



# HOW TO:



## Data Collection

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

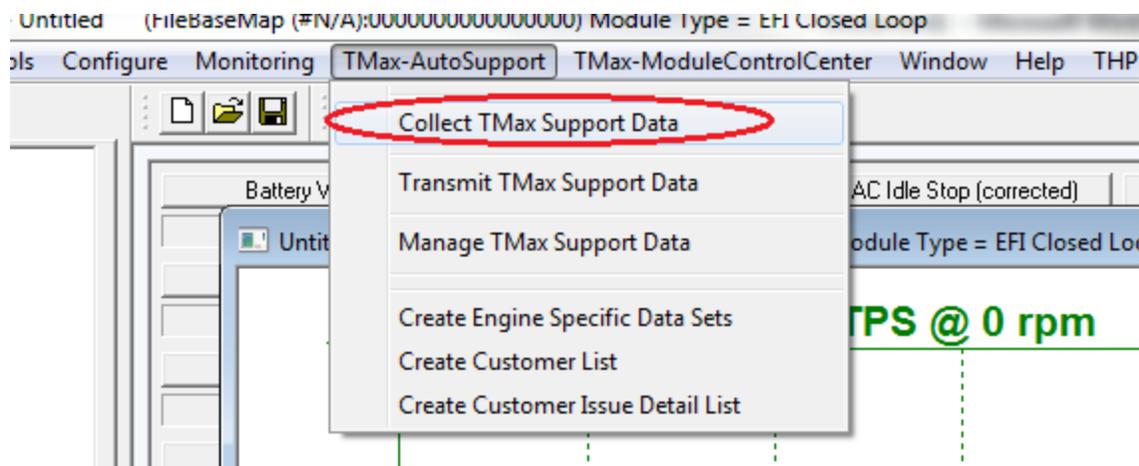
PLEASE MAKE SURE THE ENGINE IS COMPLETELY 'COLD' BEFORE STARTING AND ALLOW ENGINE TO RUN UNTIL ENGINE IS AT LEAST 250 DEGREES. IF YOUR PROBLEM IS AT A CERTAIN RPM OR TPS, MAKE SURE TO INCLUDE SAMPLES OF THIS IN YOUR MONITOR LOG.

**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.**

### Link to your motorcycle.

1. Connect the cable that came with your ThunderMax, to your laptop then to your ThunderMax.
- 1a. Start your ThunderMax software on your laptop. If you dont have it, download the software at <https://store.thunder-max.com/pages/software-download> . Choose the connection style your ThunMax uses and download the software.
- 1b. Turn your ignition switch on, the link tab at the top of the software will turn green. That indicates your laptop and the ThunderMax can communicate.

2. Select from Main Menu **TMax-AutoSupport > Collect TMax Support Data.**



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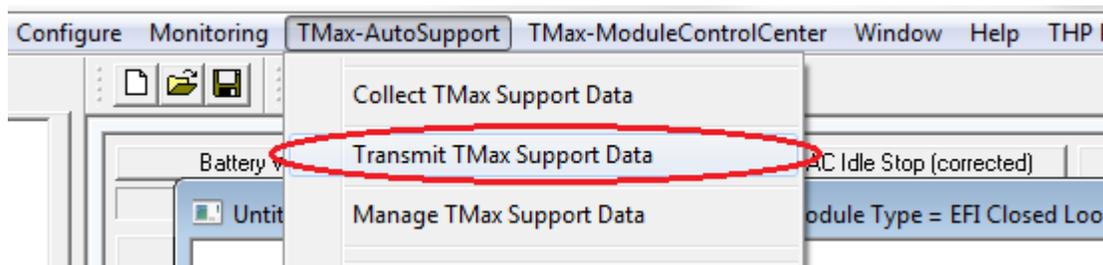


### 3. Performing the Running Monitor Log

- 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
<a href="#">What's This --&gt;</a> 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



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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



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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.

**Tmax Tuning Wizard**

**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

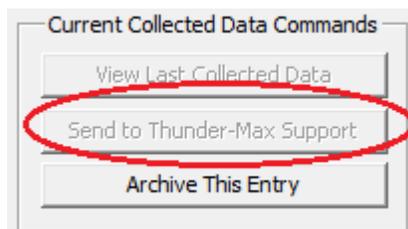
Please provide details as appropriate.

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**



A TMax Tech Support Agent will review the collection and will contact you as soon as they can. If you don't see a reply with 24 - 48 hrs, double check your spam/junk folder for a reply (depending on your computer settings).



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## To resend an archived Data Collection

In the majority of cases a new data collection is the best way to go. In the event a past collection needs to be resent, follow the instructions below:

1. Use the computer the data collection was performed.
2. Open the TMax Tuner software
3. Click TMax-Autosupport
4. Click Transmitt TMax Support Data
5. Click Ok & follow prompts ( bike info & running conditions need to be entered)
6. Click send to Thunder-max Support

The screenshot shows the TMax Tuner software interface. The 'TMax-AutoSupport' menu is open, and 'Transmit TMax Support Data' is highlighted. A dialog box titled 'Transmit Support Data Collection' is displayed, containing the following text:

To transmit a Support Data Collection...

1. Fill in the "Comments and Details" field.
2. Select the [Send to Thunder-Max Support] button.

NOTE: Please supply as many details as possible.

The dialog box also features an 'OK' button. In the background, the 'Support Data Entry' form is visible, with fields for 'Personal Contact Information' (I am a... Dealer/Individual, Dealer Name, Bike Identifier, Your Name, Phone, Address) and 'Motorcycle Information'. A 'Comments and Details' text area is also present. At the bottom of the dialog, there is a 'Send To Thunder-Max Support' button highlighted in yellow.



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