

TDT 2023-02.1 BUG NOTIFICATION



Notice Information	
Ref	24345
Posted Date:	
Posted To:	General Manager / Business Owner, Technician, Parts / Accessories Coordinator, Sales Executive, Clothing Sales, Sales Manager, Aftersales Manager, Service Leader / Advisor, Accounts / Admin, Marketing Executive
Subject:	Service/Technical

TOL NOTICE (US&CA) – May 22, 2023

TOL Ref. #24345- SVC

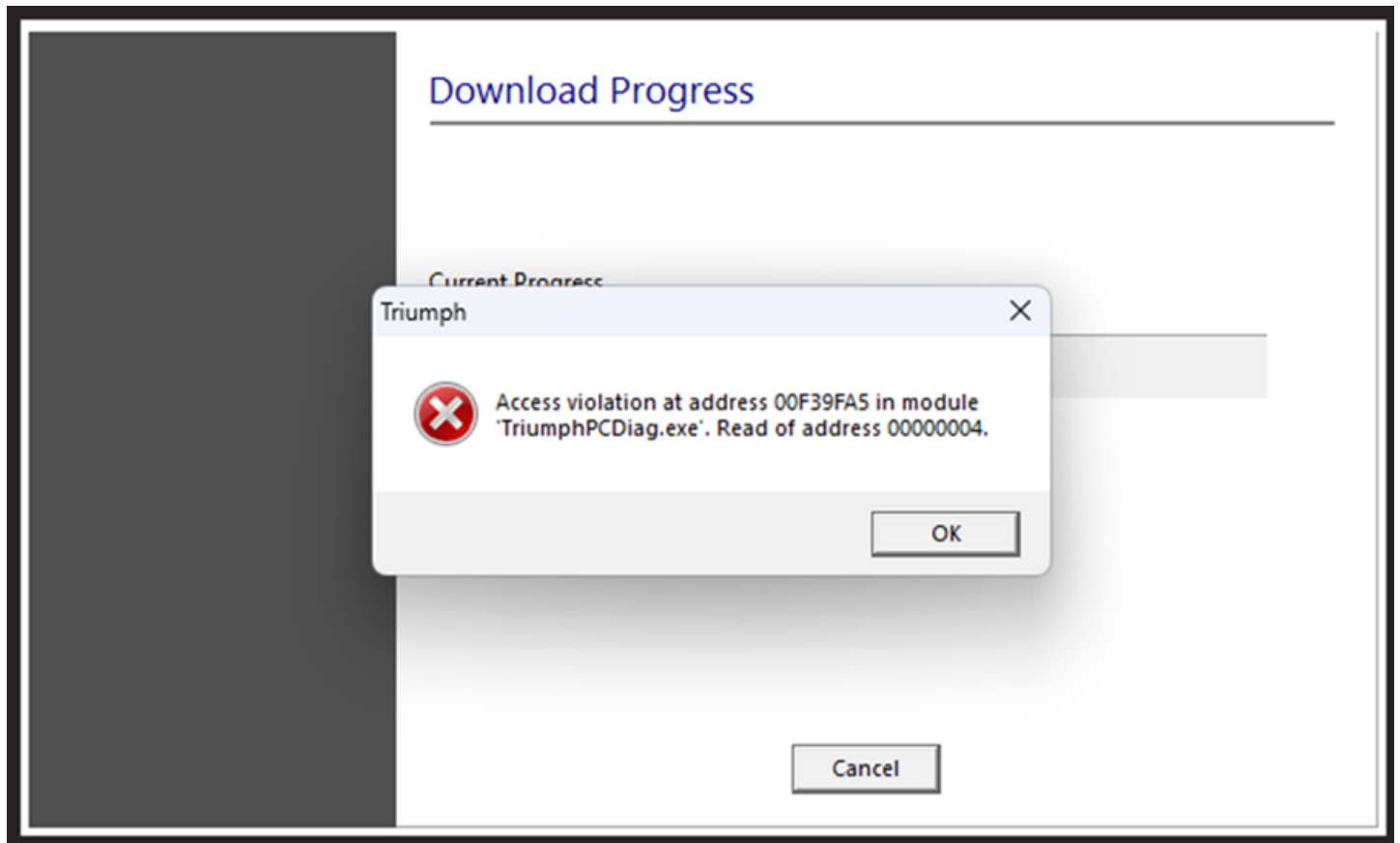
TDT 2023-02.1 BUG NOTIFICATION – ACCESS VIOLATION POPUP MESSAGE AFFECTING CALIBRATION DOWNLOAD FUNCTION ON CERTAIN SYSTEMS

Please read below concerning a system bug notification present on TDT 2023-02.1.

Description of the Bug:

An 'Access Violation' popup message is displayed when attempting to start a calibration download under certain conditions.

Downloads that are Affected:



The following downloads are affected:

- Instruments
- Keyless ECM
- Chassis ECM
- Connectivity Module

BugOccurrence:

The bug only occurs when attempting to perform one of the above downloads immediately after opening the diagnostic software. The popup message is displayed after clicking the 'Confirm' button to start a calibration download.

The bug does not occur if the user has connected to a Diagnostics Menu item or has used the ECM Status Report feature before attempting to perform the above downloads.

The effect on the Download Function:

Instrument, Keyless ECM, and Chassis ECM Downloads:

- The error message is displayed after clicking 'Confirm' to start a download as described above.
- The error message can be cleared by clicking 'OK'.
- After clearing the error message, the download process is stopped.
- It is then possible to exit the download process by clicking the 'Cancel' button.
- After clicking 'Cancel', the software will return to the Automatic/Manual Model Selection screen.
- It is then possible to reselect the required calibration and successfully restart the download.

Connectivity Module Downloads:

- The error message is displayed after clicking 'Confirm' to start a download as described above.
- The error message **cannot** be cleared by clicking 'OK'.
- It is **not** possible to exit the download process by clicking 'Cancel'.
- The diagnostic software must be closed and restarted to clear the error.

Workaround Steps to Avoid the Bug:

It is possible to avoid the bug by following the steps below:

For All Affected Download Features:

- After opening the diagnostic software, perform an ECM Status Report or connect to one of the Diagnostic Menu items before attempting to use Download features.

For Connectivity Module Downloads Only:

- Use the 'Enable Connectivity' feature provided in the Instrument Diagnostics area to update the Connectivity Module.

Estimated Bug Fix Date:

Our diagnostic tool supplier is working on the issue and a fix will be provided in the next TDT update (expected in June 2023).

Thank you and if you have any additional questions, please contact Triumph Customer Support at (888) 284-6288.