



Thank-you for choosing VelocityAP as your tuning provider, we appreciate the opportunity to earn your business! Please read the instructions below carefully. If you have any questions about any part of this process please contact tuning@velocityap.com and provide your order information.

We handle a very high volume of orders, and following this process is critical to ensuring that your ECUs are returned in a timely fashion, and with the tuning file configured for the specific modifications or request you need. Our tuning department DOES NOT know what you may have discussed with us prior to ordering, or put in your order comments on our website.

Sending ECU to VAP for Tuning Service:

- If there is more than 1 engine ecu per vehicle, please make sure to mark with sharpie or paint pen on ECU casing the side of engine. Example: Primary & Secondary or Master & Slave. If ECUs are swapped in position it can brick them. VAP will not to perform any software alterations if they are not marked.
- Fill out the “VelocityAP ECU Information Request Form” on page 2. Make sure to complete all sections. Our Tuning department does the details of each customers vehicle, order or supporting modifications so these need to be provided in detail, along with any other requests (eg – Eco Stop/Start Off, or adding Burbles.)
- Place the completed form in the box packaged with your ECU/ECU’s.
******If you do not include this completed form, our tuning department does not know what should be done with them and it will result in significant delays******
- Carefully wrap the ECU in a suitable sized box. This needs to be sufficient to protect the ECU, but not so large as to incur excess shipping charges.
- If you are sending the package from outside Canada, please make sure to note as “Return” status on the custom declaration, otherwise additional customs & duties will be applied to your order.
- If you would like VAP to take care of the shipping and send you an invoice with prepaid labels, please send an email to shipping@velocityap.com. Please mention the VAP order number and how many ECU’s are in the box. If you purchased our tuning through a VAP vender, you would need to retrieve the VAP order number from them.

Vehicle Owner Information

First Name: _____

Last Name: _____

Order Number: _____

Email: _____

Vehicle Information

Brand: _____

Model: _____

Year: _____ Transmission _____

17 Digit VIN: _____

Parts Installed: _____

Special Requests: _____

ALL INFORMATION REQUESTED IS REQUIRED AND WILL BE KEPT ON FILE. INCORRECT OR INCOMPLETE INFORMATION CAN RESULT IN FILE ERRORS AND/OR ECU DAMAGE, AND DELAYS IN COMPLETING YOUR FILE. MISSING INFORMATION THAT CANNOT BE RETRIEVED IN A TIMELY FASHION MAY RESULT IN YOUR ECU WILL BE RETURNED TO YOU WITHOUT BEING TUNED.