computers

01B

CONSULTING THE DIAGNOSTIC TOOL LOG

Consulting the RENAULT CLIP diagnostic tool log can aid:

- understanding of a fault during an **EMERGENCY PROCEDURE**.
- the recovery of CODECAL from the last reprogramming operations carried out.

This log enables the last 50 reprogramming operations stored in the RENAULT CLIP diagnostic tool to be consulted, displayed in chronological order with the most recent first.

This screen will provide, amongst other information:

- The vehicle's VIN.
- The Repair Order.
- The programming - reprogramming CODECAL.
- The new (dummy) Part No. for the computer in addition to that read in the **CONSULTING THE COMPUTER IDENTIFICATION FRAME**.

Upon the request of Techline, print the screen containing this information and fax it to them.
See **CONSULTING THE COMPUTER IDENTIFICATION FRAME** for how to print a screen.

PARTIELLE	REPROGRAMMATION
04/05/2007	DATE DE L'OPERATION
VF1111111111111111	CODE VIN
1	ORDRE DE REPARATION
K21WSB	CODECAL
213	CODE FOURNISSEUR
8200366932	REFERENCE FICTIVE
TWINGO ph 2	TYPE VEHICULE
INJECTION	CALCULATEUR