

Multi-Diag 360 certified FCA

You may have noticed, but FCA has been securing its vehicles since late 2018 via a Security Gateway. This security blocks access to fault clearances, actuator tests, advanced functions (e. g. maintenance reset) ...etc.

FCA now offers on its FCA Technical Information website, the possibility to buy subscriptions for 24 hours, 1 month or 1 year, allowing you to unlock this Security Gateway.

Discover below the procedure to be applied with Multi-Diag 360 to be able to diagnose FCA vehicles again!

You must:

1. Have your own account on the FCA Technical Information portal; if not, you will need to register on the site and obtain your access credentials.
2. Buy the subscription(s) directly from the FCA Technical information portal
3. Activate your subscriptions to unlock Multi-Diag 360
4. Use Multi-Diag 360 connected to the internet.

1. Register on the FCA Technical Information website

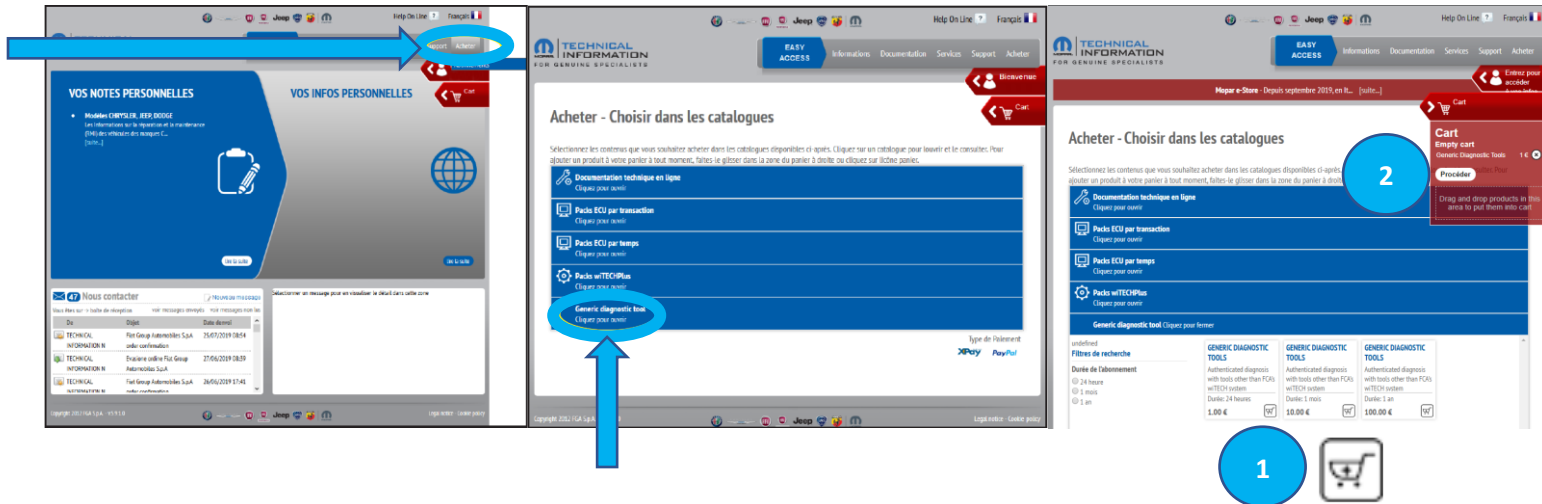
- Access to the FCA Technical Information portal by clicking on this link: www.technicalinformation.fiat.com
- If this is your first connection, register by clicking on "Enter for your info". At the end of the registration process, you will receive an email with your username and password.
- Once the registration is complete (or if you already had an account), login.



