# SERVICE BULLETIN



M1515 2021-02-08

# M1515: TCU DISCONTINUED ON SELECTED PLATFORMS – RUNNING CHANGE

# Reason for Revision

**Table 1. Document History** 

Date	Revision Description				
	Added Techlink 3 (TL-3) to the procedure				
2021-02-08	* Updated Required Dealer Action : TCU De-				
	activation and Removal Procedure				
	DT II line name change.				
2020-10-08	* Updated TCU Deactivation and Removal				
	Procedure				
	Section title change				
2020-06-17	* Updated TCU Deactivation and Removal				
	Procedure				
	Update procedure and added in warranty				
	Updated Purpose for Service Bulletin, Re-				
2020-06-16	*   quired Dealer Action : TCU Deactivation and				
	Removal Procedure				
	* Added Credit Procedure, Return Parts				
2020-06-05	Initial release				

# **Purpose for Service Bulletin**

Is to inform dealers that the Telematic Control Unit (TCU) on some platforms are being discontinued as of:

• Manufactured in United States: May 28, 2020

For configurations: DOM, CAL, CAN, HDI, ENG

Manufactured in Thailand: May 12, 2020

For configurations: EN2, HD4

These vehicles **will not** be compatible with the H-D Connect service and Digital Technician II (DT II) will not display a TCU as an available module.

Removal of the TCU without a active TCU Diagnostic Trouble Code (DTC) present is not a warrantable event.

# **Motorcycles Affected**

**Table 2. Motorcycles Affected** 

Model Year	Platform		
	Touring		
2020	CVO Touring		
2020	Touring Police		
	Trike		

#### **Markets Affected**

All markets are affected.

#### **Part Numbers**

**Table 3. Part Numbers** 

Part No.	Item Description
41000645 41000721	Telematic Control Unit (TCU)

# **Required Dealer Action**

Do not install a Telematic Control Unit (TCU) since no **new** subscriptions will be accepted for these vehicles.

#### **TCU Deactivation and Removal Procedure**

If there is a fault with the TCU, deactivation and removal of the TCU will be necessary to prevent immobilization of the vehicle.

1. Set up DT II and TL-3 on vehicle.

Special Tool: DIGITAL TECHNICIAN II (HD-48650) Special Tool: TECHLINK 3 (HD-48650-TL3)

- 2. Turn IGN ON.
- Import vehicle information.
- 4. Go to:
  - a. Vehicle Setup > BCM Customization
- 5. In the Remote Immobilization line:
  - a. Click drop-down menu.
  - b. Select: Not Installed
- 6. Click:
  - a. Update Vehicle > OK
- 7. 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

ROUTI	NG	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL H	IERE									

- 8. Disconnect and remove TCU. See the service manual.
  - Verify that dust cover (Part No. 69202412) is installed in TCU [339B].
- 9. Turn IGN ON.
- 10. Wait until the vehicle is communicating with DT II.
- 11. Go to:
  - a. Vehicle Setup > BCM Customization
- 12. In the TCU line:
  - a. Click drop-down menu.
  - b. Select: Not Installed
- 13. Click:
  - a. Update Vehicle > OK
- 14. Cycle ignition.
- 15. Start engine.
- 16. Did engine start?
  - Yes: Deactivation and removal is complete, go to step 17.
  - No: Repeat the TCU Deactivation and Removal Procedure.
- 17. Turn IGN OFF.
- 18. Remove TL-3 and DT II.

# **Credit Procedure**

NOTE

Enter bulletin number into comment section of claim.

Verify that vehicle is under warranty.

Submit a warranty claim per Table 4 for all TCUs removed and dust caps installed.

# Table 4.

ITEM	DATA			
Claim Type	MC/Standard Claim			
Claim Type	or PRD/PDI claim			
Problem Part Number	41000645 or			
Froblem Fait Number	41000721			
Quantity	Leave Blank			
Labor Code	6195			
Time	0.5–0.6 h			
	Depending on the model			
Customer Concern Code	9203			
Condition Code	3109			
Replacement Part No.	69202412			
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.

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