

THUNDER MAX

EFI made simple.

TMax Auto Support

v.07012011

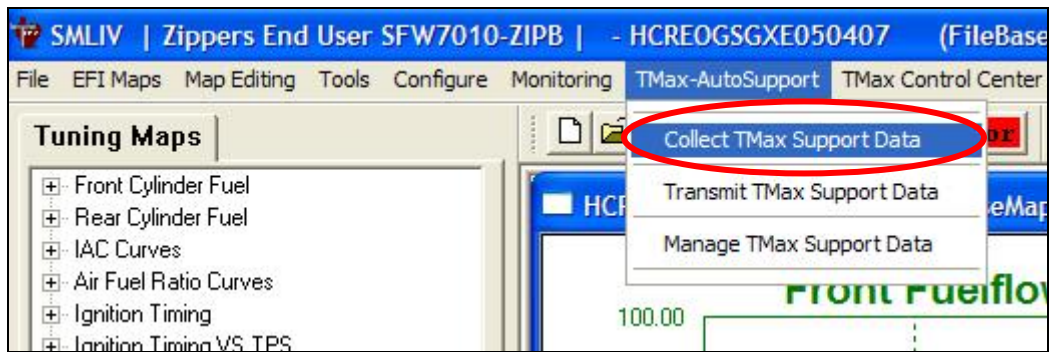
View the ThunderMax Auto Support Video on YouTube.

http://www.youtube.com/watch?v=7vl3644S8wY&feature=player_detailpage

The TMax Auto Support feature has been integrated in the ThunderMax software. This tool simplifies the collection and transfer of critical data to Zippers Product Support team for analysis.

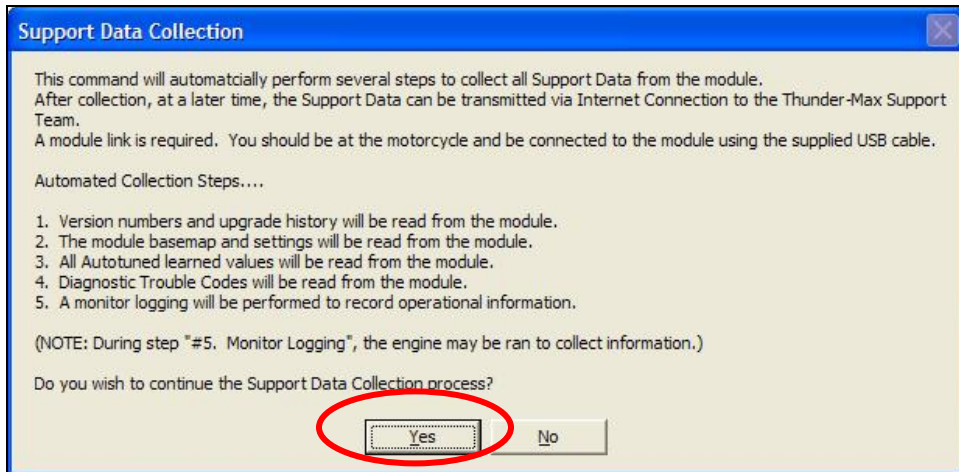
Step 1: Select TMax Auto Support

While linked to the module, select TMax-AutoSupport from the main toolbar then select Collect TMax Support Data. An internet connection is not required for data collection but will be needed later to transfer data.



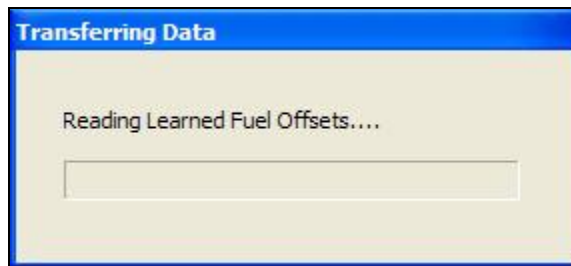
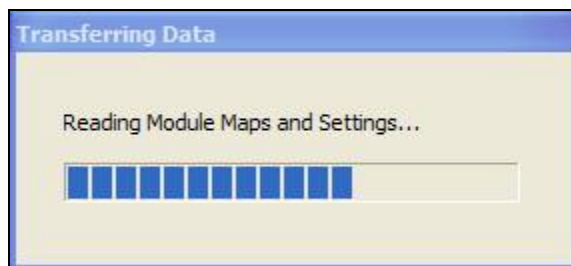
Step 2: Collect TMax Support Data

The below window will open. This window indicates that critical module and map data will be automatically collected. Select "Yes" to allow collection of data. Your data will only be collected. The data will be transmitted *later* via internet to Zippers ThunderMax Product Support.