P.S: Your password will have to be changed every month

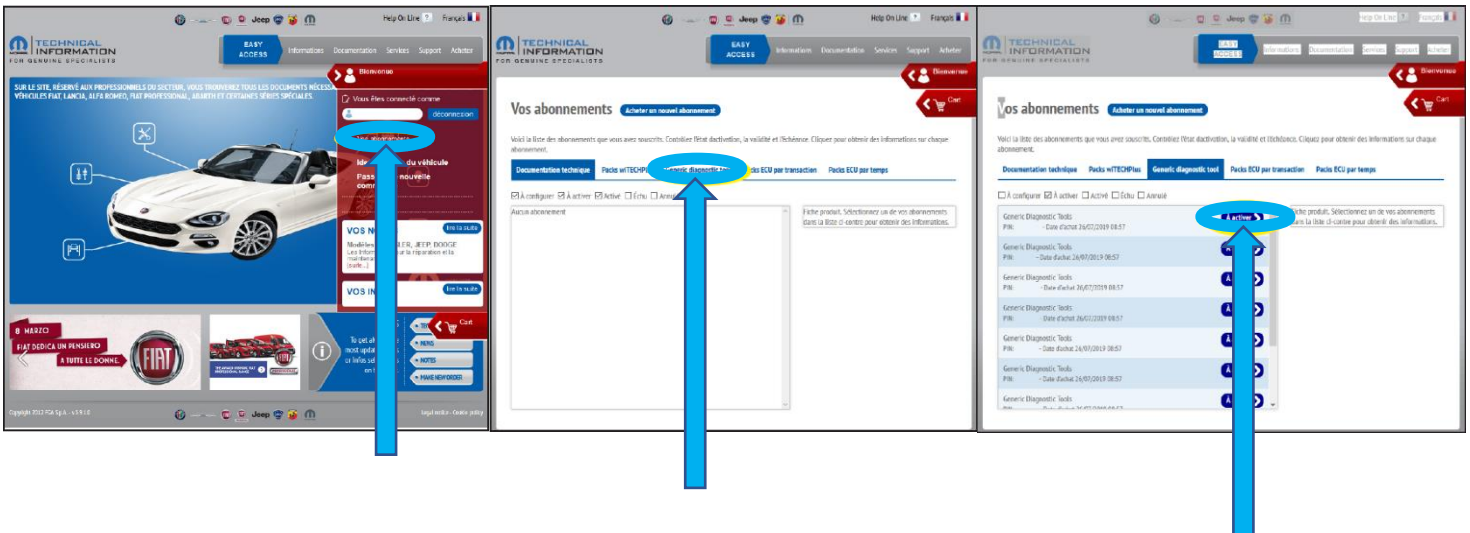
2. Buy subscriptions

- Click on "Purchase; Purchase Subscriptions" at the top right of the screen.
- Click on "Generic Diagnostic Tool".
- Add the subscription to the shopping cart by clicking on the icon (1) then click on "Proceed" (2)
- Check your basket and proceed to payment.



3. Activate subscriptions

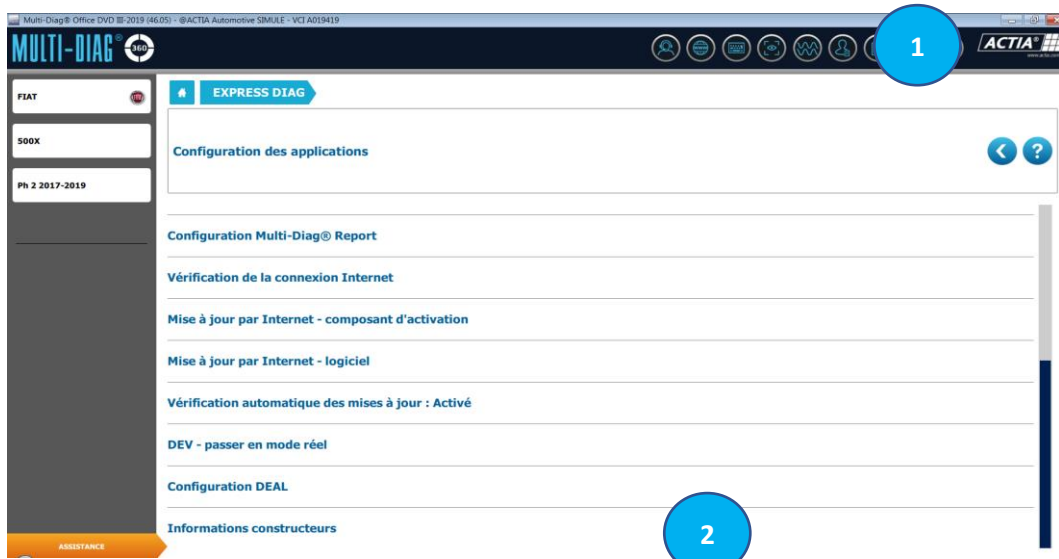
- Click on "Your subscriptions"
- Click on "Generic Diagnostic Tool".
- Activate the subscription you purchased by clicking on "To activate".



