# **SERVICE BULLETIN**



M1479 2018-09-24

## M1479: 2018 - 2019 SOFTAIL - INSTRUMENT SOFTWARE UPDATE - BATTERY DRAIN

## Reason for Revision

Refer to Table 1.

**Table 1. Document History** 

	Date	Revision Description
	2018-09-24	Initial release
	2018-10-04	Updated Section Motorcycles Affected : Table 2, Section Required Dealer Action : Step 1
ı		Added Figure 1

## **Purpose for Service Bulletin**

This bulletin informs dealers of a speedometer software update to address incorrect activation of transport mode.

The current software results in the speedometer keeping the CAN (Controller area network) signal active after the vehicle run switch is turned off. This causes the battery to drain after a few days of non-use.

The reflash corrects the issue in the software programming and prevents the issue from occurring in the future.

## **Motorcycles Affected**

Certain 2018 and 2019 Softail vehicles built between: Refer to Table 2.

**Table 2. Plant Build Dates** 

VIN - Position 8 Value	Vehicle's Assembly Plant	Built Between:
B <sup>(1)</sup>	York, PA U.S.A.	May 31, 2017 -
<b>C</b> <sup>(1)</sup>	Kansas City, MO U.S.A.	August 20, 2018
D <sup>(1)</sup>	H-D Brazil- Manaus, Brazil (CKD)	May 31, 2017 - September 10,
N <sup>(1)</sup>	Haryana India (Bawal District Re- wari)	2018
S <sup>(1)</sup>	Tasit, Pluagdang, Rayong, Thailand	May 31, 2017 <b>-</b> August 27, 2018

(1) 8th position as viewed in the owner's manual or the 11th digit.

## **Markets Affected**

All markets are affected.

## **Required Dealer Action**

#### NOTE

Do not have DIGITAL TECHNICIAN II (PART NUMBER: HD-48650) connected to vehicle until instructed to do so.

- Refer to Figure 1. Verify that vehicle is affected. Refer to Table 2.
- 2. Connect DT II (Digital technician) to vehicle.
- Turn IGN ON.

#### NOTE

This reflash is strategy software update and the calibration number will not change.

- Enter vehicle information.
  - a. Vehicle information will auto fill.
  - b. Click on check mark.
- 5. Reflash Speedometer.
  - a. Click on: Reflash tab > Speedometer > Check mark
  - b. Click on the speedometer calibration that appears.
  - Answer questions and follow directions as they appear on-screen.
  - d. When reflash is completed, click check mark.
- 6. To verify reflash, go to:
  - Toolbox > System Information > Click on SPD tab (if necessary) > SPD/Software Level
  - Software Level should read 28 for a completed reflash.
- 7. Remove DT II from vehicle.
- 8. Turn IGN OFF.

### 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

of vice.										
	ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHN <b>I</b> CIAN	TECHNICIAN NO.	TECHNICIAN NO.	TECHNICIAN NO.	RETURN THIS TO
	INITIAL HERE									

## **Credit Procedure**

## NOTE

Enter bulletin number into comment section of claim.

For vehicles within factory warranty, file a warranty claim . Refer to Table 3.

## Table 3. Warranty Claim

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ITEM	DATA			
Claim Type	MC/Standard Claim, PRD/PDI Claim			
Problem Part Number	speedometer on venicle.			
Quantity	Leave blank			
Labor Code	6092			
Time	0.2 h			
Customer Concern Code	7302			
Condition Code	6092			

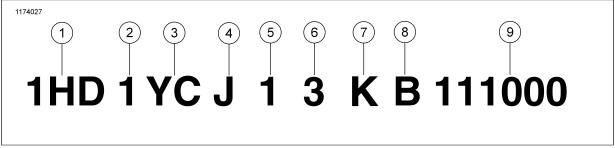


Figure 1. Typical Harley-Davidson VIN Positions

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