

ABOUT THIS BULLETIN

When contacting Dealer Technical Support for diagnosis assistance or to report a failure, we will now more than ever request a B.U.D.S. readout file.

B.U.D.S. files give us extra tools to help you figure out problems as well as help us to understand why something failed.

This bulletin will explain how to save B.U.D.S. files and send us the files by e-mail. There are numerous ways to do this, and many of you already know how.

The intent of this bulletin is to give those who don't know how, the basic knowledge of saving and sending B.U.D.S. files.

Since most shop computers are not connected to the internet, the files must be saved on a disc or flash drive, so it can be downloaded on a computer that is connected to the internet. We will explain that as well.

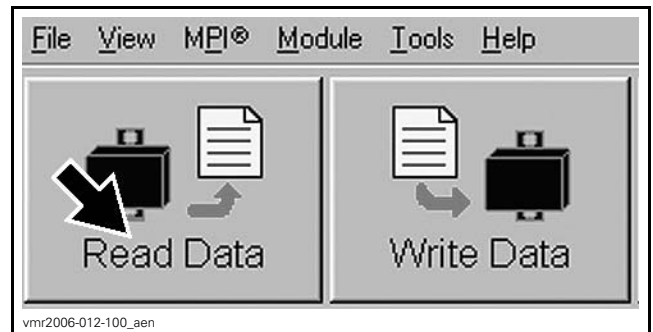
SAVING A B.U.D.S. FILE

The following text demonstrates how to save a B.U.D.S. file on your desktop.

This is a quick and easy way to save a B.U.D.S. file and it will work well for you. However to organize these B.U.D.S. files (and not clog up your desktop) it would be beneficial for everybody in the dealership who uses BUDS to get into the habit of creating an individual folder for each of your customers and saving B.U.D.S. files in those folders.

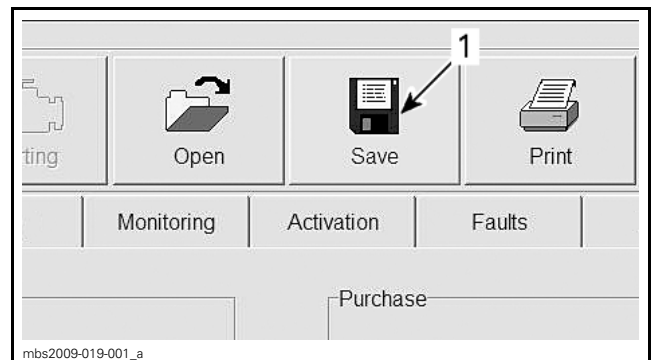
B.U.D.S. also has an **Auto Save** feature that is explained at the end of this bulletin

1. Connect B.U.D.S. to the vehicle and click the **Read Data** button.



TOP OF B.U.D.S. SCREEN

2. Click the **Save** button and save the file in the place of your choice.

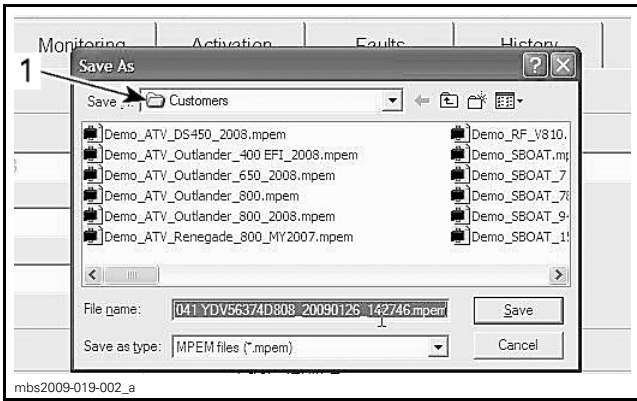


TOP OF B.U.D.S. SCREEN

1. **Save button**

Probably, the easiest way to save a file and find a saved file is to put it on your desktop.

