

Please do take a moment to read these install notes....especially the driver install.

DealerTool

Instructions & Software Install Version 6.50a (Aug 2020)

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If you have any problems please email support@dealertool.co.uk

Emails will always be responded to within 24hrs.
Please check your junk folder if not receiving a reply.

Introduction:

DealerTool is a comprehensive home diagnostic tool capable of re-creating the tools that your dealer has. All of the fault codes can be read & reset in exactly the same way as your dealers. Function tests, throttle balance and many other things can be done with this tool.

DealerTool does not allow the changing of the ECU's internal calibration area which will invalidate your warranty and may compromise reliability. Many of the safety critical systems like ride-by-wire can be compromised if you change internal ECU data.

DealerTool gives you the power & the freedom to do your own maintenance and set-up your bike without being tied to your dealer.

DealerTool

DealerTool will install on Windows versions:
Windows 7, Windows 8 / 8.1 & Win10
We do not support older windows versions.

Many customers have successfully installed on MAC's under a windows environment but we can offer no support for this.

Installation in Windows

**If you have any problems installing then please email us
We are happy to help!**

Installation:

1) Firstly you must be logged on with administrator rights or Windows will not allow you to install anything (most home PC's will be single user, set as administrator).

2) Go to the web link provided with your kit and download the 3 files (Instructions, Software and Drivers). (Use the 'Save As' option.)
(Select the correct driver depending on Interface cable version 2.5/2.6 or 3.0)

Save them somewhere easy like your desktop and extract the files by right clicking on the file and choosing "Extract all"

Important! – If you don't extract the files before trying to install you will get an error about missing files!

3) Software - Run the 'setup' file to install the DealerTool software.

The software install should be self explanatory (click next, next , finish etc), once installed and the DealerTool software can be opened then for the software part that's it. **Don't keep re-installing if you have any problems connecting to the bike....it's not the software it will almost certainly be the driver install.**

**If you have interface cable version 3.0
then please skip to item 8**

**For version 2.5 or 2.6 then follow steps
4 to 7**

4) Drivers.....

Download the driver files and extract them to a folder as before.
Double click on the file "PL-2303_Driver_Installer" to install the
drivers.

5) A new window will open, click "Next"etc

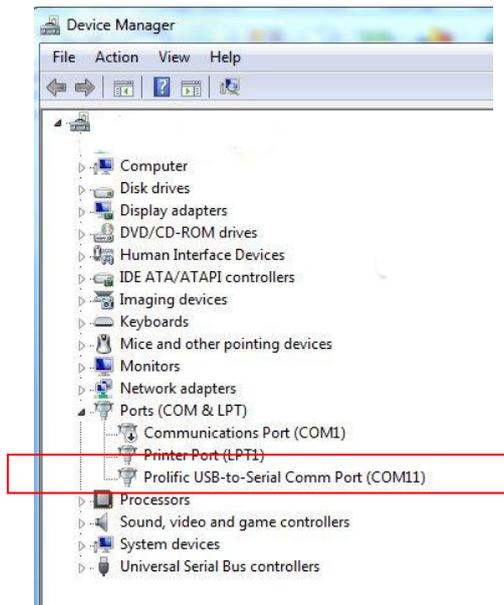
6) Finally a new window will open, click "Finish"

7) Connect your DealerTool Interface to the PC and the Drivers will load.
You may see a small message pop up like below. Note the COM port
number. (COM11) in this case but may be different on your PC.

**Tip: USE THE SAME USB CONNECTION PORT ON THE PC – this helps
stop windows reloading the drivers each time.**



If you don't see this you can check the port number by going to
windows "Device manager" and checking in the list like below:

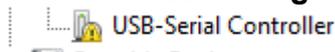


To find 'device manager' on your pc:

Right click on 'my computer' --> click 'properties' --> click 'hardware' --> click 'device manager' --> click on 'Ports'

Or on Win 10 you can right click on the windows icon in the bottom left of your screen (taskbar) and select 'device manager'

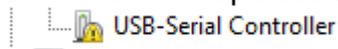
If you see a 'problem icon' in device manager:



Or you don't see a com port visible when in DealerTool then you will need to manually select the 2010 or older dated driver as below:

