# SERVICE BULLETIN



M1529 2021-05-05

## M1529: PAN AMERICA - PDI BCM REFLASH

# **Purpose for Service Bulletin**

This bulletin informs dealers that current Pan America™ vehicles have been found to contain a software error that may cause a **no start** condition. A software update to the Body Control Module (BCM) is required.

# **Motorcycles Affected**

Pan America

#### **Markets Affected**

All markets are affected.

### **Required Dealer Action**

NOTE

Make sure that software version V21.4 or later is installed on Digital Technician II (DT II).

On Tire Pressure Monitoring System (TPMS) equipped models, the instrument module may read "—" after update. To restore the values:

- The TPMS sensors can be put into "Drive" mode using special tool: TPMS ACTIVATION TOOL (PART NUMBER: HD-51794)
- Ride vehicle at a speed greater than 25mph for 20 seconds.

During Predelivery Inspection (PDI), verify that the most up-to-date software is installed. Check software version using DT II. Refer to Table 1.

Special Tool: DIGITAL TECHNICIAN II (PART NUMBER: HD-48650)

#### NOTE

External power adapter must be plugged into Techlink 3 (TL-3) for BCM reflash procedure to prevent unrecoverable lockups.

- The external power adapter must have an output of at least 12 volts and 1.2 amps. This includes the power adapter included with the TechLink 3 or the adapter for the Panasonic Toughbook Digital Tech.
- The vehicle battery should be fully charged prior doing the software update and have a battery tender connected to the battery while performing the update.
- Have battery tender connected to the battery while performing software update.

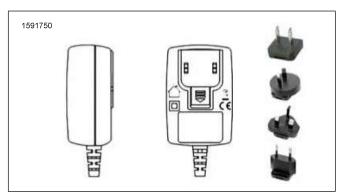


Figure 1.

Special Tool: TECHLINK 3 (PART NUMBER: HD-48650-TL3)

Table 1. Software Version

BCM Software	Version			
Calibration	13.21.0.2 or later			
Application	13.12.0.2 or later			

#### **Credit Procedure**

#### NOTE

Enter bulletin number into comment section of claim.

Submit a warranty claim per Table 2 for each vehicle that receives this update.

Table 2.

ITEM	DATA
Claim Type	PRD
Problem Part Number	41000678
Quantity	Leave Blank
Primary Labor Code <sup>(1)</sup>	6177
Time	<mark>0.2 h</mark>
Customer Concern Code	9210
Condition Code	6177
(1) Download may be required	·



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	
INITIAL HERE										