SERVICE BULLETIN

M1391 **2021-02-04**

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
2014-11-06	Updated **Software** Update 192-210335D
2016-11-09	Updated **Software** Update 192-210335E
2017-11-10	Added New Software Update > Update 192-210335F
	Added Previous Software Updates, New Software Update > Update 192-210335E, New Software Update > Update 192-210335D
	Update Required Dealer Action
2017-12-01	Update New Software Update > Update 192-210335E
2018-01-10	Update New Software Update > Update 192-210335F, Required Dealer Action **> NOTE**
2018-02-19	Added New Software Update > Update 192-210335G
2018-05-21	Updated Required Dealer Action
	Added New Software Update > Update 192-210335H
2019-07-10	Updated navigation to H-Dnet.com
	* Updated Required Dealer Action : Step 1 a
2019-09-11	Formatting and software update
	* Updated Purpose, Required Dealer Action
	* Added New Software Update > Update 192-210335I
2019-10-03	Change navigation to Service Information Portal (SIP)
	* Updated Required Dealer Action : Step 1
2019-11-04	PC operating system
	* Added Required Dealer Action : Step 1a
2021-02-04	Battery part number update
	* Updated Update 192-210335J

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 192-210335J

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

Previous Software Updates

Update 192-210335I

This update addresses the additional part numbers for batteries.

Update 192-210335H

This update addresses an issue in the Japanese language menu.

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 2.

Table 2. New Battery Part Numbers

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

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.

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									

Table 2. New Battery Part Numbers

Platform	Part No.
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 **October 13, 2019**.*
- *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.

   a. The PC operating system must be Windows 7 or later to work with the GRX 3110.

2. 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.

4. Verify that the computer has the auxiliary power connected to prevent loss of power during download.

5. Follow the Installation Wizard to complete installation of the update.

6. Verify the GRX-3110 software has been updated by selecting:

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

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