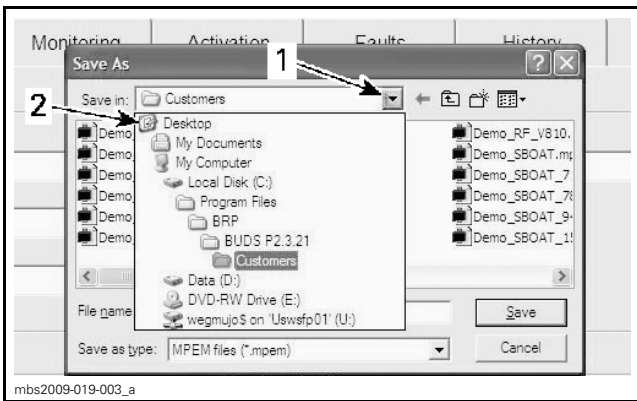
The first window you will see after clicking on the **Save** button is the **Save as** window. In that window, you will see the **Customers** folder.



"SAVE AS" WINDOW
1. Customers folder

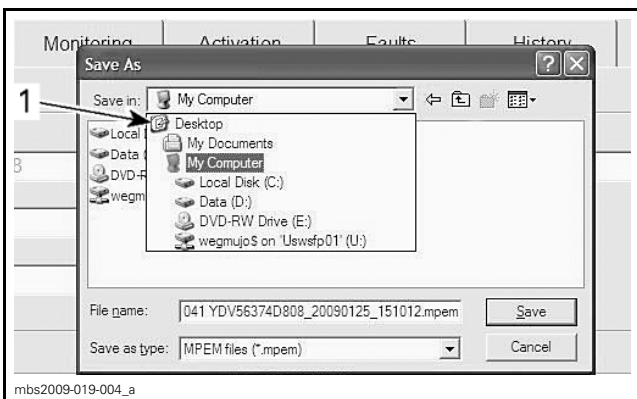
3. Click on the **down arrow** to the right of **Customers** and you will see other possible places to save the file.

On most computers, **Desktop** will be shown as per the illustration. However, if it is not shown, you may have to choose **My Computer** and then find **Desktop** from there.



"SAVE AS" WINDOW
1. Down arrow
2. Desktop

4. Click on **Desktop**.



"SAVE AS" WINDOW
7. Desktop

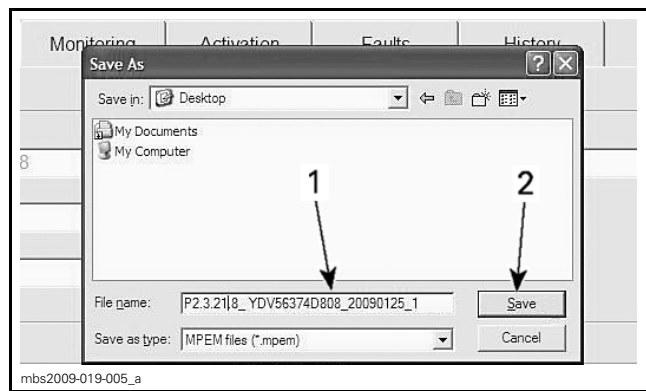
At this point, the file can be saved with the computer generated file name, or can be renamed.

NOTE: The computer generated file name will show the following:

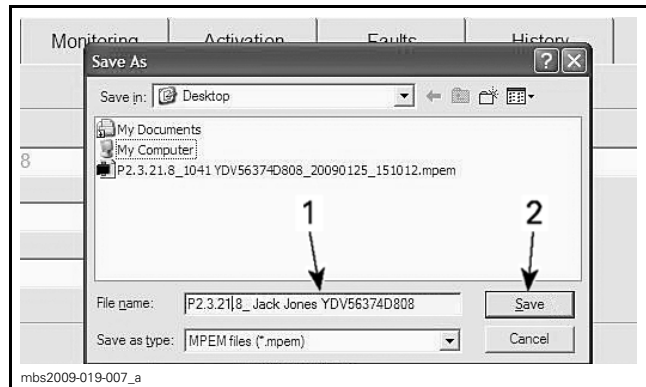
- B.U.D.S. version used
- Vehicle identification number (V.I.N.)
- Date (year / month / day) and time (hour / minute / second) the file was saved.

