# Fellten CAN Trace Request.

In order for us to properly diagnose issues with EV's fitted with our products we would request that customers please use the following walkthrough to get .trc files that we can easily decode.

# All other trace files slow down our diagnostics time as we are set up to easily and quickly read through PCAN trace files.

You will need the following hardware:

- 1. PEAK CAN Tool -<u>https://shop.fellten.com/shop/usbcan-2c-peak-compatible-can-dongle-19751?search</u> <u>=peak&order=name</u>
- 2. PCAN View Software <a href="https://www.peak-system.com/quick/DrvSetup">https://www.peak-system.com/quick/DrvSetup</a>

# STEP 1.

Once the software is downloaded and installed. Connect the PEAK CAN Tool to your computer and start PcanView



#### STEP 2.

Make sure the CAN is set up as the screenshot below. (500kbps).

# STEP 3.

Once you press ok, turn the vehicle on and make sure you are seeing data in the Receive box. This ensures you are getting CANBUS.

We may ask for you to look for specific CAN messages, this is where you would look.

🔐 РСА	N-View	View	7						
Available PCAN <u>H</u> ard	ware:	T CAN	Setup 🍸	Acceptance Filt	er 🖭 O	ptions			
PCAN-USB: [	Device ID FFh	<u>M</u> ode: (	an (SJA1	000) ~	<u>C</u> lock Fre	quency	8 MHz	~	
		Database Entry: 🌟 500 kbit/s					~		
		Bit	Rate [kbi	t/s]: 500					
		Bus Timi	Bus Timing Register 0: 00 Prescaler: 1						
		Bus Timi	Bus Timing Register <u>1</u> : 1C Sample Count: 1						
		<u>s</u>							
		BTR 0	BTR 1	Sample Point	tq	Nq	SJW		
		00h	0Dh	94 %	125 ns	16	1		
		🌟 00h	1Ch	88 %	125 ns	16	1		
		00h	2Bh	81 %	125 ns	16	1		
		00h	3Ah	75 %	125 ns	16	1		
		00h	49h	69 %	125 ns	16	1		
		00h	58h	62 %	125 ns	16	1		
		00h	67h	56 %	125 ns	16	1		
		00h	76h	50 %	125 ns	16	1		

# STEP 4.

Turn the vehicle off and press the record button on the software. Then turn the vehicle on and run through the steps where you are seeing your issue.



#### STEP 5.

Once complete. Press the stop button and then click in the top bar "Trace -> Save" and save it to a location where you can find it.

t View	Trace	Window Help
🏷 🖾		Start Ctrl+T 2 1
ITrace	Ш	Pause
		Stop Ctrl+Alt+T ngth Data
		Save Shift+Ctrl+S
		Buffer Size: 1000000 \$
	€	Linear Buffer
	Ç	Ring Buffer
	~	Log Data Frames
	~	Log RTR
	~	Log Status Changes
		Log Error Frames
		Log Error Counter Changes
	~	Log Events

#### STEP 6.

Send the log to our helpdesk with as much accompanying information as possible and we will look through the logs and help diagnose the problem.