

Support Data Collection Steps

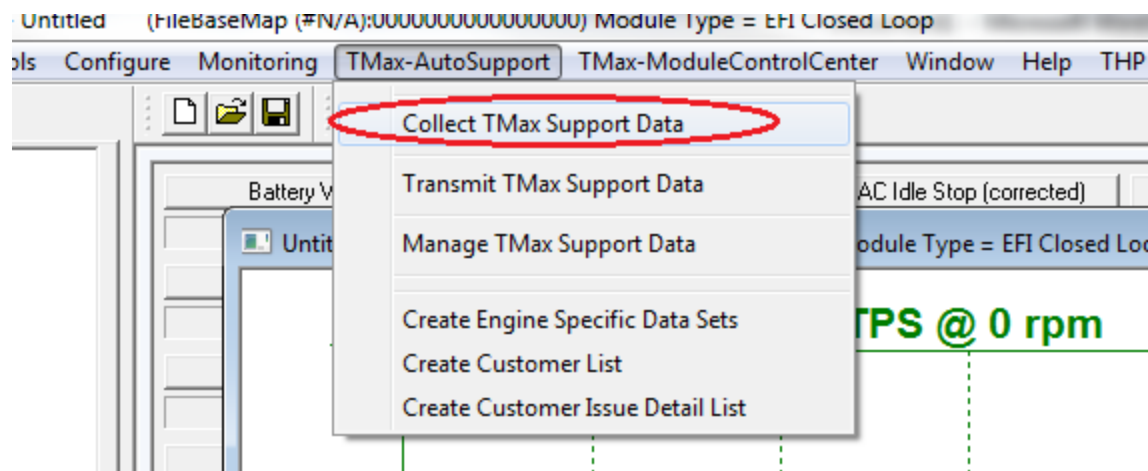
THE MOST IMPORTANT PART OF THIS COLLECTION IS THE 'RUNNING MONITOR LOG'.

PLEASE MAKE SURE THE ENGINE IS COMPLETELY 'COLD' BEFORE STARTING AND ALLOW ENGINE TO RUN UNTIL ENGINE IS AT LEAST 250 DEGREES.

IF YOUR PROBLEM IS AT A CERTAIN RPM OR TPS, MAKE SURE TO INCLUDE SAMPLES OF THIS IN YOUR MONITOR LOG.

NOTE: It is not necessary to have an internet connection to perform the Data-Collection, however you must have internet access to Transmit the Collection to TMax Tech Support.

1. Link to the motorcycle.
2. Select from Main Menu **TMax-AutoSupport > Collect TMax Support Data.**

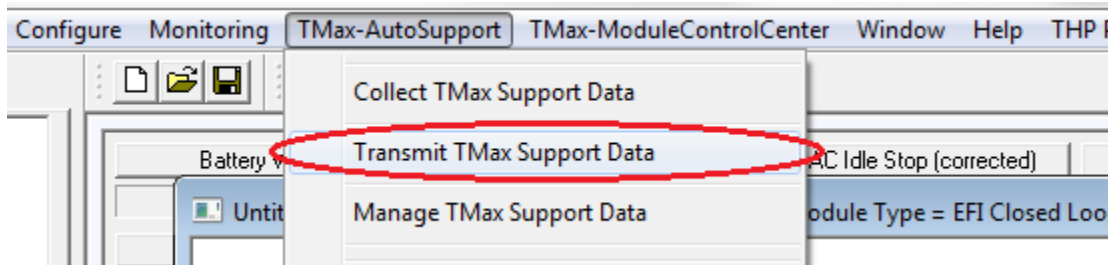


3. Performing the Running Monitor Log

- In order to examine the conditions during a live running event, the 'Running Monitor Log' is necessary.
- When the "Monitor Logging Activated" dialog appears, then START THE ENGINE
- Perform the ENGINE RUNNING LOG, when the engine has fully cooled to "room temperature".
- Allow the engine to idle up to 200 degrees prior to applying throttle to recreate issues. If the problem only exists during warm-up, you may apply throttle to recreate.
- If the engine fails to start, do make several attempts as the logging of these "start attempts" also provides important data.
- If "hot starts" is your problem, you can turn the engine off and restart during the logging process at any time if your motorcycle is NOT a Throttle by Wire motorcycle.

4. After the **Data-Collection** has completed, you must establish an Internet Connection in order to send the collection to Tmax Tech Support.

5. Select from Main Menu **TMax-AutoSupport > Transmit Tmax Support Data.**



6. Completely fill out all Personal Information.

If you are a Dealer or have multiple motorcycles, be sure to properly use the 'Bike Identifier' feature to separate Data-Collections. This is very helpful for Tech Support when reviewing historic collections.

