SERVICE BULLETIN



M1391A 2019-07-11

M1391A: MIDTRONICS GRX-3110 SOFTWARE UPDATE

Reason for Revision

Refer to Table 1.

Table 1. Document History

Table 1. Document motory								
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	Change Title, Overview to New Software Update							
	Added New Software Update > Update 192- 210335F							
	Added Previous Software Updates, Previous							
	Software Updates > Update 192-210335E,							
	Previous Software Updates > Update 192-							
	210335D							
	Update Required Dealer Action							
2017-12-01	Update New Software Update > Update 192- 210335F							
2018-01-10	Update New Software Update > Update 192- 210335F, Required Dealer Action > NOTE							
2018-02-19	Added New Software Update > Update 192- 210335G							
	Added New Software Update > Update 192-							
2018-05-21	210335H							
	Update Required Dealer Action							
2019-07-10	Updated Required Dealer Action : Step 1 a							

Purpose

The purpose of this bulletin is to inform the dealer network that a software update to the HD BATTERY DIAGNOSTIC STATION (PART NUMBER: GRX-3110HD) is now available.

Markets Affected

All markets are affected.

New Software Update

Update 192-210335H

This update addresses an issue in the Japanese language menu.

Previous Software Updates

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 VIN (Vehicle identification number) 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			
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.

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.

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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												

Required Dealer Action

NOTE

- Complete software update to the GRX-3110 by June 29, 2018.
- 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 USB (Universal serial bus) 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. Login to H-Dnet.com and navigate to:
 - a. H-Dnet > REFERENCES > BROWSE ALL REFERENCES > TOPIC > Service > SUBTOPIC > Software Downloads > GRX-3110 Software Update
- 2. Right-click the GRX REV H file and select **Save As** to save the file to your desktop on a dealership computer.
- When the download is complete, right click the file and select Extract All to unzip the file.
- 4. When the file has been downloaded and unzipped, double click it to begin the installation process.
- 5. Verify that the computer has the auxiliary power connected to prevent loss of power during download.
- 6. Follow the Installation Wizard to complete installation of the update.
- Verify the GRX-3110 software has been updated by selecting:

a. PRINT/VIEW>VERSION INFO

8. The version displayed should be 192-210335H.

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