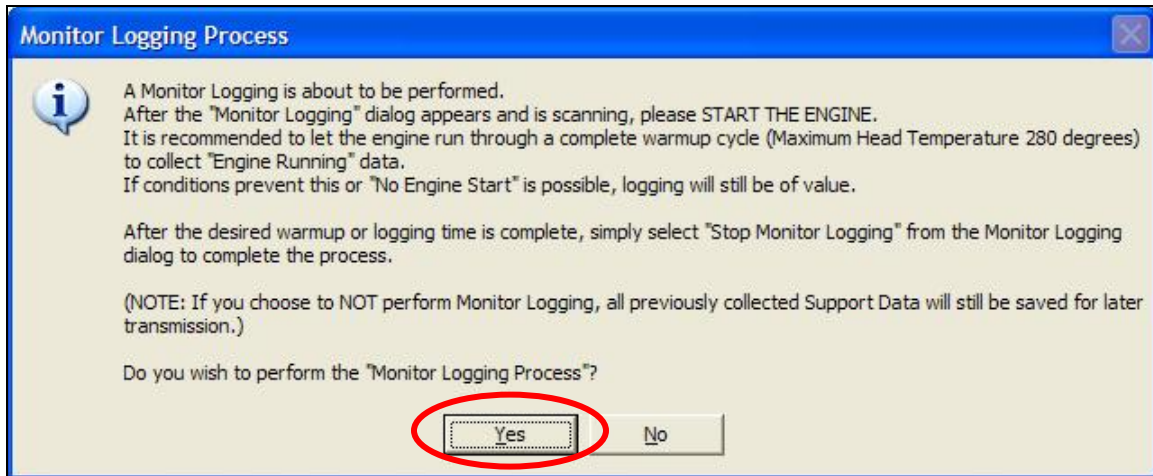
Step 3: TMax Auto Support Reads the Module

The windows below will appear, one at a time, as the Module Map and Learned Fuel Offsets (Adjustments) are read from your module.

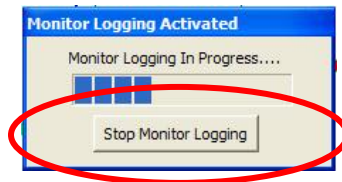


Step 4: Include a Monitor Log (Optional)

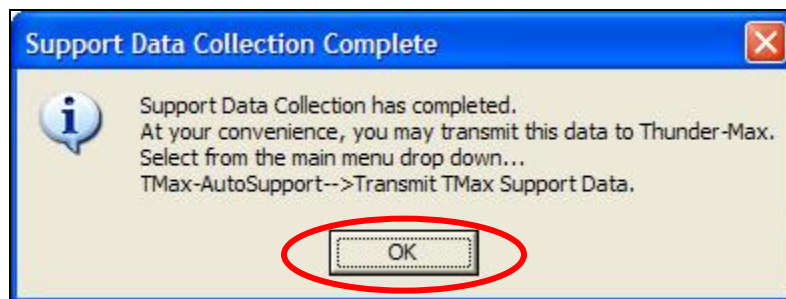
The below window notifies you of the option to include a Monitor Log (MLog) with the data transfer. It is recommended to choose "Yes" as long as conditions permit starting the engine and letting it idle to around 270-280° F. All gauge activity during engine warm-up is recorded for transfer. This allows Zippers technicians to analyze the data and look for any unusual activity. This is a very valuable tool for troubleshooting.



While Monitor Logging is taking place, the progress indicator shown below will be active. Once the engine head temp reaches approximately 270-280°, select Stop Monitor Logging to end the session, unlink the software by clicking on the green link button and then shut down the engine.

