# SERVICE BULLETIN



M1391A 2022-04-29

## M1391A: MIDTRONICS GRX-3110 SOFTWARE UPDATE

## **Reason for Revision**

Refer to Table 1.

#### **Table 1. Document History**

Date	Revision Description				
2014-10-21	Initial release				
2014-10-21	Updated <b>Software</b> Update 192-210335D				
2016-11-09	Updated <b>Software</b> Update 192-210335E				
	Added New Software Update > Update 192-				
	210335F				
0047 44 40	Added Previous Software Updates, New Soft-				
2017-11-10	ware Update > Update 192-210335E, New				
	Software Update > Update 192-210335D				
	Update Required Dealer Action				
2017-12-01	Update New Software Update > Update 192-				
2017-12-01	210335E				
2018-01-10	Update New Software Update > Update 192-				
2010-01-10	210335F, Required Dealer Action > NOTE				
2018-02-19	Added New Software Update > Update 192-				
2010-02-19	210335G				
	Updated Required Dealer Action				
2018-05-21	Added New Software Update > Update 192-				
	210335H				
2019-07-10	Updated navigation to H-Dnet.com				
	* Updated Required Dealer Action : Step 1 a				
	Formatting and software update				
2019-09-11	* Updated Purpose, Required Dealer Action				
	* Added New Software Update > Update 192-				
	2103351				
2010 10 02	Change navigation to Service Information Portal				
2019-10-03	(SIP)				
	* Updated Required Dealer Action : Step 1 PC operating system				
2019-11-04	*   Added Required Dealer Action : Step 1a				
	Battery part number update				
2021-02-04	*  Updated Update 192-210335J				
	Addressing typos				
2021-03-18					
2021-03-16	Updated New Software Update : Update   192-210335J, Required Dealer Action				
	Add software update				
2021-05-12	Updated New Software Update : Update				
	192-210335K, Required Dealer Action				
	Add video				
2021-05-18	* Updated : Supplemental Procedure Video				
2222 24 22	Add K Battery Part Numbers				
2022-04-29	* Updated : Update 192-210335K				

## **Purpose**

The purpose of this bulletin is to inform the dealer network that a software update to the GRX-3110 is now available.

HD BATTERY DIAGNOSTIC STATION (PART NUMBER: GRX-3110HD)

#### **Markets Affected**

All markets are affected.

# **New Software Update**

NOTE

All software updates must be performed by all markets to avoid warranty issues by the date stated in Required Dealer Action.

#### Update 192-210335K

In addition to the change from Warranty Code to Test Code that was introduced in version "J", this update makes your GRX machine capable of testing and charging the Parts and Accessories LiFe batteries ( 4 Ah, 6 Ah, 8 Ah). The Test Code replaces the Warranty Code and must be included in the notes section of every claim where a battery is being replaced under warranty, with the exception of the Livewire 12 V battery. If testing batteries for non-warranty situations, simply disregard the Test Code.

This update addresses **new** battery part numbers for 2021 models and revised menu selections.

**Table 2. Update K Battery Part Numbers** 

Current United	New International	Current Brazil (OE)
States		
65989-97E	66000207A	66000065A
66010-97E	66000212A	66000066A
65958-04C	66000208A	66000064A
65948-00C	66000206A	
65991-82B	66000209	
65989-90B	66000211	
66010-82B	66000210	
66000171		
66000174		
66000175		
66000301		
66000302		
66000303		

NOTE

In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service

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ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

## **Previous Software Updates**

## Update 192-210335J

This update addresses **new** battery part numbers for 2021 models and revised menu selections.

#### Update 192-210335I

This update addresses the additional part numbers for batteries.

#### Update 192-210335H

This update addresses an issue in the Japanese language

## Update 192-210335G

This update addresses a print issue discovered in the Japan market. Also, there is an update to the alpha numeric key pad to make it more consistent when entering a Vehicle Identification Number (VIN) and battery date code.

## Update 192-210335F

This update has been created to improve testing algorithms to ensure higher quality results.

- Extended battery testing time from a maximum of 90 min to 3 h.
- Battery claims are required to have the print out using the latest software revision in order to receive credit.

#### Update 192-210335E

This update was created to include three battery part number revisions. The Sportster/Street battery was revised in 2015. The other two battery part numbers were revised in December of 2016. Refer to Table 3.

**Table 3. Update E Battery Part Numbers** 

Platform	Part No.
Dyna	65989-97D
Softail	65989-97D
Sportster	65958-04B
Street	65958-04B
Touring	66010-97D
Trike	66010-97D
V-Rod	65989-97D

## Update 192-210335D

This update was created to improve the accuracy of warranty claims on batteries. This update also allows for the technician to complete the testing procedure and produce a printout with warranty code if a battery becomes too hot, emits odors during load testing or is suddenly removed from the charger.

#### NOTE

With this update, charge times will increase due to a more aggressive charge routine.

## **Required Dealer Action**

#### NOTE

- Complete software update to the GRX-3110 by July 9, 2021.
- It takes about 45–90 min to complete the update.
- Contact Midtronics Customer Service with any issues related to this process at 630-323-2800 in North America. Outside the U.S., call 00-1-630-323-2800.

- The software update requires the Universal Serial Bus (USB) cable provided with the GRX 3110. This USB cable is a "Type A Male to Type A Male" cable.
- See warranty manual for your region on retention length of batteries and the corresponding printout requirements.
- 1. To download the latest file click GRX-3110\_Software.

#### NOTE

Login into SIP through Google Chrome to view.

- The PC operating system must be Windows 7 or later to work with the GRX 3110.
- When the download is complete, right click the file and select Extract All to unzip the file.
- 3. When the file has been downloaded and unzipped, double click it to begin the installation process.
- Verify that the computer has the auxiliary power connected to prevent loss of power during download.
- Follow the Installation Wizard to complete installation of the update.
- Verify the GRX-3110 software has been updated by selecting:

#### a. PRINT/VIEW>VERSION INFO

7. The version displayed should be 192-210335K.

# **Supplemental Procedure Video**

### **▲ WARNING**

Always review the appropriate service procedure prior to performing it. This video is intended to supplement, not replace, documented service procedures. Attempting service procedures without the proper training, tools, equipment, and manuals could result in death or injury to you or others. This could also damage the motorcycle or cause the motorcycle to operate improperly. (10406a)

This video is a supplement of the procedure covered in the document. This video can only be viewed through SIP.

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Video 1.

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