SERVICE BULLETIN



M1514 2020-03-25

M1514: 2020 SOFTAIL - CLUTCH RAMP RUNNING CHANGE

Purpose for Service Bulletin

To inform dealers of a running change to the inner and outer ramp of the clutch actuation system in all 2020 Softails built on and after March 15, 2020.

Changing to the **new** inner and outer ramp from the previous design is not a warrantable event.

Motorcycles Affected

2018-2020 Softail - Built before March 15, 2020.

Markets Affected

All markets are affected.

Part Numbers

Table 1. Part Numbers - Clutch Ramp

Old 19° Part No.	Item Description	New 21° Part No.
37200261	RAMP,CL,INNER	37200435
37200262	RAMP,CL,OUTER	37200434

Required Dealer Action

Harley-Davidson is not creating kits for this change. All parts will be sold separately.

See Figure 2. A 21 $^{\circ}$ symbol is stamped in to the new inner ramp for easy identification.

2018-2020 Softail ramp parts ordered will be superseded to the **new** part. Refer to Table 1.

Dealer Inventory Instructions

Dealers are to remove old ramp stock from inventory and submit a warranty claim. All rules apply for returned parts. Refer to Return Parts.

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

Submit a warranty claim per Table 2 for all clutch ramps in dealer stock.

Table 2.

ITEM	DATA
Claim Type	DFS / PAM - stock
Problem Part Number	37200261 or 37200262
Quantity	Could vary
Customer Concern Code	9203
Condition Code	1518

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.

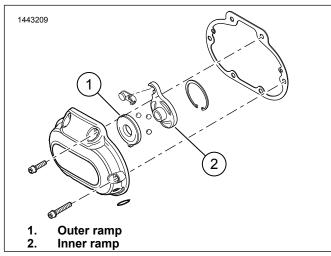


Figure 1. Clutch Actuation System - Ramps

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		
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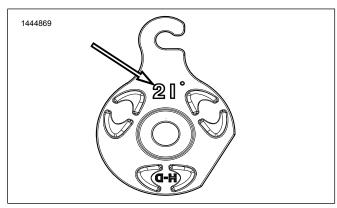


Figure 2. New Inner Ramp

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