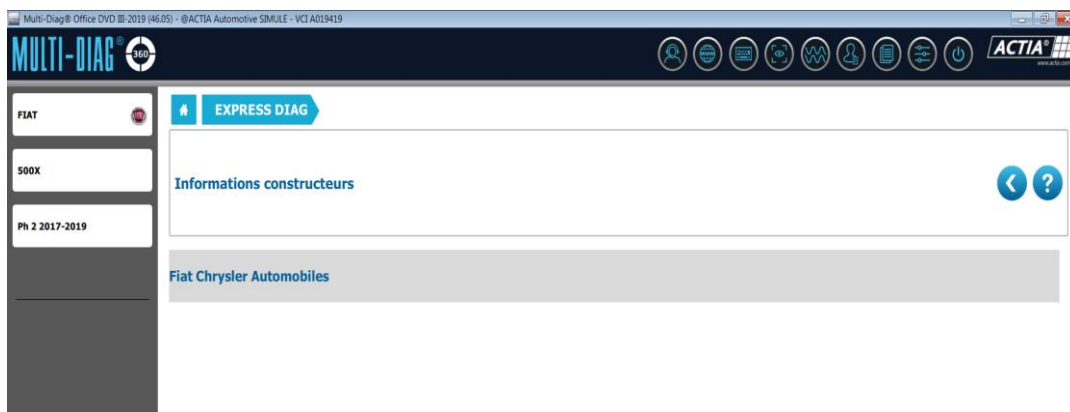
4. Proceed to Diagnostic with Multi-Diag

a. Configuration

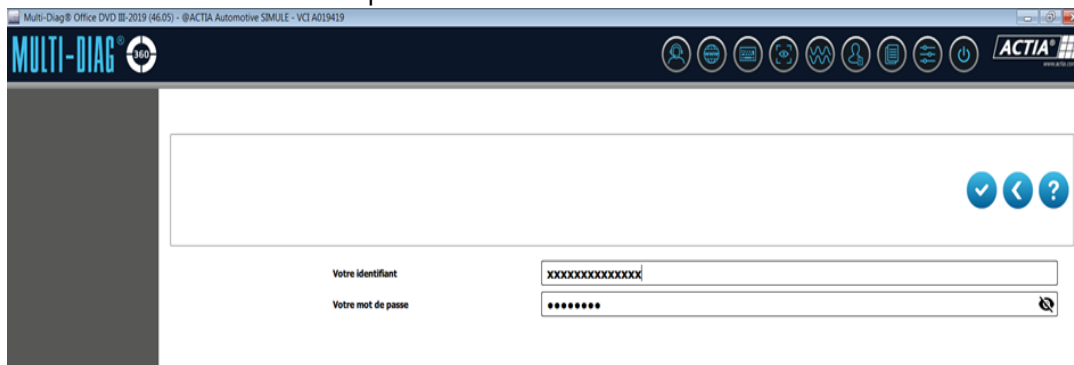
- Launch Multi-Diag 360
- Click on the configuration menu (1)
- Select "Manufacturer Information" (2)



