



TROUBLESHOOTING CHECKLIST

Please note: If you receive your module and are still having issues, then you most likely also have issues on the vehicle side. All repairs performed by FRAM Diesel are provided with a diagnostic **Outgoing Report** showing all tests passing and the module is performing as it should.

If we have repaired your module and you are still experiencing issues with it after receipt, please consult the checklist below to determine if your issue is also on the vehicle side **BEFORE** sending your module back to us.

If you are able to determine the issue is with the ECM itself, please send it back and we are happy to take a look at it and help resolve the issue if we can, free of charge.

If however, we determine that your ECM is working fine, and is not the issue, you will be assessed a \$250.00 diagnostic fee for opening it up and performing tests on it again. Our diagnostic process is a lengthy effort requiring about a day and half to perform all necessary tests. This is not something that can be done quickly given the amount of time involved so **we ask that you please exhaust all options on your end before sending your ECM back to us.**

This should help eliminate any additional costs or delays to you the customer.

- Have you consulted a technician or dealer report about your issue?**
- Check batteries** (if one is bad, don't change just one, replace both of them)
- Check Ignition Switch**
- Check harness including connectors**
- Check charging system**
- Check starter and cables**
- Check fuses and fuse box**