SERVICE BULLETIN



M1514 2021-02-11

M1514: 2020 SOFTAIL - CLUTCH RAMP RUNNING CHANGE

Reason for Revision

Table 1. Document History

Date	Revision Description		
2021-02-11	Address part number change.		
2021-02-11	* Updated Required Dealer Action		
2020-03-25	Initial release		

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 2. Part Numbers - Clutch Ramp

Old 19° Part No.	Item Description	New 21° Kit No.		
37200261	RAMP,CL,INNER	37000376		
37200262	RAMP,CL,OUTER	37000370		

Required Dealer Action

See Figure 1. Harley-Davidson is creating a kit (Part No. 37000376) for this change.

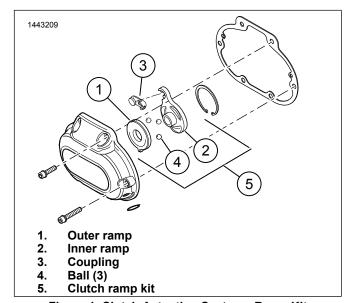


Figure 1. Clutch Actuation System - Ramp Kit

Table 3. Clutch Ramp Kit 37000376

Item	QTY.	Description	Part No.		
1	1		Not sold separately		
2	1	RAMP,CL,OUTER	Not sold separately		
3	1	COUPLING	34920-86A		
4	3	BALL	8873		

See Figure 2. A 21° 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2018-2020 Softail ramp parts ordered will be superseded to the **new** part.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 2.

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 4 for all clutch ramps in dealer stock.

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 services.

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									

Table 4.

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.

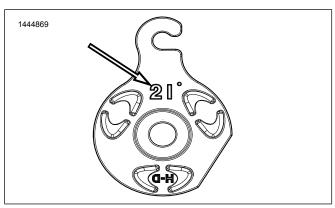


Figure 2. New Inner Ramp

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