SERVICE BULLETIN



M1476

2018-08-21

M1476: 2014 - 2016 TWIN-COOLED COOLANT PUMP REPLACEMENT

Reason for Revision

Refer to Table 1.

Table 1. Document History

| Date | Revision Description | | | |
|------------|--|--|--|--|
| 2018-08-22 | Initial release | | | |
| 2018-09-05 | Updated Credit Procedure: Vehicles Within Factory Warranty Only : Table 5 | | | |
| 2019-05-15 | Added Dealer Inventory Instructions | | | |

Purpose for Service Bulletin

To inform dealers of a new coolant pump replacement kit for 2014 - 2016 Twin Cooled vehicles.

Motorcycles Affected

Refer to Table 2.

Table 2. 2014 - 2016 Twin-Cooled Models

| Year | Platform | Model | | | |
|------|-------------|---------------------|--|--|--|
| | Touring | FLHTCU TC, FLHTK | | | |
| 2014 | Touring CVO | FLHTKSE | | | |
| | Trike | FLHTCUTG | | | |
| | Touring | FLHTCU TC, FLHTK, | | | |
| | Tourng | FLHTCUL TC, FLHTKL | | | |
| 2015 | Touring CVO | FLHTKSE, FLHXSE, | | | |
| | Touring CVO | FLTRUSE | | | |
| | Trike | FLHTCUTG | | | |
| 2 | 2000 Y | FLHTCU TC, FLHTK, | | | |
| | Touring | FLHTCUL TC, FLHTKL, | | | |
| 2016 | | FLTRU | | | |
| 2010 | Touring CVO | FLHTKSE, FLHXSE, | | | |
| | | FLTRUSE | | | |
| | Trike | FLHTCUTG | | | |

Markets Affected

All markets are affected.

Part Numbers

Refer to Table 3.

Table 3. Part Number

| | Kit Part No. |
|---------------------------------|--------------|
| Coolant Pump Replacement Kit | 26800107 |

Required Dealer Action

- Add the new part number to all Touring, Touring CVO, Trike parts manuals.
- Begin to use the updated kit to repair Twin-Cooled vehicles with failed coolant pumps.

Dealer Inventory Instructions

If dealer has inventory stock of coolant pump (Part No. 26600012) remove and submit a warranty claim per Table 4 for all coolant pumps in dealer inventory.

NOTE

Enter bulletin number into comment section of claim.

Table 4. Coolant Pump Inventory

| ITEM | DATA | | | |
|-----------------------|-----------------|--|--|--|
| Claim Type | DFS/PAM - Stock | | | |
| Problem Part Number | 26600012 | | | |
| Quantity | Could vary | | | |
| Customer Concern Code | 9203 | | | |
| Condition Code | 1518 | | | |

Credit Procedure: Vehicles Within Factory Warranty Only

NOTE

Enter bulletin number into comment section of claim.

Table 5. Vehicles Within Factory Warranty Only

| ITEM | DATA | | |
|-----------------------|-------------|--|--|
| Claim Type | MC/Standard | | |
| Problem Part Number | 26600012 | | |
| Labor Code | 4524 | | |
| Time | 2.4 h | | |
| Customer Concern Code | 3101 | | |
| Condition Code | 4101 | | |
| Replacement Part No. | 26800107 | | |
| Quantity | 1 | | |

Return Parts

Hold all claimed parts for 60 d from date of credit issued for possible field inspection and/or request to return to factory. After 60 d, destroy and discard the parts.

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 | | | | | | | | | |