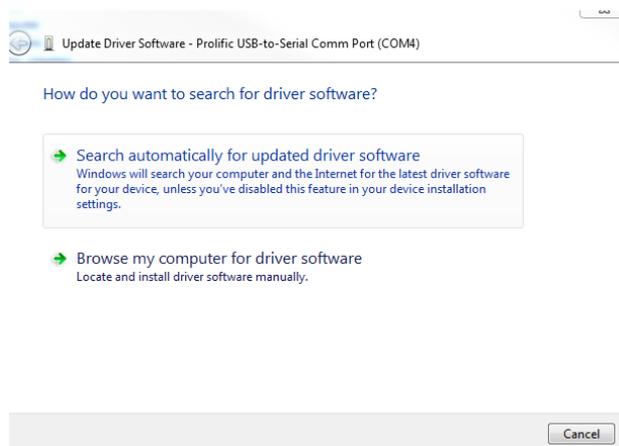
NOTE: newer drivers dated after 2010 will not work

Right click on the 'prolific entry' or 'USB interface' (it may have a "!" next to it) and click on 'Properties'.



Click on the 'driver' tab at the top of the page.

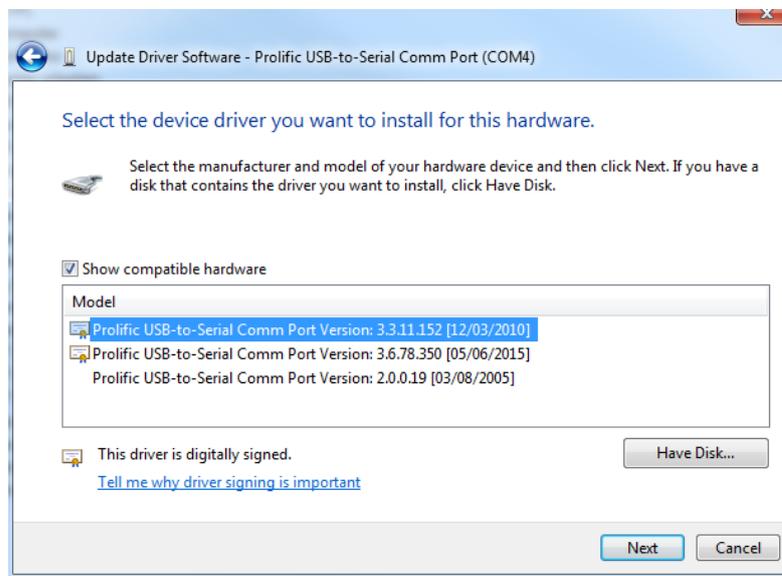
Click on the 'update driver' button



Click on the “Browse my computer for driver software”



Click on “Let me pick from a list of device drivers on my computer”



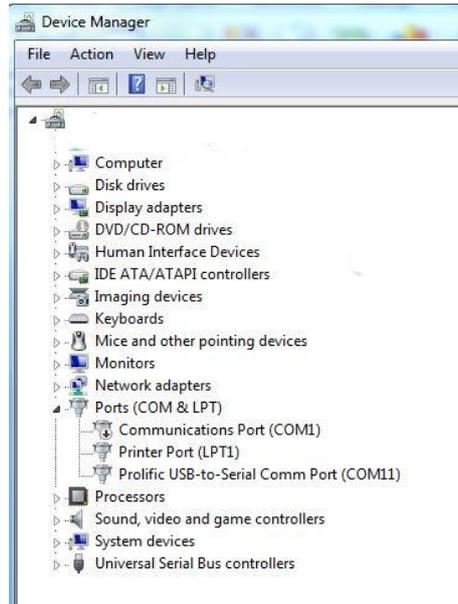
If the 2010 or older driver is not shown, then you need to run the driver install that you downloaded from our website.

Select “Prolific” driver dated as 2010 or older

Click on ‘next’ and ‘finish’

Drivers should be installed.

