# SERVICE BULLETIN



M1464 2020-07-07

# M1464: BOOM! AUDIO - GENERAL INFORMATION AND SOFTWARE UPDATE 1.22.X

# **Reason for Revision**

Refer to Table 1.

**Table 1. Document History** 

Date	Revision Description					
	Installed release notes					
2020-07-07	* Added New Software Update, Previous					
	Software Updates					
	Update link information					
2019-12-11	Updated Radio Software, Device Compat-					
	ibility					
2018-09-26	Updated Radio Software					
2017-12-15	Initial release					

# **Purpose for Service Bulletin**

This bulletin provides notice of Boom! software release and information regarding the update.

#### NOTE

This bulletin also replaces the following documents:

- TT431A: Software Download and Warranty Information
- M1346: Boom! Box Audio System Software Update
- M1344E: Boom! Box Infotainment System General Information and Procedures
- M1442: Box Infotainment System General Information and Software Release 1.21.X Description
- The Boom! Box Infotainment System Job Aid located on h-dnet.com

This bulletin helps the dealer locate needed information to update and service Boom! Box Audio Infotainment systems. It also lists software revisions and the fixes addressed in each revision.

#### Vehicles Affected

This information applies to all 2014 and later Touring, Touring CVO and Trike models equipped with a Boom! Box Infotainment system.

#### **Markets Affected**

All markets are affected.

#### **Radio Software**

Periodically software updates will be available at no charge. Updates can be downloaded and updated by either the customer or dealership. The software downloads and installation procedure can be found at either one of these locations:

- www.harley-davidson.com > OWNERS > Software Update
- · www.H-D.com/infotainment-support

Updating software is not typically covered under warranty. Performing a software update is not necessary if the audio system is functioning correctly. However, updating the software is recommended to correct concerns that may have existed in earlier software versions.

# **Warranty Information**

- See the latest revision of W-139: Boom! Box Audio System Warranty Procedures.
- TT438: BOOM! Box Infotainment Software Warranty Clarification

# **Diagnosis**

See the appropriate electric diagnostic manual.

### **Component Replacement**

See the appropriate service manual.

#### Infotainment Operation

Visit Harley-Davidson.com website at:

http://boombox.harley-davidson.com

#### **Navigation Maps**

Navigation software can be found at:

https://harley-davidson.naviextras.com/shop/portal.

# **Device Compatibility**

#### NOTE

The device compatibility and mobile phone carrier list currently supports the U.S. market only and may not be posted on other region websites.

Visit at:

http://www.harley-davidson.com > OWNERS

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									

# **Boom! Related P&A Kit Bulletins**

- PAB1001: Boom! Box Audio System Out of Warranty Repair Process
- PAB1006: Boom! Amplifier Software Update
- PAB1012: Boom! Audio Bike-to-Bike Communications (CB) Kit Additional Requirements

# **New Software Update**

#### Update 1.22.0.3: Boom! Box 4.3/6.5GT/6.5 CVO GT

- Navigation Prompt setting was not saved during ignition cycle. Navigation Prompt setting On/Off will now persist through key cycle and ignition.
- Customer was not able to save addresses to the radio.
  Customer is now able to save addresses.

# **Previous Software Updates**

#### Update 1.22.0.2: Boom! Box 4.3/6.5GT/6.5 CVO GT

Enable new Parts and Accessories (P&A) headset compatibility.

# Update 1.22.0.1: Boom! Box 4.3/6.5GT/6.5 CVO GT (Release date 12-05-2017)

#### **Fixes**

- Arrival time showed the current time after user deviated from a route.
- Next turn area displayed an arrow with the current street name.
- Special Alpha Jump characters were not displayed.
- The Short Message Service (SMS) repeat button wouldn't read the message clearly if pressed multiple times before it has completed the readout.
- · Audio paused after loading a ringtone.
- · Voice Recognition (VR) not working after an ignition cycle.
- · Local media preset inconsistent between shutdowns.
- User was unable to search for preferred Point Of Interest (POI) after simulation sleep.
- Constant "Game Start" pop-ups.
- Presets from Universal Serial Bus (USB) drive 1 were still visible on USB drive 2 but not highlighted as available.
- · Albums and artists heading were mismatched with list.
- Amplitude Modulation (AM) radio presets not highlighted when USB was unplugged.
- · Repeat button NOT enabled on first selection.
- · Pre-cal reset did not delete trails.
- Accept screen appeared for less than 15 s after exiting User Off mode.
- Saving or editing emergency number did not work.
- No Siri® pop-up displayed while saving an emergency number.
- Text was missing in the maneuvers list after switching to high contrast mode and then back.
- No initial Siri pop-up initiated.
- Cancel noise was heard when going from VR to Siri.

- Prompt Volume was not updated after changes in Feedback Settings.
- Global Positioning System (GPS) entry changed W(O) to E in Spanish.
- Wireless Headset Interface Module (WHIM) Low battery pop-up was not shown for passenger headset.
- WHIM Paired Bluetooth® device name appeared as "Headset".
- · Repeat prompt was not working.
- SiriusXM® weather map did not maintain the default zoom level
- · User off mode enabled navigation prompts.
- VR conflict if Siri was launched from phone at the same time with the radio.
- Saved USB presets for drive 2 were replaced by drive 1 after an ignition cycle.
- USB saved as favorite was not highlighted after an ignition cycle.
- Distance to next action bar disappeared before route recalculation instead of being grayed out.
- "Navigation is not ready" displayed when initiating navigation command to "Find Next Gas Station" via VR.
- Fixed temporal displacement control for flux capacitor.
- · Various bug fixes.

2 / 2 M1464