

FAILED INSTRUMENT DOWNLOADS ON 900CC & 1200CC MODERN CLASSICS



Notice Information

Ref	11443
Posted Date:	
Posted To:	General Manager / Business Owner, Technician, Aftersales Manager, Service Leader / Advisor, Accounts / Admin
Subject:	Service/Technical

TOL NOTICE (US&CAN) – July 29, 2019

TOL Ref. # 11443-SVC

Failed Instrument Downloads on 900cc & 1200cc Modern Classics

Instrument calibration downloads on 900cc and 1200cc Modern Classic models can fail for numerous reasons. The most common causes are as follows:

- The ABS fuse was not removed prior to starting the download
- Accidental disconnection of the diagnostic interface during download
- Ignition switch turned OFF during download
- Engine stop switch switched to the RUN position during download
- The motorcycle battery is discharged
- The laptop has powered off during download due to low battery

Dealers are advised that download failures can be greatly reduced by avoiding the conditions listed above.

Note:

The instruments will not function correctly after a failed/interrupted download. This is because the instrument's operating system has been erased and has not yet been fully replaced. In this condition the instruments may exhibit abnormal behavior such as the LCD display remaining on and/or lit after the ignition has been switched Off.

In the event of a failed/interrupted download, the instruments can be recovered by following the steps below:

1. Turn the ignition OFF
2. Disconnect the battery, then wait at least 60 seconds to allow the motorcycle's systems to power down.
3. Remove the ABS fuse
4. Reconnect the battery
5. Make sure the engine stop switch is in the STOP position
6. Connect the Triumph diagnostic tool
7. Navigate to DOWNLOAD - INSTRUMENT DOWNLOAD
8. Select the correct instrument calibration for your model using manual model selection. Do not click **Confirm** to start the download at this stage

9. Turn the ignition ON. Make sure the engine stop switch remains in the STOP position
10. Click **Confirm** to start the download

Note:

The instruments will resume normal operation when the download has completed

11. Allow the download to complete as normal. Click **Finish** when the download has completed
12. Turn the ignition OFF and refit the ABS fuse
13. Turn the ignition ON
14. Using the diagnostic tool, check all ECMs for stored DTCs and erase as necessary

If you have any further questions regarding instrument download procedures, please contact Triumph Customer Support at (888) 284-6288.