

TECHNICAL

TIPS

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TT#53



TECH TIPS #53

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*The information listed below has been
previously posted on www.h-dnet.com and/or Fax-on-Demand.*

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Police Vehicle Start-up Concerns

Some Police Departments have expressed concerns regarding the starting process on fuel injected motorcycles. There is a mistaken impression they must wait for the fuel pump to shut off and the check engine light to turn off before starting the engine. This may have an affect on how soon they can respond to certain situations.

When the ignition switch is turned on, the fuel pump relay is energized and the check engine light is lit for about 4 seconds. If the ECM does not receive a crank sensor signal within this 4 seconds, the power is removed from the relay until a crank signal is received. If the ECM receives a crank signal during the first 4 seconds after key on, the ECM will continue to supply power to the fuel pump relay and allow the vehicle to start immediately. There will be no adverse affects to turning the ignition on and immediately starting any fuel injected vehicle.

Please explain this to all your local Police Department Motor Officers to make them feel comfortable to respond at a moment's notice as the need arises.

Disarming the Security System on Touring Models

The position of the handlebar Run/Off switch does not affect the process but to be consistent with all models and all configuration charts, the first step should read "Place the engine run/off switch in the off position." When performing the disarming process using a personal code, it is important for you to be aware of the TSSM logic. On Touring models, the ignition switch must pass through the IGN position to reach ACC. This pulse of battery voltage to the ignition circuit must be very short or the security module assumes a theft attempt is taking place.

If the ignition switch is placed in the accessory position too slowly on touring models, the system will activate and not allow a person to disarm the vehicle for the first 30 seconds (while the four-way lights are flashing). If you encounter this condition, leave the switch in the Accessory position and wait until the lights stop flashing. Then enter the personal code to disarm the system. It may be difficult to swiftly move to the accessory position when the switch is stiff. Explain this to your co-workers and especially your customers.

Security System Activation

Page 5-4 of the 2001 Owner's Manual may not be clear. If the security system is armed and the ignition switch is turned ON, the alarm (flashing lights) will activate. To disarm the system, use the FOB, then turn the ignition switch OFF. Before turning the ignition switch ON again, wait a minimum of 10 seconds. If this process is not followed, on fuel injected Touring models, the engine will crank but not start. If this would inadvertently happen, simply turn the ignition OFF and wait the 10 seconds before restarting. Please inform your customers of this requirement at the time of delivery.

Deuce Headlight Adjustment

There have been reports of difficulty adjusting Deuce model headlights low enough during vehicle set up. The complaint has been the screw attaching the trim ring to the light contacts the lower triple tree before proper adjustment is attained. As a running change, the mount block for the light (69163-00) has been rotated 180 degrees. If you have an affected vehicle, during vehicle set up remove the headlight and loosen the mount block, rotate it 180 degrees, re-install the headlight and re-torque all fasteners.

2001 Softail Fuel Injection

The new 2001 model year Softails equipped with fuel injection will arrive at your dealership without a 15 amp fuse in place for the fuel pump. It will be necessary to use one of the spare fuses to energize this circuit to enable the vehicle to start and run. If there are any questions, please contact the Electrical group in Tech Service.

Softail EFI Fuel Tank Top Plate Gasket

There is a part number that was omitted from the 2001 Softail parts manual. Please make a note in your parts catalogs (p/n 99455-01) on page 132-133 that the fuel tank top plate gasket for all fuel injected Softails (except Deuce models) is 61659-01.

Dyna Mirror Hardware Change

There has been a change made to the hardware used to attach the mirrors to Dyna model vehicles. Beginning on March 29, 2000 the star washer (part number 7127) was eliminated to improve thread engagement. We have seen some warranty claims for this "missing" washer. There is no need to install this washer, and thus no need to submit a warranty claim to install one.

Dyna Frame Repair Kit

If you experience a crack on the electrical panel of the 1996 only Dyna models, rather than replacing the frame, there is now a repair kit which can be installed. P/N 48046-99 is currently available and retails for about \$21.00. It should take approximately two hours to install. The instruction sheet is available on h-dnet.com should you wish to become familiar with it.

New Jiffy Stand

A new jiffy stand was placed into production as a running change to MY 2000 Touring model vehicles. When a jiffy stand replacement is necessary, use the kit part number 50075-83B. This kit will come with the new jiffy stand, spring, rubber bumper, and instruction sheet. The instructions will inform the technician to remove the old style frame mounted bumper at the time of installation of the new jiffy stand kit. The part number for the new rubber bumper is #50245-99. The old style frame mounted bumper, #50059-85A will continue to be a service replacement part when a jiffy stand replacement is not necessary.

There will be a running change the end of July 2000 to the jiffy stand bumper, part number 50245-99. This is to improve the fit of the bumper on the jiffy stand. We have received reports of Touring model vehicles arriving at dealerships with the new jiffy stand bumper not in place. This condition could cause a rattle if the jiffy stand contacts the primary cover but will not affect the operation of the jiffy stand. When a replacement bumper is required, it is recommended to use Loctite 409 to help retain it in place until the improved version becomes available. With the improved fit, Loctite should not be necessary.

