

Problem	Possible Cause	Correction
Derailleur cannot be mounted on or removed from frame	B Plate is not parallel with Hanger	Check the B Plate and correct as needed
The derailleur does not shift inboard or has slow inboard shifting	B-tension is too high	Adjust the b-tension using the chain gap adjustment gauge or follow the instruction in the manual
	Derailleur is not properly fine-adjusted	Enter the fine adjustment mode to fine adjust the position of the derailleur
The derailleur does not shift outboard or has slow outboard shifting	B-tension is too high	Adjust the b-tension using the chain gap adjustment gauge or follow the instruction in the manual
	Derailleur is not properly fine-adjusted	Enter the fine adjustment mode to fine adjust the position of the derailleur
It is not possible to adjust the derailleur to eliminate either slow inboard or outboard shifting	B-tension is too high	Adjust the b-tension using the chain gap adjustment gauge or follow the instruction in the manual
	Derailleur hanger is bent	Straighten using a derailleur hanger alignment guide or replace
	The system is dry or contaminated	Clean the cassette, pulley wheels, and chain. Apply lube to the chain and wipe off excess
	The chain is worn or damaged	Check for obvious signs of damage or wear on the chain and replace if needed
	The cassette is worn or damaged	Check for obvious signs of damage or wear on the cassette and replace if needed
	The upper pulley has worn bearings or damage to the teeth	Check the pulley and replace if needed
It is not possible to shift to the smallest sprocket	Derailleur is not properly fine-adjusted	Enter the fine adjustment mode to fine adjust the position of the derailleur
	Derailleur hanger is bent	Straighten using a derailleur hanger alignment guide or replace
	High limit screw is not adjusted properly	Adjust the high limit screw by following the instruction in the manual
It is not possible to shift to the largest sprocket	Derailleur is not properly fine-adjusted	Enter the fine adjustment mode to fine adjust the position of the derailleur
	Derailleur hanger is bent	Straighten using a derailleur hanger alignment guide or replace
	Low limit screw is not adjusted properly	Adjust the low limit screw by following the instruction in the manual
It is not possible to adjust to the correct B-tension	Chains is sized too long or short	Sized the chain according to the manual

Problem	Possible Cause	Correction
Chain jumps from smallest sprocket to frame dropout	Derailleur is not properly fine-adjusted	Enter the fine adjustment mode to fine adjust the position of the derailleur
	Derailleur hanger is bent	Straighten using a derailleur hanger alignment guide or replace
	High limit screw is not adjusted properly	Adjust the high limit screw by following the instruction in the manual
Chain jumps over largest sprocket and falls between the spokes and the largest sprocket, or inner cage plate contacts spokes	Derailleur is not properly fine-adjusted	Enter the fine adjustment mode to fine adjust the position of the derailleur
	Derailleur hanger is bent	Straighten using a derailleur hanger alignment guide or replace
	Low limit screw is not adjusted properly	Adjust the low limit screw by following the instruction in the manual
It is not possible to adjust the derailleur to eliminate rasping	B-tension is too low	Adjust the b-tension using the chain gap adjustment gauge or follow the instruction in the manual
	The system is dry or contaminated	Clean the cassette, pulley wheels, and chain. Apply lube to the chain and wipe off excess
	The cassette is worn or damaged	Check for obvious signs of damage or wear on the cassette and replace if needed
It is not possible to adjust the derailleur to eliminate rough shifts and skipping	B-tension is too high	Adjust the b-tension using the chain gap adjustment gauge or follow the instruction in the manual
	Derailleur hanger is bent	Straighten using a derailleur hanger alignment guide or replace
	The system is dry or contaminated	Clean the cassette, pulley wheels, and chain. Apply lube to the chain and wipe off excess
	The chain is worn or damaged	Check for obvious signs of damage or wear on the chain and replace if needed
	The cassette is worn or damaged	Check for obvious signs of damage or wear on the cassette and replace if needed
	The upper pulley has worn bearings or damage to the teeth	Check the pulley and replace if needed
	The chain has stiff links or is bent	Check for stiff or bent links and replace the chain if needed.
The derailleur has occasional random shift errors	Derailleur is not properly fine-adjusted	Enter the fine adjustment mode to fine adjust the position of the derailleur
	The cassette is worn or damaged	Check for obvious signs of damage or wear on the cassette and replace if needed
	The chain has stiff links or is bent	Check for stiff or bent links and replace the chain if needed.

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Troubleshooting Guide



Problem	Possible Cause	Correction
The chain is bouncing, especially in the small gear	Chains is sized too long	Sized the chain according to the manual
	Cage / Clutch force is weak	Adjust the clutch force by tightening down adjustment bolt on the clutch assembly the or replace the clutch assembly.
The chain has too much slack in the smallest cog	Chains is sized too long	Sized the chain according to the manual
	B-tension is too small	Adjust the b-tension using the chain gap adjustment gauge or follow the instruction in the manual
The drivetrain has high resistance	The system is dry or contaminated	Clean the cassette, pulley wheels, and chain. Apply lube to the chain and wipe off excess
	The upper pulley has worn bearings or damage to the teeth	Check the pulley and replace if needed
The chain is too tight on the largest sprocket	Chains is sized too short	Sized the chain according to the manual
	Cage / Clutch force is too strong	Adjust the clutch force by loosening the adjustment bolt on the clutch assembly the or replace the clutch assembly.
Chain falls off of pulleys	The upper pulley has worn bearings or damage to the teeth	Check the pulley and replace if needed

The chain skips under load	The system is dry or contaminated	Clean the cassette, pulley wheels, and chain. Apply lube to the chain and wipe off excess
	B-tension is too high	Adjust the b-tension using the chain gap adjustment gauge or follow the instruction in the manual
	Cage / Clutch force is weak	Adjust the clutch force by tightening down adjustment bolt on the clutch assembly the or replace the clutch assembly.
	The chain is worn or damaged	Check for obvious signs of damage or wear on the chain and replace if needed
	The cassette is worn or damaged	Check for obvious signs of damage or wear on the cassette and replace if needed
The derailleur does not shift, and shifter LED does not flash	Issue with the LED light	Check with TRP service team
	Issue with the electronic parts	Check with TRP service team
	Issue with the mechanical parts	Check with TRP service team
	Poor battery contact	Check contacts
	Coin battery is empty	Replace the coin battery in the shifter
	Shifter firmware is stalled	Take out the battery and put it in again

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The derailleur does not shift, and shifter LED does flash	Shifter is not paired with the Bosch system	Paired the system via Bosch Flow app. Enter the shifter pairing mode by long pressing the lower lever and function button together for 7 secs.
	The cable not connected properly to the derailleur	Properly connecting the cable to the derailleur
	The cable is damaged	Replace the cable
	No power coming from the Bosch system	Need to use diagnostic tool to detect the cause
	No connection coming from the Bosch system	
	Issue with the derailleur	
Shifter LED flashes yellow	One of the levers is stuck	Reset the shifter by removing and reinstalling the coin-cell battery. If the issue persists, check with TRP service team for further assistance.
Shifter mechanical issue	Bend lever	Check with TRP service team
	Broken shifter body	Check with TRP service team
	Other breakages	Check with TRP service team
	No clicking sound during shifter operation	Check with TRP service team
Derailleur mechanical issue	Broken cage set	Check with TRP service team
	Broken knuckle (clutch area)	Check with TRP service team
	Broken pulleys	Check with TRP service team
	Other breakages	Check with TRP service team
Derailleur doesn't shift well underload	Low power coming from the system	Need to use diagnostic tool to detect the cause
	Issue with the derailleur	