Personal Contact Information

I am a . . . Dealer Individual

Dealer Name	Billy Bobs Hot Rod Customs
What's This --> Bike Identifier	Bob's 2014 Road King
Your Name	Billy Bob
Phone	555-555-5555
Address	555 Standard Dr
City , State	Podunk, TN
Zip Code	55555
Email	gmail@gmail.com
Email (Verify)	gmail@gmail.com

Motorcycle Information

7. Next, Completely fill out all **Equipment Specifications**. This is located in the **Motorcycle Information** field under the button marked 'Engine, Cam, Exhaust...'
It is very important to fill out each and every field to the best of your ability.

Equipment Specifications

TMax History

Installation Information

Purchased from
Zippers

Installation Date
8/13/2013

Mileage since TMax Install
Under 1,000

General Running Status

Runs Good
 New or Sudden Issue
 Pre-existing Issue

Exhaust Details

Exhaust Make / Model
Rinehart Classic True Duals

True Duals
 Duals with Cross Over Head Pipe
 2 into 1
 2 into 1 into 2

Very loud and open
 Moderate noise with baffles
 Just a little louder than stock
 Stock or just as Quiet

Cam Make / Model
Red Shift 575TC

Head Make / Model
SE 110+

Engine / Vehicle Specifications

Year
2014

Model
Road King

Engine Size
HD-110

Total Miles
Over 25,000

Injector Id/Part # - Band Color
Stock Equipment

Throttle Body Make / Size
Stock Equipment

Pistons (Dish, Flat, Domed)
Stock Equipment

Approx Compression Ratio
Stock Equipment

OK Cancel

8. Next, Completely fill out the **Tmax Tuning Wizard**. This will also be found in the **Motorcycle Information** field, but under the **'Enter Comments, Issues, Problems...'** button. Be sure to read each field and check all that apply.

The screenshot shows the 'Tmax Tuning Wizard' window with the following sections and checked items:

- Engine Starting**
 - Cold Starts**
 - Good
 - Bad
 - Won't Start
 - Coughs (intake)
 - Backfires (exhaust)
 - Below 40 deg
 - 40 - 60 deg
 - 60 - 100 degrees
 - At all temperatures
 - 1/2 the time
 - Occasionally
 - Hot Starts**
 - Good
 - Bad
 - Won't Start
 - Coughs (intake)
 - Backfires (exhaust)
 - All the time
 - 1/2 the time
 - Occasionally
- Deceleration Popping**
 - Below 1500 rpm
 - 1500 - 2000 rpm
 - 2000 - 3000 rpm
 - Above 3000 rpm
 - Sounds crackly (like a stock car)
 - Sounds like a FIRE CRACKER
 - Bang like a SHOTGUN BLAST!
- Engine Pings**
 - Ping - at normal cruise with light acceleratoin
 - Ping - when leaving a stop sign
 - Ping - at partial throttle (1/2 or greater)
 - Ping - at full throttle (3/4 to full open)
 - Ping - at WOT full throttle (100%)
 - 1500 - 2500 rpm
 - 2500 - 3000 rpm
 - 3000 rpm and over
- General running issues**
 - Surges at light throttle/cruising
 - Acceleration rough/slow
 - Full throttle power lacking
 - 1500 - 2500 rpm
 - 2500 - 3000 rpm
 - 3000 rpm and over
- Engine Idle**
 - Usteady, varies +200 rpm
 - Stalls at deceleration (when clutch pulled)
 - Sags on stopping, may occasionally stall.
 - Bad idle cold
 - Bad idle hot
 - Generally rough idle
 - Idles bad for first 30 seconds then OK
- Fuel Economy**
 - Less than 30 mpg
 - 30 - 32 mpg
 - 33-35 mpg
 - 36-38 mpg
 - 39-40 mpg
 - Over 40 mpg
 - This is at CRIUSE
 - This is AROUND TOWN
- TMax Installation History**
 - Just installed
 - Less than 1000 miles
 - 1000 - 2500 miles
 - Over 2500 miles
 - Issues JUST STARTED LATELY
 - Issues ALWAYS EXISTED
- Please provide details as appropriate.**
 - Everything is great except with the items marked.

NOTE: Please CHECK issues you are experiencing. Further explanation to support items you check can be described in the Descriptions edit box.

OK

9. You are now ready to Send the Collection. In the center of the screen you will choose the button that says **Send to Thunder-Max Support**

The screenshot shows the 'Current Collected Data Commands' dialog box with the following buttons:

- View Last Collected Data
- Send to Thunder-Max Support** (circled in red)
- Archive This Entry

A TMax Tech Support Specialist will receive the collection and be in contact shortly.