

RAP

TRANSTAR
TRANSTAR INDUSTRIES, INC.®

REMOTE ASSISTED PROGRAMMING

What's the RAP?

Remote Assisted Programming allows you to program and flash a vehicle right from your shop! No additional tools, software or expensive subscriptions required. The RAP kit includes a tablet, the vehicle interface, an OBDII connector, and a 4G dongle. Programming the vehicle has never been this easy:

- 1 Plug in the kit
- 2 Call 844-REFLASH (M – F, 8:30 a.m. to 7:00 p.m. EST)
- 3 We do the work!

Cost: The RAP Kit is absolutely FREE! Each programming event is \$125

AVAILABLE APPLICATIONS

• General Motors

- All module Replacement on all models MY2000 and newer.
- All module updates on all models MY2000 and newer.
- Key learns and Security functions on all models MY2000 and newer.
- Vehicle health check on Global Chassis(GDS2) vehicles
- Exceptions
 - Vehicles older than MY2000 – programming speed issue
 - 2007 Saturn ION PCM - programming speed issue

• Ford

- Powertrain module updates MY1996 and newer
- Powertrain module replacement MY1996 and newer.
- PATS key learns 1996 – 2013
- Exceptions:
 - Modules on the K-line or MS CAN bus.

• Nissan

- Powertrain module update MY2004 and newer
- Powertrain module replacement MY2005 and newer
- RWD Valve body Programming 2005 and newer

OUR CUSTOMER GUARANTEE:

In the unlikely event that the remote programming fails, we will use any means available to repair the vehicle, provided these conditions have been met:

- The ECU that is being installed must be new or OE reconditioned. No salvage yard ECUs will be guaranteed.
- You must follow the instructions of the remote technician.
- There can be no other inherent problems with the vehicle, such as faulty ground connection or an aftermarket accessory that is interfering. In such case, you will be responsible for the cost to rectify the problem.
- The guarantee is not offered for salvage, rebuilt, flood, or total loss vehicles.



DREW TECHNOLOGIES

Register at Transtar1.com/RAP

TERMS & CONDITIONS OF USE

1. The RAP kit is provided as a rental and is a pay-per service. The pay per service fee is charged to the Transtar account the following day after the customer powers the system up, contacts a remote technician, and agrees to the service and fee. Payment of service will follow the Transtar account terms, where COD accounts will be contacted and need to provide a credit card for billing.
2. The RAP kit service is required to be used a minimum of two or more times a month. If this minimum requirement is not met, a \$19.95 rental fee will be billed to the Transtar account.
3. Ownership: The RAP Kit is and shall remain the exclusive property of Transtar/Drew Technologies and will be returned upon request. Agree to a \$500 charge authorization for the RAP kit, which will only be charged if the system is lost, damaged, or not returned.
4. In addition to completion of proper and professional diagnostics and related repair procedures, including any accompanied and required parts replacements, the customer will only request remote programming service on a vehicle that does not have any electrical issues and is not a total loss vehicle and has not been rebuilt, in a flood, or with a branded title.
5. Customer agrees to follow all instructions, both documented and verbal, as provided by the remote technician.
6. Transtar/Drew Technologies guarantees success. In the event that a remote programming event fails, Transtar/Drew Technologies will cover the cost related to ensuring a successful reprogramming event.

ADDITIONAL TERMS & CONDITIONS

1. Service and Fee
 - a. To get started, customer will create a username and password during initial RAP kit service.
 - b. Customer agrees to accept full responsibility for any charges. These charges are authorized either by verbal confirmation with remote technician or by on-screen option selected as approved.
2. Guarantee

Transtar/Drew Technologies guarantees ECU flash programming success as long as following conditions are met:

 - a. Any ECU or electronically controlled replacement assembly or part that requires flash reprogramming that is not OE new or OE reconditioned will no longer be guaranteed.
 - b. The ECU being installed must be the correct part and in working condition. If the ECU being installed is determined to be defective or an incorrect part, Transtar/Drew Technologies will not be responsible for its replacement cost as supplier warranties should still be in effect.
 - c. Instructions conveyed by Transtar/Drew Technologies to the customer that are not followed will void the warranty. For example, if the customer did not connect the battery maintainer as required and Transtar/Drew Technologies finds out that the customer did not follow these instructions, the service will no longer be guaranteed.
 - d. There must be no other problems with the vehicle that may affect the reprogramming. For example, if Transtar/Drew Technologies decides to send the vehicle to a dealership to be repaired and the dealership determines that the ECU cannot be programmed until another problem with the vehicle is rectified (such as a faulty ground connection, corroded wiring harness, or aftermarket accessory that is interfering, etc.), then the Customer will be responsible for the cost to rectify that problem.
 - e. Guarantee does NOT apply to: salvage, rebuilt, flood, or total loss vehicles.
3. Repair

In the event of a flash programming failure, Transtar/Drew Technologies may use any means available and, at its option, to repair the vehicle. Transtar/Drew Technologies may pay to have the vehicle towed to a dealership, ship the Customer an OE new or OE reconditioned ECU, ship a factory tool, send a mobile technician onsite, or resolve the issue in any other way deemed necessary. Transtar/Drew Technologies will work to resolve the issue as quickly as reasonably possible while using the same practices that the shop typically would have used if it had encountered the same problem.
4. Core Charge

Customer accepts full responsibility for the RAP kit and understands following conditions may trigger core charge:

 - a. Damage to the RAP kit excluding normal wear or electronic defects of parts within the kit.
 - b. Attempts or Disassembly of the RAP kit, attempts to or installs any software on the tablet, or attempts to reverse engineer the RAP kit.
 - c. If RAP kit is damaged, the customer will be charged the repair cost, up to, but not exceeding \$500. If cables are damaged or lost, the customer will be charged the replacement cable cost.