



## Service Bulletin 451

Strictly Confidential

November 2012

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**Affected Models** .....Trophy SE  
**VIN Range** .....569806 to 571339  
**Markets** .....All Markets  
**Subject** .....Audio Software Update

### Background Information

We have identified that there is a possibility that the audio software on the above models may require updating. Dealers are requested to check the audio unit's software and, if necessary, update it.

### Customer Contact Instructions

Motorcycles in the affected VIN range must be modified prior to delivery to the customer, or at the next service/visit to the dealership.

### Identification of Affected Motorcycles

Trophy SE motorcycles listed in the VIN range above.

### Warranty Claim Instructions

Fault code .....02501799  
Repair code .....99451  
Repair time allowance .....0.08 hrs (includes admin allowance)

### Parts Information

Parts .....Not Applicable



**Parts ordering instructions** . . . . . **No parts are required for this Service Bulletin.**

**Dealers are requested to download the correct audio software from Triumphonline.net and then save it to a PC memory stick, see Download Software on page 3.**


**Parts return instructions** . . . . . **Not applicable.**

**Other Instructions**

Once completed, please mark the service record book that the requirements of this bulletin have been complied with.

**Audio Software Update Procedure**

Check and, if necessary, update the audio software following the procedure listed below:

 <b>Warning</b>
Throughout the following procedure, ensure that the motorcycle is stabilised and adequately supported to prevent the risk of injury from the motorcycle falling.

**Note:**

- **Some affected motorcycles listed in the VIN range on page 1 will have been modified and repaired by Triumph prior to their release from the factory.**
- **The modified motorcycles can be identified by checking the 'Outstanding Service Bulletins' on Warranty On-Line.**

# TRIUMPH

## Download Software

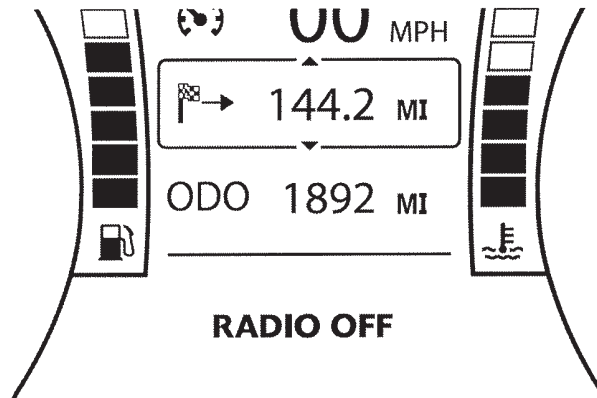
### Note:

- To ensure the correct file is used for the software update, make sure there are no other files on the memory stick with .s19 as its file extension.

To download the software update, log in to <http://www.triumphonline.net> then go to Service/Technical - Downloads and Forms. Select Plaudit\_Radio\_1\_03A\_LM3512\_Upgrade.s19 and download it to your PC and save it on an USB memory stick. Ensure that this is the only file with .s19 as its file extension on the memory stick.

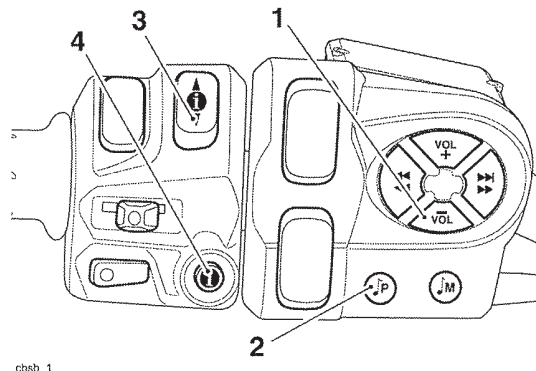
## Audio Unit Software Check

1. Place the motorcycle on its side or centre stand.
2. Turn the ignition to the ON position and wait for the trip screen to be displayed.
3. Check that RADIO OFF is displayed in the lower area of the trip screen, as shown below.



