

SERVICE BULLETIN



M-1379

August 25, 2014

DTII UPDATE FOR SETTING 2015 PIN AND FOB

Purpose

This bulletin is to inform dealers that the Digital Technician II (DTII) DVD Software version 8.000.0002 has a bug that prevents setting the PIN and fob on MY15 motorcycles equipped with security. The issue is corrected in the DTII electronic software update version 8.001.0001. The update will deploy automatically once the DTII unit has version 8.000.0002 software installed and the DTII computer has an active internet connection.

Motorcycles Affected

All 2015 motorcycles equipped with Harley-Davidson Security System.

Markets Affected

All markets are affected.

Required Dealer Action

It is important that this information get to the dealership personnel that responsible for the Digital Technician II computer and software.

After installing the DTII Phase 8 DVD software version 8.000.0002, make sure the DTII computer has an active internet connection. The system will automatically receive the electronic DTII update version 8.001.0001. If, for some reason the update does not install automatically within 30 minutes, proceed as follows:

1. See Figure 1. Double-click the XMS STA icon (1) located on the desktop of the DTII laptop.
2. Click on the Launch XMS Inventory (2) (top right icon). This reports the version to the server. Wait for the process to complete.
3. Click on the Scan Now button (3).
 - a. If the internet connection is successful, the update will deploy within 15 minutes.
 - b. If the internet connection is not successful, establish an internet connection and repeat the above steps.
 - c. If further assistance is needed, contact DT Support in your location. Refer to Table 1.

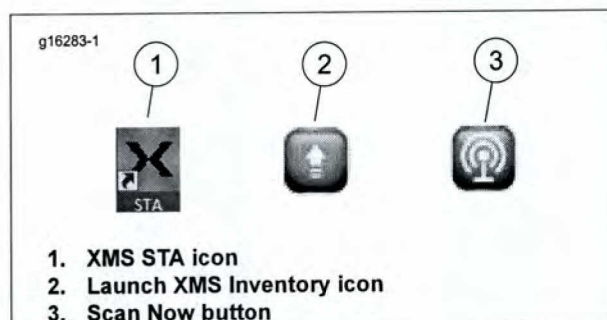


Figure 1. Icons

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.

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									

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Table 1. Digital Technician Support Numbers

LOCATION	CONTACT NUMBER
United States	800-664-7762 Select prompts for DIGITAL TECHNICIAN support
Canada	1-905-660-3500
Mexico, LAM Mexico Dealers Only	+52 55 2595 1630 01 800 5045 330 Option 9 01 800 5045 111
Argentina	0800 444 1372 Option 9
Brazil	0800 762 1003 Option 9
Chile	123 0020 0853 Option 9
Colombia	01 800 915 7512 Option 9
Costa Rica	800 0521524 Option 9
Honduras	800 27919323 Option 9
Panama	800 2267375 Option 9
Rep. Dominican	188 87519106 Option 9
Uruguay	413 598 3622 Option 9
Venezuela	800 100 6147 Option 9
Europe, Africa, Middle East	+49 6182 959 402
Australia	61 3 9544 6222
Japan	0120-566-516 Toll-free Japan inland
Asia-Pacific	+81-3-5436-3620
India	+91-11-4517-1717
China	+86 800 820 0677
Korea	82-70-8633-4857
All Other Regions	Contact your distributor