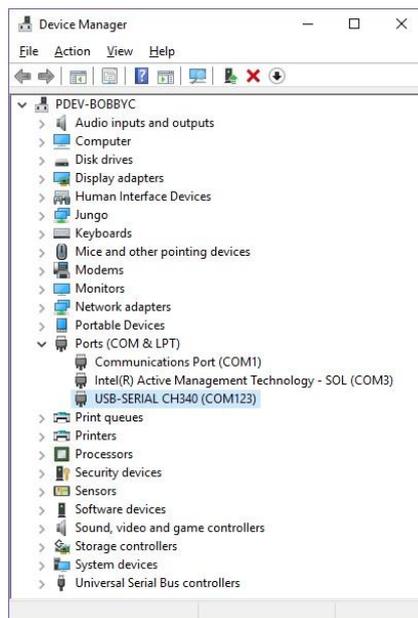
Note the COM port number and check there is no warning icon “!” against the prolific entry.



8. Driver installs for Version 3.0 Interface cables.

Auto Install

Plug the interface into the PC and Windows should self install the drivers. You can check this by going to Windows Device manager.



If there is no warning icon next to Ports and you can see “USB-SERIAL-CH340 (COMx)”

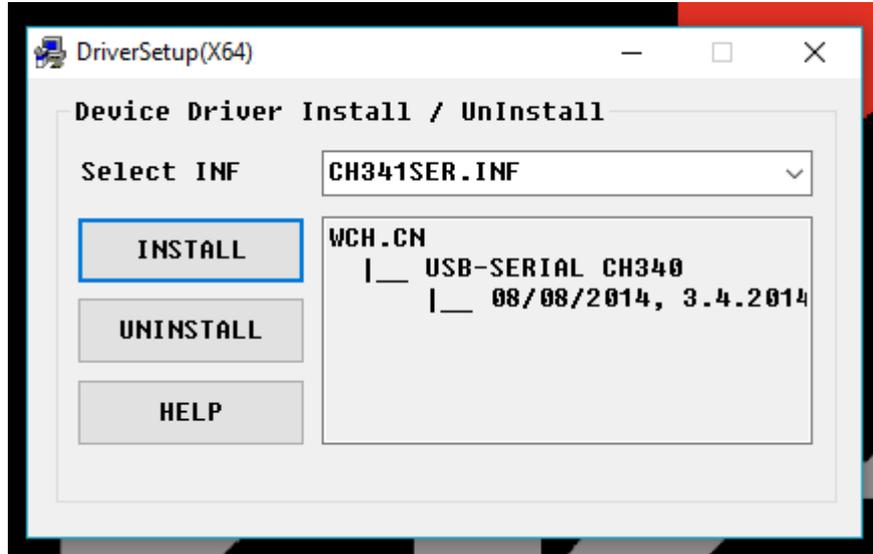
Then drivers are installed.

Note the COM port number to enter into DealerTool.

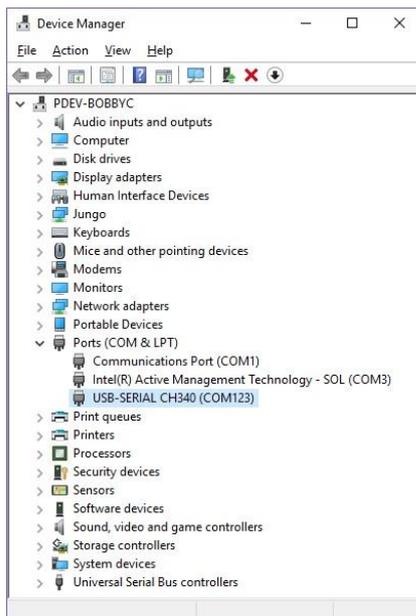
Manual Install

You should have downloaded the file “Windows-CH340-Driver.zip” from the DealerTool website.

Extract the files and run the “Setup.exe”



Click install.



If there is no warning icon next to Ports and you can see “USB-SERIAL-CH340 (COMx)”

Then drivers are installed.

Note the COM port number to enter into DealerTool.

Run the DealerTool software.



Using DealerTool for the first time:

Please read the disclaimer when DealerTool starts, if you do not agree to these terms then return your interface to DealerTool within 30 days of purchase, for a full refund (less P&P) and assuming that the interface is returned in as new condition a full refund will be given. Refunds will not be given once an ECU key has been released.