### Note:

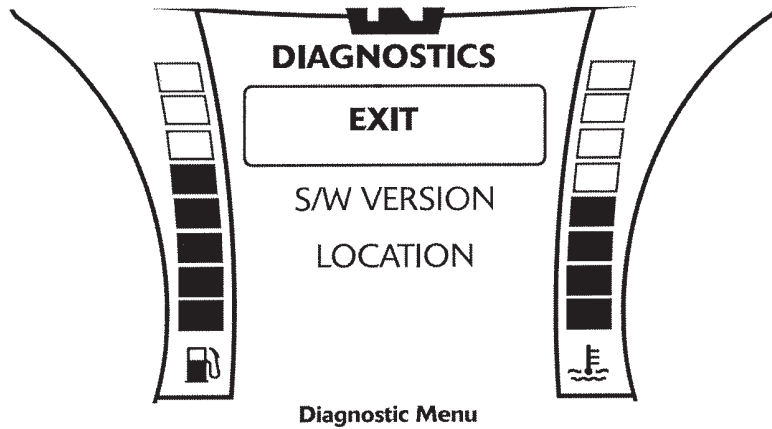
- If the radio is on, it must be turned off and the ignition must then be turned off and on again.
4. If RADIO OFF is not displayed, press and hold the VOL- button on the audio switch unit until RADIO OFF is displayed. Then turn the ignition off and then on again. Check that RADIO OFF is displayed.



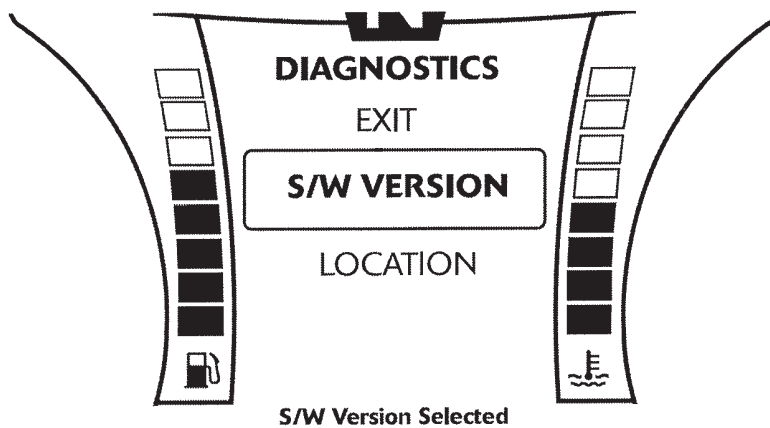
1. Volume down (VOL-) button
2. Preset button
3. Scroll button
4. Instrument select button

# TRIUMPH

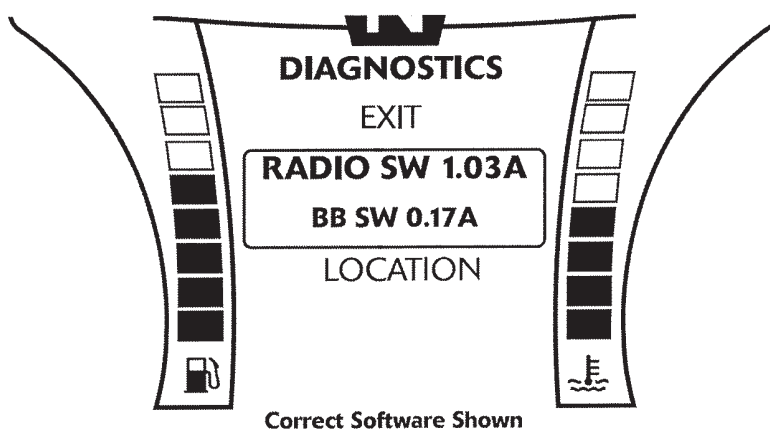
5. With the trip screen displayed, press and hold the PRESET button until the diagnostics menu is displayed.



6. Press and release the scroll button until S/W VERSION is highlighted.



7. Press and release the instrument select button to show the software version.
8. If RADIO SW 1.03A is displayed in the top line of the boxed area, as shown below, the correct software is in the audio unit and an update is not required.