If you decide to rename the file always include the **version of B.U.D.S.** that it was made with. Reason being is that lesser versions of B.U.D.S. may not be able to open a file so we need to know what version it saved with. **Also, all B.U.D.S. files must end with .mpem.**

5. Keep the original name or change the file's name, then click on the **Save** button. The following illustration will show examples of that.

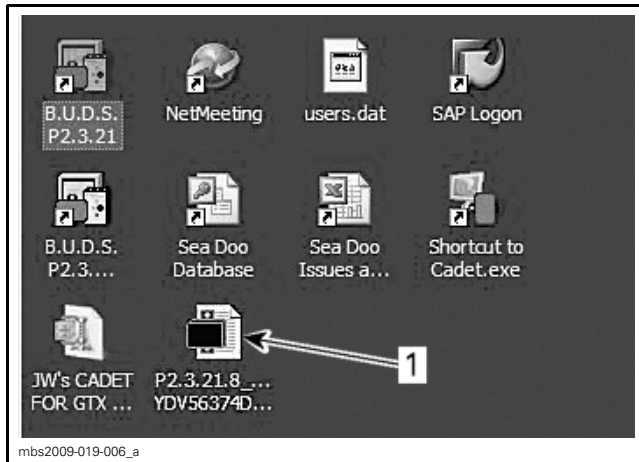


"SAVE AS" WINDOW
1. Original (computer generated) name
2. Save button

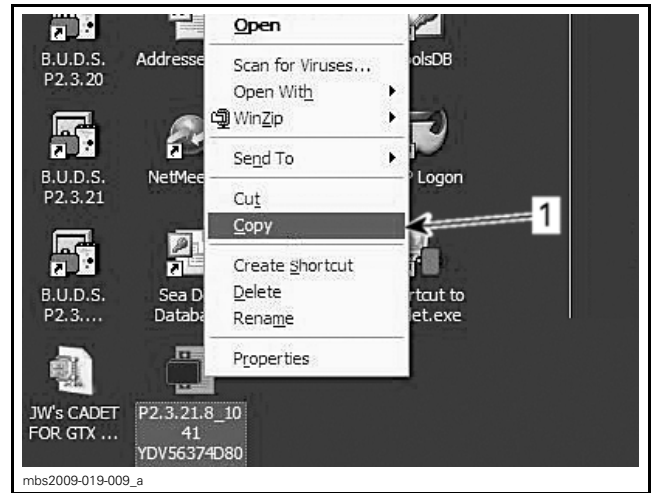


"SAVE AS" WINDOW
1. Changed (customized) name
2. Save button

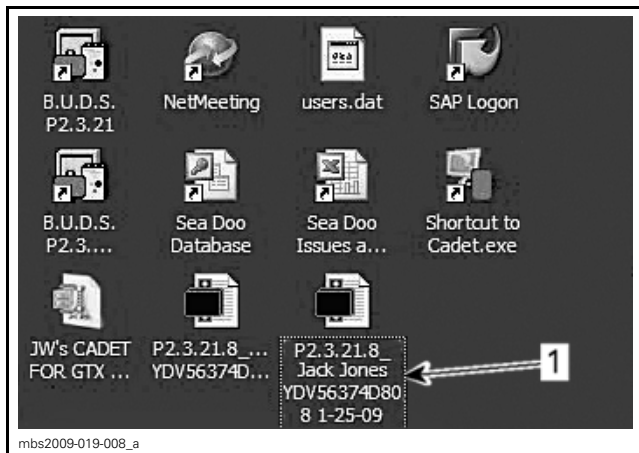
6. After saving the file, find it on your desktop.