At the foot of the DealerTool main page, you should see at the bottom of the page several pieces of info. (Highlighted below, by the yellow boxes.)



'COM port' should be shown. – This may need to be changed in the options page to allow full communications with the interface.

Setting the COM Port

Go to 'Options' on the top menu bar, and select the correct 'COM port' from those available. (Usually DealerTool will be on the highest number)
If you cannot find which Com port you should be using, then you can find out which one DealerTool is using by going to the windows device manager:

If there are no com ports shown, go back to the driver install section...you must install our drivers not just use what windows think is best.

ECU Code

You will now need to register your bikes ECU with DealerTool to obtain an ECU code to allow full use of the programs features.

With the correct COM port set, close the options page and select "ECU data" from the main page

The Interface must be plugged in to your PC and the bikes ignition switched ON (and kill switch must be in the normal engine running position).

Click on 'Read ECU data' to check communication with your bike.

If successful, you should see a 30 digit code e.g. (123456-654321-112233-445566-778899) – If there are numbers missing it's usually a low battery.

Note: it should take a maximum of 20 seconds to read this code. If it does not the most likely cause is the wrong com port installed or incorrect driver installation.



Email this code to keyreg@dealertool.co.uk **exactly** as you see it. You can highlight the code with your mouse and press CTRL C to copy and paste into your email using CTRL V

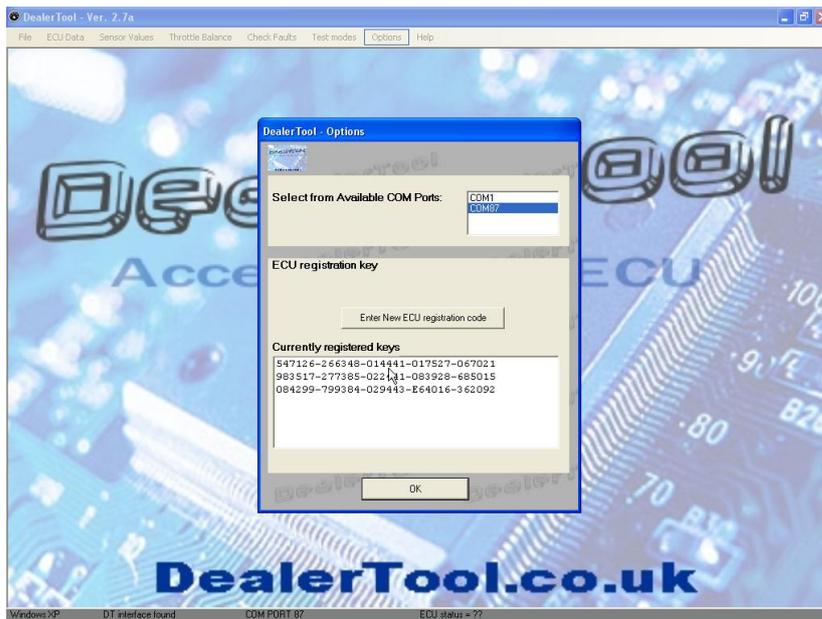
Please do not send us photos of this page, it clogs up our email with large files and takes us longer to process the codes.

One free key code will be issued when a new interface is purchased allowing full use on one bike.

If you have more than one bike or want to use DealerTool on a friend's bike simply buy an additional key from the DealerTool website.

Usually within 24hrs, you will receive a 30 digit registration code which you can then enter into the 'Enter New ECU registration code' page which can be found under the 'Options' button.

Enter the 30 digit code correctly and the code will be added to the list of registered keys, you can add as many keys in here as you like and DealerTool will remember them so you will not have to enter them again.