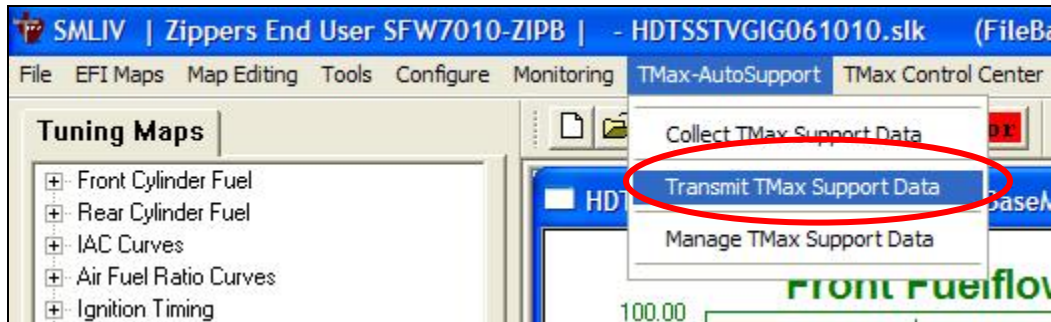


Once the Monitor Log (MLog) is stopped, this notice will appear advising that the data is ready to be transmitted. Click OK to complete the data collection session. An internet connection is required to send the data.



Step 5: Transmit TMax Support Data

When ready to send the data, connect your PC to the internet and select TMax-AutoSupport and then select Transmit TMax Support Data as shown below.



SmartLink IV Software Shown; TMaxI Tuner Software is Similar

The Support Data Entry window will appear next. Here you'll need to provide as much information as possible so that the Zippers technicians can accurately determine the nature of your issue. It is critical that you take the opportunity to fill out this information form. We rely on this information to provide the best possible support. After completing the Support Data Entry form, select Enter Comments, Issues, Problems, More → to open the TMax Tuning Wizard.

 A screenshot of the 'Support Data Entry' window. The window is divided into several sections:

- Personal Contact Information:** Full Name (Harley Rider), Phone (410-579-2828), Address (1550 CID Way), City, State (Musleridge, MD), Zip Code (21075), Email (performance-hog56@yourmail.com).
- Motorcycle Information:** Model (Road King), Year (1999), Engine Size (107), Exhaust System Style / Brand (2-1 Fat Kat).
- Notes, Comments etc.....:** A text area containing 'Great Power, all though the rpm band!'
- TMax Module Info:** Software Version (2010.00.02), Module Serial Number (1288144935859), Current Firmware Version (4.10 - 12.04.08), Previous Firmware Version (4.10 - 12.04.08), Original Firmware Version (4.8 - 06.03.08).
- Support Data Collection Files:** A list of files including 'HarleyRider-21075_TMaxCustomerInfo.txt', 'HarleyRider-21075_TMaxIssueDetailInfo.txt', 'MLog_SRN1288144935859.txt', 'ModuleInfo.txt', and 'SRN1288144935859.slk'.
- Buttons:** 'Load BaseMap', 'Load Monitor Log', 'Enter Comments, Issue, Problems, More ---->' (circled in red), 'Send To Thunder-Max Support', 'Close', 'Archive Current Collected Data', and 'Help'.

 A disclaimer at the bottom states: 'Personal and Motorcycle information REQUIRED to properly service your request. No personal information will be released or sold to other parties. Please fill out the following form as completely as possible.'

In the TMax Tuning Wizard window you'll find a list of check boxes for some problem issues that could arise. The check boxes are provided for simplicity and a dialog box is included for details. Check off any items that apply to your support request, provide any details that need clarification and then select OK. (See below)

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 acceleration
- 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

- Unsteady, 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.

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

NOTE: If insufficient or NO data is provided to reference the issues of concern, response to the support request will be delayed significantly.

At this time the software will return you to the Support Data Entry window. If you are satisfied with the data that's been entered, connect your PC to the internet and select Send to Thunder-Max Support to send your data package.

Note: If you did not previously select Enter Comments, Issues, Problems, More → and enter any data, the software will automatically open this window before transmitting data to remind you to include as much information as possible.

The notice below will appear with information regarding PC settings which could affect transmission of your data. Certain security software, wireless router security or anti-virus programs may require that you enter the address of the ThunderMax FTP (File Transfer Protocol) site <ftp://www.thunder-heart.com> as **Trusted** to allow transfer of your data. Click OK to continue sending your data. (See below)

The following notice will appear once your data has been successfully sent. Click OK to complete.

Please allow sufficient time for your data to be analyzed. Zippers Product Support will contact you with the results once our review of your information is complete.