



**Technical Bulletin 167**  
**03.2016**

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**TB #:** 167.1

**Description:** Update to Instrument and Chassis ECM Software, and Engine ECM Calibrations

**Model Affected:** Explorer XR, Explorer XRX, Explorer XRT, Explorer XRX-LRH, Explorer XC, Explorer XCX, Explorer XCA, Explorer XCX-LRH

All new Explorer models must have the latest instrument software, chassis ECM software and engine ECM calibration installed prior to pre-delivery inspection and handover to the customer.

Dealers are requested to download the latest software and calibration before performing the pre-delivery inspection, as described in the following procedure.

### **Warning**

Failure to download the latest software and calibration may cause an unsafe riding condition leading to loss of motorcycle control and an accident.

#### **Preliminary Steps**

### **Caution**

The full download process can take up to 15 minutes to complete.

Always ensure that the battery is correctly commissioned and fully charged before attempting to download the latest software and tune calibrations.

A download process that has been interrupted due to low battery voltage must be restarted after the battery has been fully recharged.

- Unpack the motorcycle as described in the Motorcycle Unpacking Guide.
- Assemble the motorcycle as described in the Motorcycle Assembly Guide.
- Ensure that the motorcycle battery is correctly commissioned, fully charged and installed as described in the service manual.
- Download and install the latest version of the Triumph Diagnostic Tool Software to your computer as described in the Triumph Diagnostic Tool Installation Guide.
- Connect the Triumph Diagnostic Tool to the motorcycle as described in the Triumph Diagnostic Tool User Guide and turn the ignition on.

#### **Core Activity**

The software and calibration must be downloaded in the following order:

- Instruments software
- Chassis ECM software
- Engine ECM calibration

### **Warning**

Always use Automatic Model Selection when downloading software and tune calibration updates.

Manual model selection must only be used when attempting to restart an interrupted or failed download, or if an incorrect model is detected by Automatic Model Selection.

Always ensure that the correct Explorer model is detected or selected before selecting a calibration for download and never attempt to download calibrations listed for an incorrect Explorer model.

Downloading instrument, chassis ECM and engine ECM calibrations for an incorrect Explorer model will cause a dangerous riding condition which may lead to loss of motorcycle control and an accident.

#### **Note:**

- The current password for all downloads is Twin270.

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**Note:**

- It is normal for DTCs to be stored after a download has completed. This is due to the download process interrupting CAN communications between the ECMs.
- After a download has completed, you will be prompted to check and erase any stored Chassis ECM, Immobiliser, TPMS, Engine ECM and ABS DTCs. This must be completed after all downloads are complete.

**Instrument Download** **Caution**

If the download is cancelled or interrupted (either by accidental disconnection of the interface, a discharged battery, or by turning the ignition off) before it has completed, it will prevent the instruments/ECM from operating in the normal way. This is because the instrument's/ECM's operating system has been erased from memory and has not yet been fully replaced. The download must be restarted using Manual Model Selection.

1. Navigate to DOWNLOADS and select INSTRUMENT DOWNLOAD.
2. Enter the password.

**Note:**

- If the message 'Update Not Required, Instrument software is up to date' is displayed after selecting Automatic Model Detection, no further downloads are required. Click cancel and proceed to Chassis ECM download.
3. Select Automatic Model Selection and click Start. Ensure that the correct Explorer model is detected.
  4. Select the available software download and click Next.

**Note:**

- When using Manual Model Selection, four instrument software versions are available to download for each Explorer model. Each software download version is identical except that the instruments will be set to display the appropriate speed, distance, temperature and tyre pressure units for the region selected (UK, US, ROW, JP).
5. Ensure that the Model and software details are correct in the Download Confirmation screen, then click Confirm.

**Note:**

- The instrument software download requires the motorcycle ignition to be switched off for approximately 10 seconds, then switched on again. Only switch the ignition off or on when prompted to do so by the Triumph Diagnostic Tool.
  - During the download, It is normal for the instrument display screens and lighting to turn off. The tachometer may also move to a random position during the download.
6. When prompted by the Triumph Diagnostic Tool, turn off the motorcycle ignition.
  7. When prompted by the Triumph Diagnostic Tool, turn on the motorcycle ignition. The download will now begin.

**Note:**

- The instrument software download runs through four stages. Do not cancel the download or disconnect the Triumph diagnostic tool until all four stages of the download are complete.
  - The download is complete when the Verifying Download screen appears, with a Finish button in the bottom right hand corner.
8. Click Finish when the download has completed.

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## Chassis ECM Download

### Caution

If the download is cancelled or interrupted (either by accidental disconnection of the interface, a discharged battery, or by turning the ignition off) before it has completed, it will prevent the instruments/ECM from operating in the normal way. This is because the instrument's/ECM's operating system has been erased from memory and has not yet been fully replaced. The download must be restarted using Manual Model Selection.

1. Navigate to DOWNLOADS and select CHASSIS ECM DOWNLOAD.
2. Enter the password.

#### Note:

- **If the message 'Update Not Required, Chassis ECM software is up to date' is displayed after selecting Automatic Model Detection, no further downloads are required. Click cancel and proceed to Engine ECM download.**
3. Select Automatic Model Selection and click Start. Ensure that the correct Explorer model is detected.
  4. Select the available calibration and click Next.

#### Note:

- **When using Manual Model Selection, two chassis ECM software versions are available to download for each Explorer model. These are ROW and JP.**
  - **The ROW software version is used for Explorer models built for all regions except Japan, which use an immobiliser and TPMS transmission frequency of 433 MHz.**
  - **The JP software version can be used for Explorer models built for the Japanese region only, which use an immobiliser and TPMS transmission frequency of 315 MHz.**
  - **Any attempts to download a chassis ECM software version of the incorrect region will fail due the chassis ECM hardware specification.**
5. Ensure that the Model and calibration details are correct in the Download Confirmation screen, then click Confirm.

#### Note:

- **It is normal for the Chassis ECM download to take up to 10 minutes to complete.**
6. Click Finish when the download has completed.

## Engine ECM Download

### Caution

If the download is cancelled or interrupted (either by accidental disconnection of the interface, a discharged battery, or by turning the ignition off) before it has completed, it will prevent the instruments/ECM from operating in the normal way. This is because the instrument's/ECM's operating system has been erased from memory and has not yet been fully replaced. The download must be restarted using Manual Model Selection.

1. Navigate to DOWNLOADS and select ENGINE ECM DOWNLOAD.
2. Enter the password.
3. Select Automatic Model Selection and click Connect. Ensure that the correct Explorer model is detected.
4. Select the required calibration and click Next.
5. Ensure that the Model and calibration details are correct in the Download Confirmation screen, then click Confirm.
6. Click Finish when the download has completed.

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**Note:**

- It is normal for DTCs to be stored after a download has completed. This is due to the download process interrupting the motorcycles CAN communications.
- After clicking finish, you will be prompted to check and erase any stored Chassis ECM, Engine ECM and ABS DTCs. This may be completed after all downloads are complete.

**Final Steps** **Warning**

Never start the engine or run the engine in a confined area. Exhaust fumes are poisonous and can cause loss of consciousness and death within a short period of time. Always operate your motorcycle in the open-air or in an area with adequate ventilation.

- Check and erase all stored Chassis ECM, Engine ECM and ABS DTC's
- Unlock the engine ECM as described in the Triumph Diagnostic Tool User Guide.
- Check that the engine starts.
- Perform the pre-delivery inspection as described in the Motorcycle Pre-delivery Inspection Guide.

**Circulation**

Initial and date when read and return to central file holder

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