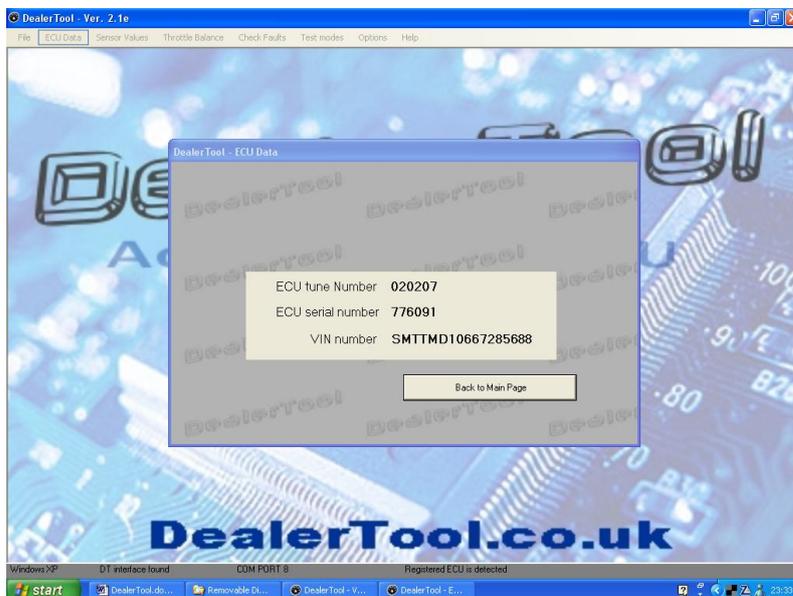
Click on 'OK' and you will return to the main DealerTool Page.

Note: You must close down and restart DealerTool after adding additional ECU keys.

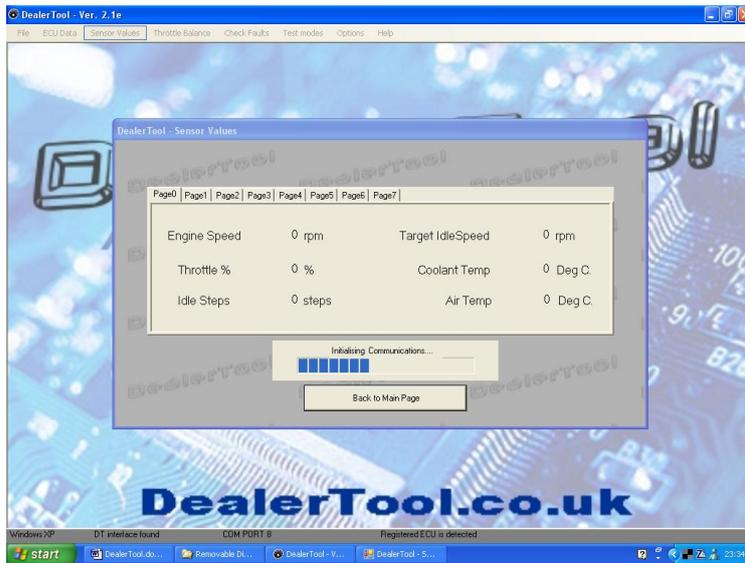
Each time you start DealerTool you must go to the **ECU data** page, before the other menus are enabled.

After successful communications with the ECU are established, the other items will become available.

ECU Data - Displays tune number, ECU serial number & bike VIN number. (It is common to see missing VIN numbers when bikes have had the ECU replaced)



Sensor Values - Displays the system parameters in easy to read 8 page formats. Click on each page to show more data, the update rate is limited to what the OBD communication system can handle.



Throttle balance - Shows the inlet pressures of each cylinder (when supported). You can now balance the throttle bodies without additional equipment.

Note: Daytona 600 & 650 do not support this.

Sagem models do not support this.

(This is a limitation of the EFI system and not DealerTool)



Check Faults – allows the reading and clearing of any faults that are stored. An explanation of the fault is also displayed. Sagem models also support the “set adaptive stepper position”, “set closed throttle position” & the manual adjustment of the idle fuelling on early bikes with no O2 sensor fitted.



Test modes – allows the test routines to be performed for each device the bike has fitted. Some items are greyed out if the bike does not support that feature.



Test Modes – brief description (not all models show or support all tests).

Important! – ensure fingers and other items are clear of cables, motors and linkages when doing these tests !

Fuel Pump - simply ensure the pump runs during test - if not trace back to relays and check that the fuel pump relay clicks on/off - now you know if the problem is ECU to relay or relay to pump - time to do some detailed fault diagnosis with wire and pin to pin checks at this stage.