- Select Fiat Chrysler Automobiles

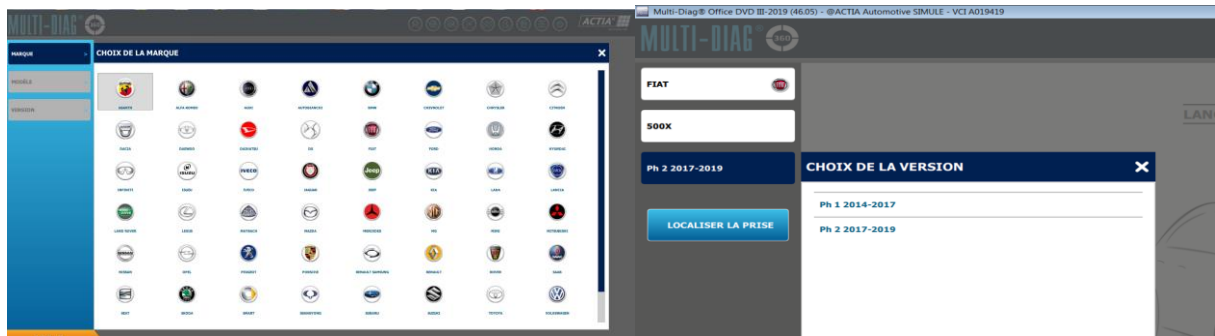


- Enter the same username and password as the FCA Technical Information website

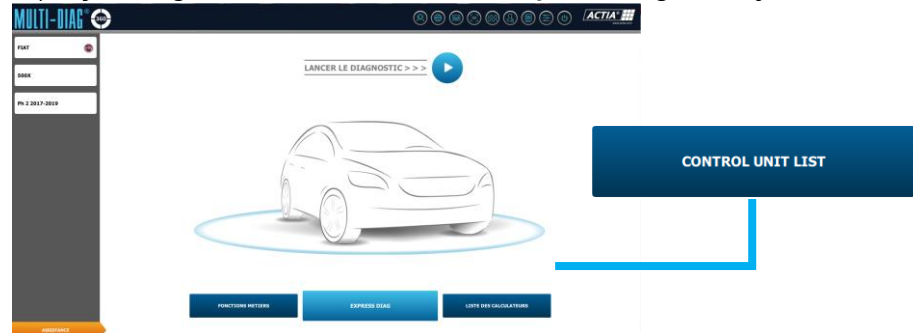


b. Unlocking the Security Gateway (Your computer must be on the right date and time)

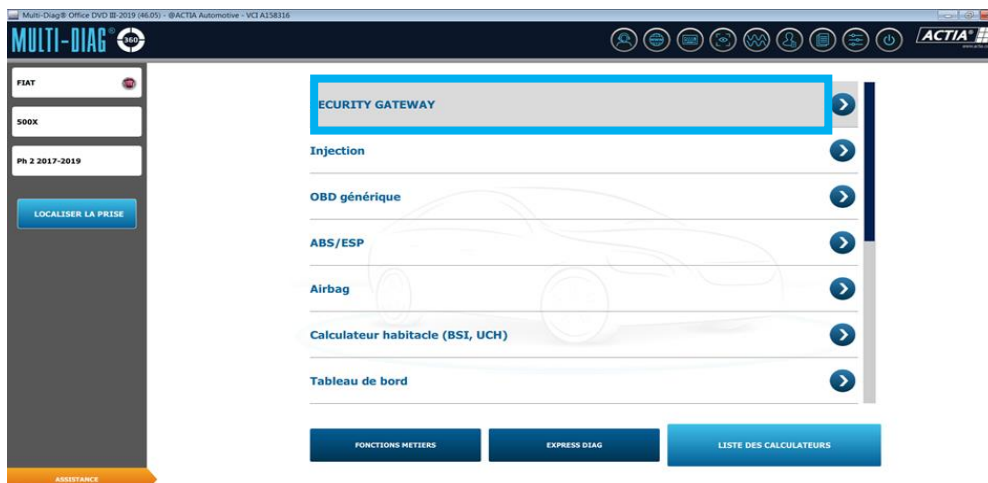
- Select brand and model



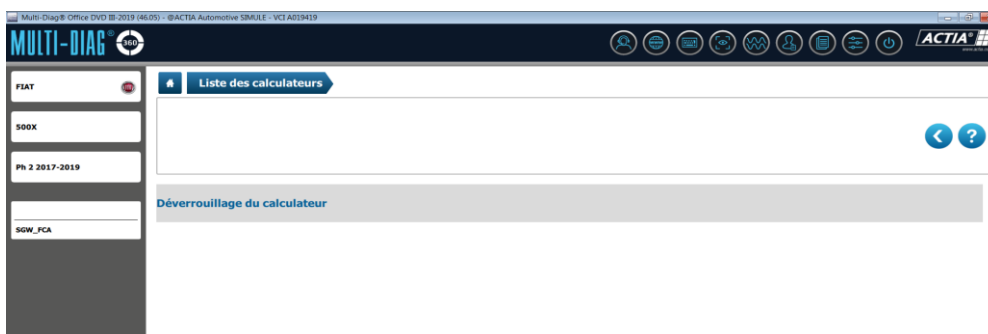
- Click on Control Unit List (only through this list, do not use the Express Diag or the jobs function)



- Select Security Gateway



- Click on unlock ECU



- Click on the arrow to return to the list of ECUs:
- Diagnose the vehicle's ECUs (only through the Control Unit List, do not use the Express Diag or the jobs function)