COMPUTER DESKTOP
1. File saved (original name)

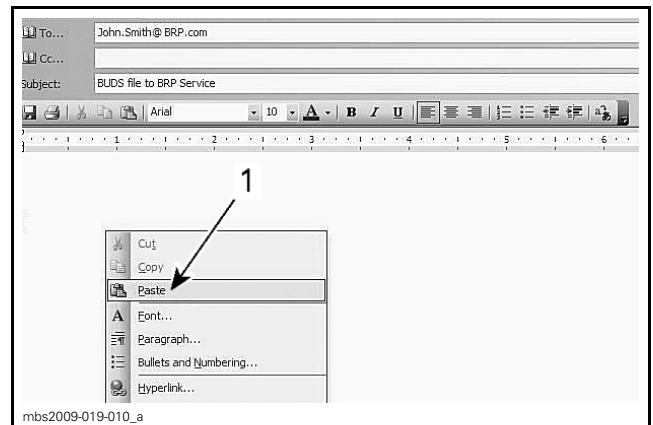


RIGHT CLICK ON THE B.U.D.S. FILE
1. Copy



COMPUTER DESKTOP
1. File saved (changed name)

2. Open a new e-mail.
3. Right click on the e-mail, then choose Paste.



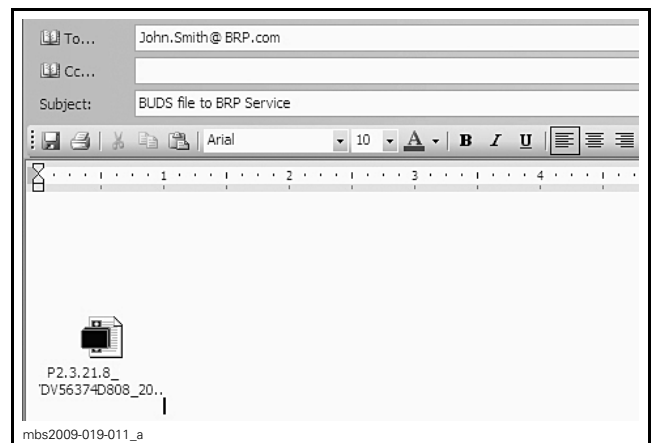
RIGHT CLICK ON THE E-MAIL
1. Paste

E MAILING THE FILE

Computer Connected to the Internet

To send any document to technical support by e-mail, you need the name of the service representative. The e-mail address is the name of the person separated by a dot with @BRP.com at the end. For example John.Smith@BRP.com. Do not forget the dot between the first and last name.

1. Attach the file to an email and send it. Again there are a number of ways to do that but probably the easiest way is to **right click** on the B.U.D.S. file on your desktop, then choose **Copy**.



E-MAIL
1. B.U.D.S. file

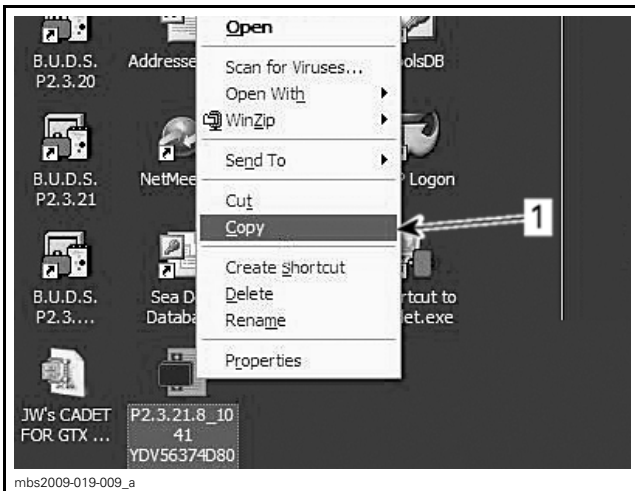
Computer not connected to the internet.

If your computer is not connected to the internet, you need to transport the B.U.D.S. file to a computer that is.

This can be done by downloading the file to a device such as a disc or flash drive, depending on what capabilities your computer has.

