SERVICE BULLETIN



M1539 2021-09-30

M1539: 30K WIRELESS HEADSET

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description					
2021-09-30	Changed credit procedure					
2021-09-30	* Changed Table 5					
2021-09-29	Added Credit Procedures					
2021-09-29	* Added: Table 3, Table 4, Table 5.					
2021-09-17	Initial release					

Purpose for Service Bulletin

This service bulletin is to inform dealers of an available update to address 30K wireless headsets that have lost audio volume.

Motorcycles Affected

2020 - 2021 Touring CVO FLHXSE, FLTRXSE, FLHTKSE

2020 - 2021 Trike CVO FLHTCUTGSE

Also including, seperately sold Parts and Accessories (P&A) Boom! Audio 30K Bluetooth Helmet Single Headset

Markets Affected

All markets are affected.

Part Numbers

Refer to Table 2.

Table 2. Part Numbers

Part No.	Item Description
76000838	Boom! Audio 30K Bluetooth Helmet
7 000000	Single Headset

Required Dealer Action

30K headsets that have been updated to software version 3.1 may experience a loss of audio. This can be repaired by updating the software on the headsets to version 3.2. Use the following link for the Infotainment Support Resources page on Service Information Portal (SIP): Infotainment Support Resources

Follow the update procedure in the BOOM! Audio Device Manager once headset is connected.

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

Submit a warranty claim per Table 3 if part number is OEM. For vehicles within factory warranty only.

Submit a warranty claim per Table 4 if part number 76000838 is registered to the SWR.

Submit a warranty claim per Table 5 for all kits in dealer stock or kits that have been retailed to a customer but are not registered to the SWR. Do not use a VIN when submitting these claims.

Table 3.

ITEM	DATA
	PRD/MC/DEM - PDI
Claim Type	claim/Standard
	claim
Problem Part Number	76000838
Quantity	Leave Blank
Labor Code	6187
Labor Hours	0.2
Customer Concern Code	9203
Condition Code	4106

Table 4.

ITEM	DATA			
Claim Type	PNA			
Problem Part Number	76000838			
Quantity	Leave Blank			
Labor Code	8302			
Labor Hours	0.2			
Customer Concern Code	9203			
Condition Code	4106			

Table 5.

ITEM	DATA			
Claim Type	DFS - PAM -			
Claim Type	sold/PAM - stock			
Problem Part Number	76000838			
Quantity	Leave Blank			
Primary Labor Code	Leave Blank			
Customer Concern Code	9203			
Condition Code	4106			
Event Detail Labor Code	8888			
Labor Hours	0.2			

in the interest of preserving statement states, and statement of statement and interest any meteroyale is broaght into your detail maintenance of 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									