Cooling Fan - simply ensure fan is coming on/off during test. - if not, trace back to relays and check that the Fan relay clicks on/off – now you know if the problem is ECU to relay or relay to fan - time to do some detailed fault diagnosis with wire and pin to pin checks at this stage. If relay is clicking but fan not running - check that the blades are not jammed with debris.

Exhaust Motor - open close test - valve should sweep back and forth from stop to stop twice. If it does not - faulty motor? stuck valve assembly? or bad cables/adjustment of cables.

Exhaust Motor - Park to Adjust - This drives the valve to a mid position so you can replace or adjust the cables. They should be adjusted evenly and so that they are tight but not "bow string tight" - with a finger squeezing them together you should still be able to deflect the cables together by 5 to 10 mm

Instrument Panel Test - This is different on different models but should essentially drive the speedo to a 3/4 position, cycle warning lights and messages. The important thing is the instruments respond to the test – if one part of the communications works then it all will! – The segment test is easier to see on power-up.

Purge control valve test - Only some markets have this like California - simply an on/off check of the valve.

SAI control valve test - simply an on/off check of the valve.

Ride-By-Wire Motor open close test - this sweeps the butterfly open and close to ensure all is OK.

Headlamp On/Off - simply ensure the light goes on/off during test - if not trace back to relays and check that the headlight relay clicks on/off - now you know if the problem is ECU to relay or relay to headlight or the bulb! - Time to do some detailed fault diagnosis with wire and pin to pin checks at this stage.

Accessory relay On/off - simply ensure the relay clicks during test – if not trace back to relays - time to do some detailed fault diagnosis with wire and pin to pin checks at this stage.

Screen up/down reset - this test should perform a full up/down movement of the screen and it forces the ECU to re-learn the end points - essential if your screen is doing strange things or after removal and refit or replacement.

Instruments:

DealerTool now supports the adjusting of the service distance function (supported on Tiger 800 and Speed Triple models from 2010 onwards).

You need to select MPH or KPH to match your instrument settings and then select the distance to the next service that you want to set. Click Re-write instruments and after a few seconds the instruments are reset. (You will need to turn the bike ignition off/ then on after resetting)

If your bike also has a 'time to next service' then you must ensure that the time and date on the bike and the PC are matched....the date will then be reset by DealerTool and if you like you can also set this in the instruments setup menu on the bike itself.

The screenshot shows the 'INSTRUMENTS' configuration page. At the top, it states: 'This function is only supported on the Newer Triumph Models that have a service indicator (wrench symbol). Note: Trophy and Explorer you can set 10,000miles (16000km) other models are limited to 6000miles (10000km)'. A yellow highlight reads: 'Ensure that the units below match the current bike settings MPH/KPH'. Below this is a 'Select Units' section with radio buttons for 'MPH' (selected) and 'KPH'. A 'Range until next service:' field is set to '6000' with a dropdown arrow. A 'Re-write instruments' button is positioned below the range field. Underneath is a section for 'Enable / Disable Items (Note: Heated Seats and Grips on Trophy models only)' with six buttons: 'Disable Heated Seats', 'Disable Heated Grips', 'Disable TPMS', 'Enable Heated Seats', 'Enable Heated Grips', and 'Enable TPMS'. At the bottom is a 'Back to Main page' button.

Enable / Disable options:

There are also options to enable or disable the TPMS, we do not support the matching of new TPMS sensors to the bike, but you can for example, turn off the TPMS if you are doing a track day with different tire pressures and want to avoid having the warning, or if the batteries are flat and you don't wish to replace them. Heated grips and Heated seats enable/disable is also available on Trophy models.

Note: the ignition must be turned off/on after enabling or disabling items.

