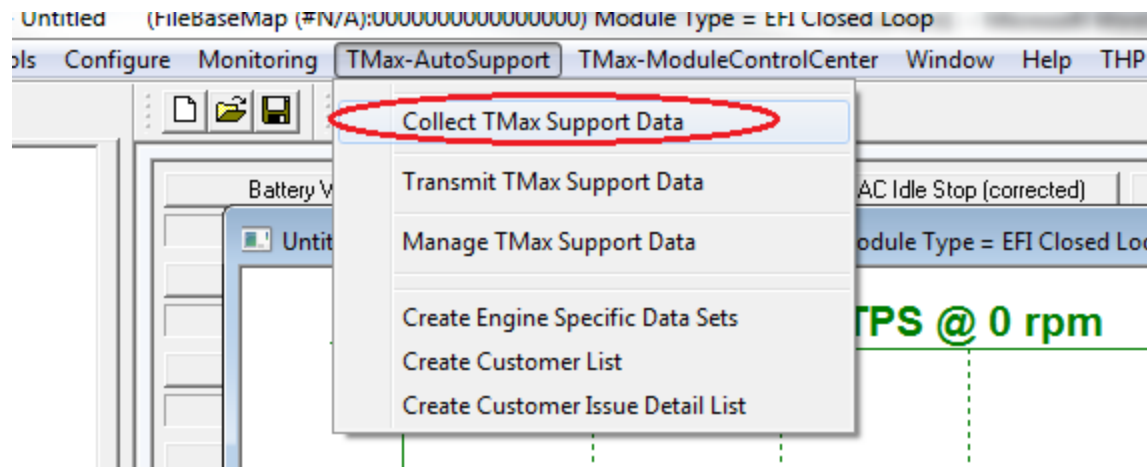# Support Data Collection Steps

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.

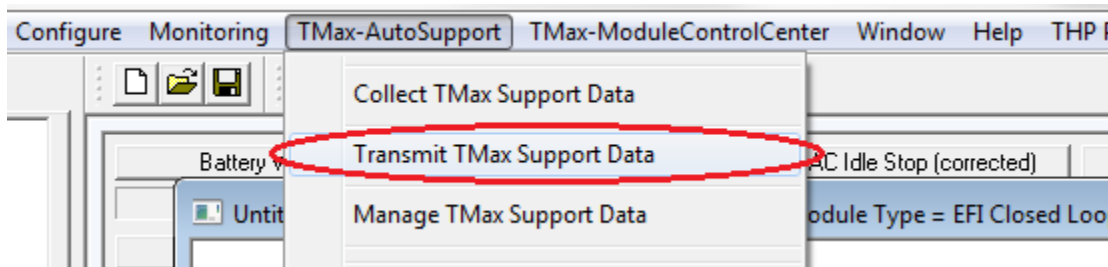2. Select from Main Menu **TMax-AutoSupport > Collect TMax Support Data.**

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.

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	Injector Id/Part # - Band Color	*Stock Equipment*
Model	Road King	Throttle Body Make / Size	*Stock Equipment*
Engine Size	HD-110	Pistons (Dish, Flat, Domed)	*Stock Equipment*
Total Miles	Over 25,000	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.

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 Specialist will receive the collection and be in contact shortly.