



## Technical Bulletin 208

04.2020

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<b>Item:</b>	<b>208.1</b>
<b>Description:</b>	<b>Triumph Diagnostic Tool 2020-04.3 Update</b>
<b>Model Affected:</b>	<b>All models with TFT instruments</b>

### **Instrument Downloads**

We would like to remind dealers that the Automatic Model Detection download method should always be used for downloads in service.

The Manual Model Selection download method should only be used to recover control units in the event of a failed or interrupted download.

#### **Note:**

- **It can take up to 45 minutes to complete TFT instrument downloads.**
  - **Please take the following precautions to avoid accidental disruption of instrument downloads.**
1. If using a laptop computer to run the diagnostic software, make sure the laptop battery is fully charged. Connect a charger to avoid draining the laptop battery.
  2. Disable any sleep and screen saver settings. The PC/laptop must remain turned on and awake for the duration of the process.
  3. Make sure all other PC/laptop applications (including Internet browsers) are closed down.
  4. Make sure the motorcycle battery is fully charged (battery voltage of at least 12.8 Volts). Connect an approved battery charger (suitable for use with maintenance free batteries) to maintain the battery charge during this process.
  5. During calibration download, DO NOT do the following unless instructed to do so by the diagnostic tool:
    - Turn the ignition OFF.
    - Switch the engine stop switch to a different position.
    - Disconnect the diagnostic interface.

#### **Automatic Model Detection Download Method**

The Automatic Model Detection download method uses an optimised download process when downloading to TFT instruments. This means that only aspects of the instrument's software that have changed are updated during the download. This helps to reduce download times where possible.

TFT instrument download times can range from 8 to 40 minutes using the Automatic Model Detection download method, depending on the size of the update.

A calibration version check is now included when using Automatic Model Detection. After selecting Automatic Model Detection:

- If the current instrument calibration is up to date, a message will be displayed indicating that an update is not required. The user has the option from here to cancel and return to the Main Menu, or continue to the calibration selection menu for the model detected.
- If the current instrument calibration is out of date, the tool will progress directly to the calibration selection menu for the model detected.

#### **Tiger 900 GT, Tiger 900 GT-LRH, Tiger 900 GT PRO, Tiger 900 Rally, Tiger 900 Rally PRO Models (with 7 inch TFT instruments)**

The instrument calibration download process has been updated to check the instrument boot loader software version and update it if necessary. This will happen automatically as part of the calibration process.

If a boot loader software update is required, this will be downloaded at the start of the calibration download process. The boot loader software takes approximately 10 seconds to download and the progress bar will rise rapidly from 0% to 100%. The progress bar is then returned to 0% as the next stage of the calibration download process begins.

#### **Note:**

- **We would like to remind dealers that the download progress bar will repeatedly progress from 0% to 100% as each aspect of the instrument download process is completed.**
- **Please do not assume that the download process has completed when the progress bar reaches 100%.**
- **Always wait for the 'Verifying Download' screen to appear to confirm that the calibration download process has completed and click the 'Finish' button to end the process.**

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## **Manual Model Selection Download Method**

The Manual Model Selection download method does not use the optimised download process when downloading to TFT instruments. This is to ensure that every aspect of the instrument software is completely replaced when recovering a failed or interrupted download.

TFT instrument downloads performed using the Manual Model Selection method will take approximately 45 minutes to complete.

### **Tiger 900 Model Range**

Dealers are advised that the distance and time to next service values stored in the instruments will be reset to the default first service settings if a Manual Model Selection instrument download is performed on the above model range.

If the Manual Model Selection download method is used to update instruments on the above model range, dealers are advised to reset the distance and time to next service to the next scheduled service interval after the download has completed.

## **Other Changes**

### **Instrument Diagnostics - Models with TFT Instruments**

The Build Data screen has been updated to display the current boot loader software version. In order for the diagnostic tool to read this information, the instruments must be 're-booted'. This 're-boot' will occur during motorcycle connection when using Instrument Diagnostics.

After selecting Instrument Diagnostics, users may notice the instrument display turn off and back on again as the instruments are re-booted.

### **Engine Diagnostics – Unlock ECM Calibration Checks - Models with TFT Instruments**

The Unlock ECM calibration check function has been updated to check the current boot loader software version. In order for the diagnostic tool to read this information, the instruments must be 're-booted'. This 're-boot' will occur after clicking the Unlock ECM button.

Users may notice the instrument display turn off and back on again as the instruments are re-booted.

### **Trouble Shooting**

In some rare cases, dealers may observe that the instruments do not turn on again after they are re-booted to obtain the boot loader software version. In this case the following additional symptoms can be observed:

- The instrument screen remains blank but the red immobiliser LED flashes.
- The red immobiliser LED flickers rapidly when the motorcycle ignition is turned OFF.

If this behavior is observed, dealers are advised that the instruments should be updated using the Manual Model Selection download method.

After a download has been completed using the Manual Model Selection method, the symptoms described above should not be experienced again when connecting to Instrument Diagnostics or unlocking the ECM.

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**Item:** 208.2

**Description:** Keyless Ignition - 'Key Fob Out of Range' and 'Key Fob Battery Low' Instrument Messages

**Model Affected:** Rocket 3 GT, Rocket 3 R, Rocket 3 TFC, Scrambler 1200 XC, Scrambler 1200 XE, Speed Triple RS, Tiger 1200 XRX, Tiger 1200 XRX-LRH, Tiger 1200 XRT, Tiger 1200 XCX, Tiger 1200 XCA

Provided below is additional information and advice regarding the above instrument messages for keyless ignition models.

### 'Key Fob Out Of Range' Message

Dealers are advised that the purpose of this instrument message is to alert the rider of the possibility that they have lost their smart key during riding.

The keyless ECM checks for the presence of an 'active' smart key during riding. If at any point the smart key is not detected, the instrument message 'Key fob out of range' is displayed. This provides the rider with the opportunity to check if they have dropped their smart key, and if so attempt to retrieve it.

When the smart key is in active mode, the range at which it can be detected is approximately one metre from the motorcycle's LF Antenna(s). This range can be reduced by external factors such as interference from electronic devices or obstruction by other objects.

If a customer has queried the presence of this message, and has confirmed that they have not lost their smart key and that the motorcycle can be started and ridden, dealers are requested to advise customers that this message does not indicate a fault with the keyless system or smart key. The motorcycle can continue to be ridden as normal.

In this situation, customers can also be advised to take the following steps while riding

- Ensure the smart key is stored within 1 metre of the motorcycle's LF antenna(s).
- Ensure no other electronic devices (which can cause interference) or metallic items are stored close to the smart key.

Refer to the Owner's Handbook for your model for details of the LF antenna location(s).

### 'Key Fob Battery Low' Message

This message is intended to indicate when the smart key battery is nearing the end of its life.

The smart key will continue to operate in active mode while this message is displayed, and will continue to do so until the point that the smart key battery voltage has dropped below the minimum required for active mode operation.

When the battery has expired, The smart key will continue to operate in standard mode. In standard mode, the bike can still be started by placing the smart key against the LF antenna.

If the 'key fob battery low' message is persistently displayed even after replacing the key fob battery, dealers are requested to contact Triumph service for further guidance.

Dealers are also advised that the smart key battery status is transmitted by the smart key to the keyless ECM. This instrument message does not indicate a keyless ECM fault. The keyless ECM must not be replaced in attempt to resolve 'key fob battery low' instrument messages.

### Circulation

Initial and date when read and return to central file holder

Service Manager	Parts Manager	Sales Manager	Workshop Supervisor	Technician 1	Technician 2