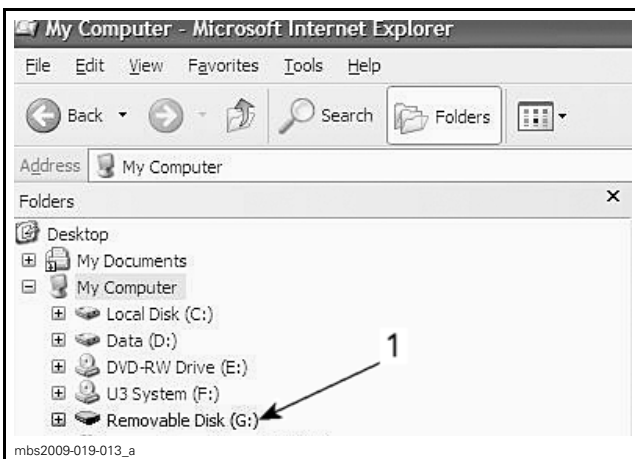
NOTE: Older computers have 3.5 inch disc reader while newer ones have USB ports where a flash drive (also called removable disk) can be installed. However, you must use a device that is compatible to both the shop computer and the computer that is connected to the internet.

1. Copy the B.U.D.S. file from your desktop (right click on the file, then choose copy).



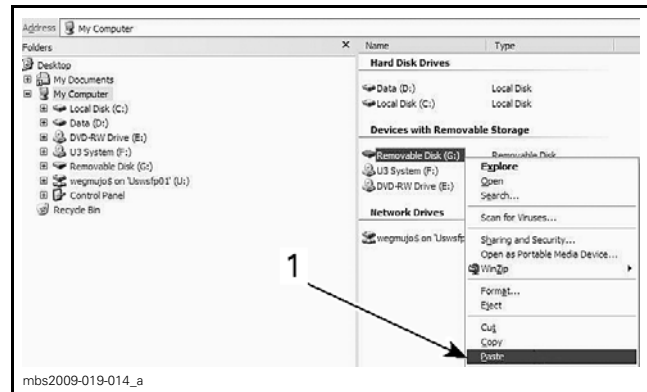
RIGHT CLICK ON THE B.U.D.S. FILE
1. Copy

2. Go to Windows Explorer or My Computer and install your device. You will see it appear when you install it.



"MY COMPUTER" WINDOW
1. Removable disk

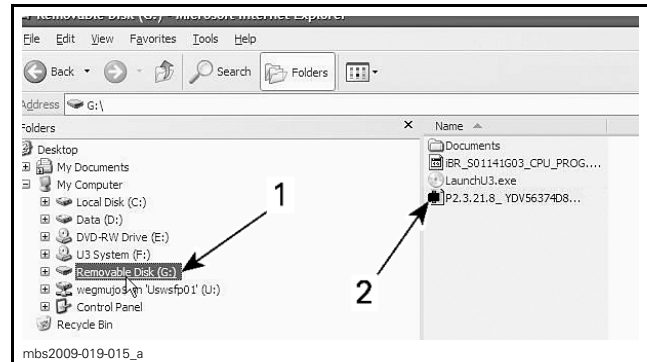
3. Paste the B.U.D.S. file in the device (right click on the device, then choose paste).



RIGHT CLICK ON THE DEVICE
1. Paste

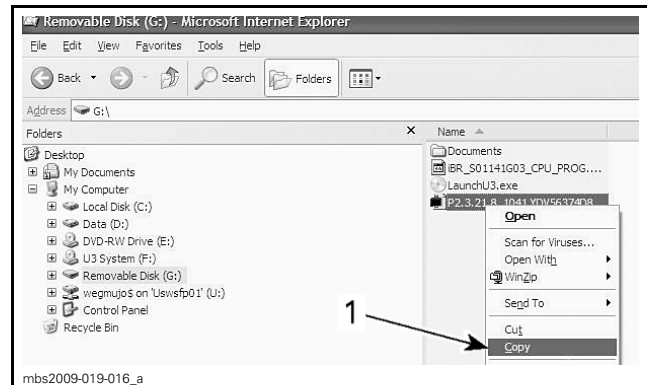
4. Remove the device from that computer and install it on the computer connected to the internet.
5. Go to Windows Explorer or My Computer, find the device, then click on it.