ABS

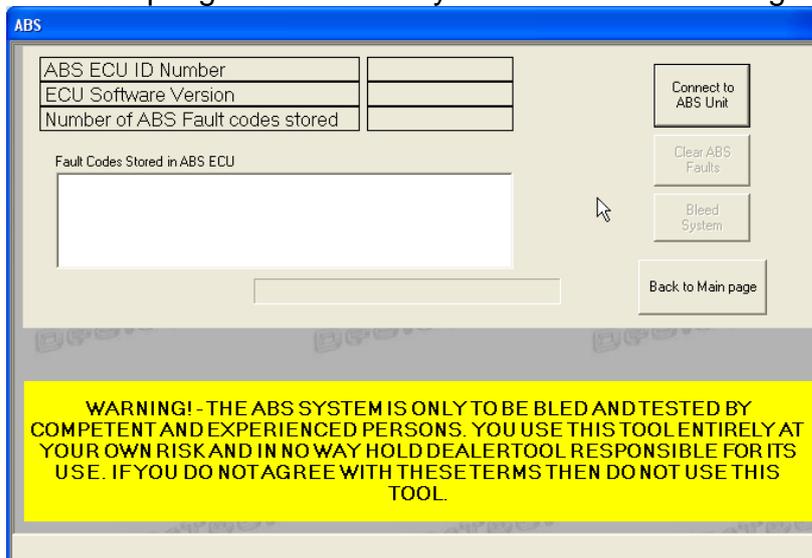
Warning!

Working on vehicle brake systems is potentially dangerous. If you are not competent in what you are doing, seek the advice of a trained professional. You must understand and accept all liability before using DealerTool. If you do not agree with this then DO NOT USE DEALERTOOL

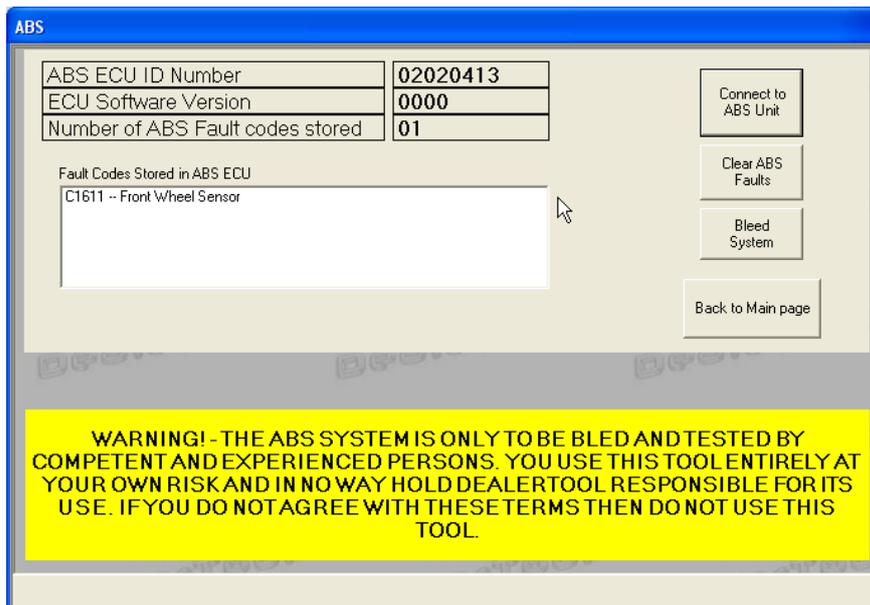
Before you can access the ABS menu you must use the 'Read ECU' function above to check the ECU type. The ABS menu will then be available. Clicking on the ABS menu you will see the following disclaimer.



After accepting the disclaimer you will see the following screen:



Clicking on 'Connect to ABS Unit' will start communications and enable the other two buttons as below:



If any fault codes are present, the number of faults will be shown and the first of any codes stored will be shown with the fault description.
Note: only the first fault is shown with detail, but once this is fixed the following fault can be read and described and so on, until all fault codes are fixed.

Using the 'Clear ABS Faults' button will erase the faults from the ECU.

The 'Bleed System' button opens the ABS unit valves so that you may bleed the brake system. You may need to use this function several times when bleeding the system.

Options – allows the selecting of the correct 'COM port' and the registration of the ECU codes.

Troubleshooting:

DealerTool will try to help resolve any problems you may have quickly and efficiently but please note: support is limited to the use of this tool, not as a knowledge base for all bike problems. If you are having problems installing or using DealerTool or would like to see additional features or maybe just to tell us how good it is! - Please email support@dealertool.co.uk

Bike specific problems are best solved through the forums or by a dealer.



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