9. If any other software version is shown, the software must be updated.

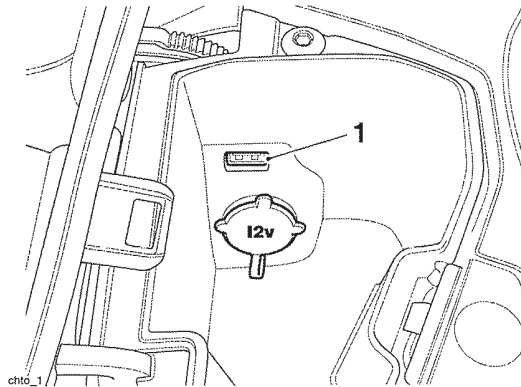
# TRIUMPH

## Note:

- For motorcycles that do not require an audio software update, continue from step 10 and finish at step 12.
  - For motorcycles that do require an audio software update, omit steps 10 to 12 and continue from Software Update step 1.
10. Press and release the instrument select button and S/W VERSION will be visible in the boxed area.
  11. Press and release the scroll button until EXIT is highlighted. Press and release the instrument select button to exit and the trip screen will be displayed.
  12. Turn the ignition switch to the off position. No changes have been made to the audio software and no further action is required.

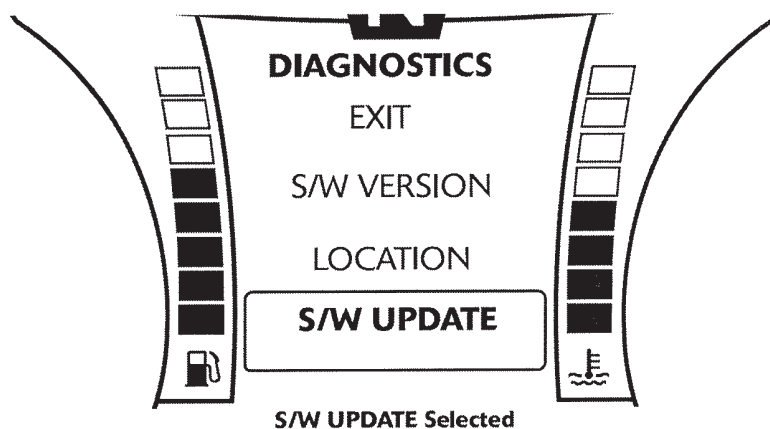
## Software Update

1. Open the cockpit stowage compartment to access the USB connector.



### 1. USB connector

2. Connect the USB memory stick with the downloaded software file to the USB connector.
3. With the diagnostics menu displayed and the S/W VERSION still selected, press the instrument select button. S/W UPDATE should now be visible at the bottom of the display.
4. Press and release the scroll button until S/W UPDATE has been highlighted. Press and release the instrument select button to start the update.

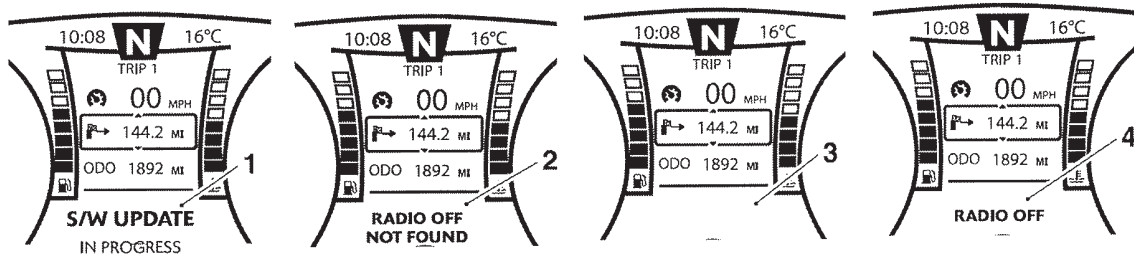


# TRIUMPH

## Caution

To prevent interruption of the software update, do not turn the ignition off or start the engine while the update is in progress.

The radio will proceed through the update automatically. The screen display will change during the update as shown in the illustration below.



1. Update in progress
2. Normal display for the update
3. Normal display for the update
4. Radio off, update complete

5. When the update is complete, RADIO OFF will displayed in the lower area of the trip screen.
6. To check that the software update was successful, repeat steps 3 to 7 of the Audio Unit Software Check on page 3.
7. Turn the ignition switch to the off position and remove the USB memory stick. Turn the ignition switch on and check the operation of the audio unit, refer to the audio unit handbook.

### Circulation

(Initial and date when read and return to central file holder)

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