In the device, you will see your B.U.D.S. file.



"MY COMPUTER" WINDOW
1. Removable disk
2. B.U.D.S. file

6. Copy the file (right click, then choose copy).



RIGHT CLICK ON THE B.U.D.S. FILE
1. Copy

7. Attach the file to an e-mail as explained in *COMPUTER CONNECTED TO THE INTERNET* above.

B.U.D.S. AUTO SAVE FILE

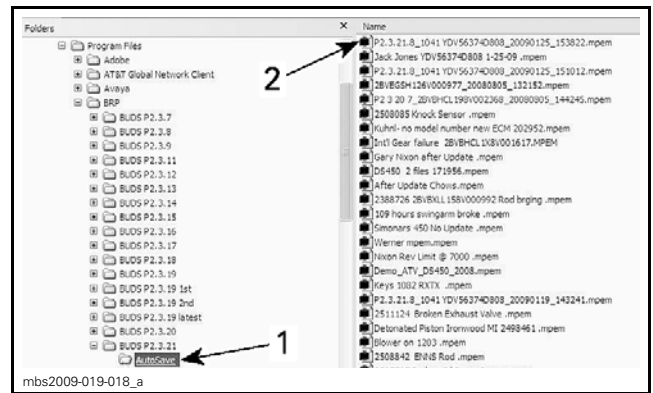
Every time you connect a vehicle to B.U.D.S. and read data, the file is automatically saved in an **Auto Save** file in the B.U.D.S. folder.

You may have more than one B.U.D.S. software version on your computer.

If you know which B.U.D.S. version you used on a particular vehicle, click on the appropriate B.U.D.S. folder and go to the **Auto Save** file.

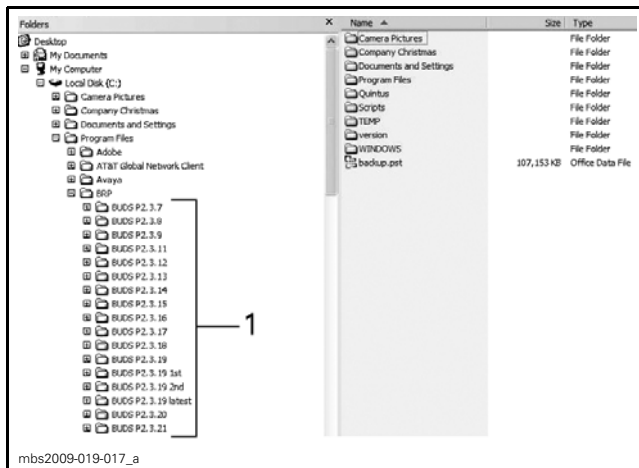
If you don't know which B.U.D.S. version was used on a particular vehicle, you will have to search the **Auto Save** file in other B.U.D.S. folders to find the B.U.D.S. file you are looking for.

Where B.U.D.S. folders are located: On most computers the B.U.D.S. program is installed in: **Local disk C, Program Files, BRP.**



1. **Auto Save** folder
2. **B.U.D.S.** file

From this point, you can right click on the B.U.D.S. file you want, copy and paste it in an e-mail as explained above.



1. **B.U.D.S.** folders

Beside each folder there is a +. Click on it to open the folders up.

Once the B.U.D.S. folder is open, you will see the **Auto Save** folder.

Click on the **Auto Save** folder and you will see all the saved files.

Unless the file name was changed when you or somebody else saved it in a different location, the file name will show the following:

- B.U.D.S. version used
- Vehicle identification number (V.I.N.)
- Date (year/month/day) and time (hour/minute/second) the file was saved.