Headset Cords

Recently, there has been an increase in failures of coiled cords in H-D headsets. The parts affected are 77148-98 and 77147-98. In order to correct this situation, Radio Sound has terminated their relationship with the previous cord supplier. All products shipped as of 05-00 are from the new vendor with an improved design. If you experience any failures of the coiled cords or headsets or if you have old cords in stock packaged prior to the 05-00 change, please contact Radio Sound at 1-800-367-4506 for a Warranty Return Authorization. The following information is required when calling for the authorization: VIN, Mileage, Purchase Date (of the motorcycle or headset) and Serial Number of the Headset. Radio Sound is making this offer to ensure the correct quality product is available for our customers.

TSM/TSSM Set-up for Solo Use

There has been some confusion expressed when configuring the new TSM/TSSM for solo use. This configuration chart is found in the 2001 Sidecar Service Manual, 2001 Pre-delivery Manual, and 2001 Electrical Diagnostic Manual. This chart determines the operation of the turn signal self cancel feature by sensing lean angle on solo vehicles. A flow chart for solo/sidecar configuration was assembled and is available in the PHD #159 workbook. A copy of this chart has been reproduced on the last page of this *Tech Tips* for your use. It should help reduce confusion when performing the TSM/TSSM programming.

All TSM/TSSM's contain this option. It is imperative ALL vehicles are configured for solo use unless equipped with a sidecar.

Brake Pad Life Improvements

It has come to our attention the letter faxed to all dealers regarding the model year 2000 brake pads and rotors has not been distributed to all dealership personnel. It is reposted here for your information.

DEALER COMMUNICATIONS

Date: July 25, 2000

To: Dealers / Distributors

Subject: Brake Pad Life Improvements

The expected service life for brake pads is approximately 8,000 miles or more, depending upon riding styles. We are working on a solution to resolve the reduction in the service life of brake pads reported on some vehicles. We will be providing you with details of the solution as soon as they become available.

In the meantime, we have decided to include brake pad replacement, front and rear, all models, as part of the one-year unlimited mileage vehicle warranty for 2000 model vehicles and 2001 vehicles until further notice. This warranty covers only pads that have worn beyond the acceptable service limit which is .040" pad remaining.

In order to continue gathering data, we will be calling these parts back as part of the normal warranty process.

We realize that some of your customers have paid to have pads replaced within the warranty period or you have covered these costs yourself. We have, therefore, created a plan to credit the customers and / or you for these costs. The processes for the various possible situations are as follows:

Situation

Resolution

1. The customer needs brake pads within the warranty period.

Replace pads under warranty, and submit a warranty claim.

2. Dealer covered cost of pad replacement at no cost to customer during the warranty period.

Submit warranty claim. If the vehicle is now out of warranty, submit a Policy Adjustment Request form by fax.

3. Customer paid to replace pads and/or rotor due to wear (bent rotors not included).

Dealer reimburses customer or customer receives store credit for value of receipt, and dealer submits warranty claim.

In order to receive a store credit, the customer must provide you, the dealer, with the original receipt for the cost of replacement and/or repair. Once you have verified the receipt, submit a warranty claim for the value of the receipt under "S" for "sublet" in the detail section of the claim form. We expect you to provide the customer a store credit for the amount you are credited.

Please let us know if you have questions regarding this policy. Thank you for your patience and assistance in this matter.

Ron Mundt

Director, Service Support Operations

Digital Technician Frequently Asked Questions

There has been a section added to h-dnet.com to allow users to view frequently asked questions with answers for help with understanding the Digital Technician program. Choose the Service link and then click on Digital Technician link. This list of FAQ's will be updated whenever there is an answer everyone needs to know.

Electrical Diagnostic Manual

About 30 days ago all dealers should have received the first part of the 2001 Electrical Diagnostic manual. This year, the electrical diagnostic charts have been assembled into a 2-volume set including all models. The first volume includes XL and DYNA models. The second volume includes Softail and FLT models. This second volume was shipped the second week of October. It should be arriving soon.

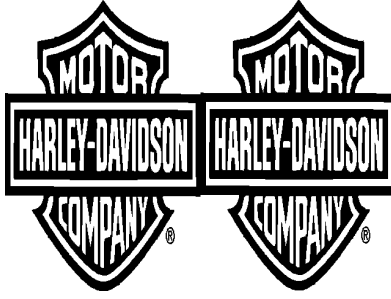
When you open the cover of each volume, it lists all models on the header page. This can be confusing as each volume contains only two models. It may be helpful to mark out the models that are not in each volume. Also, in the Softail/FLT volume, the Engine Management diagnostic charts for each model family is separated between carbureted and EFI. If you place page tabs to identify where each section exists, locating the correct diagnostic chart should become easier. Once again, there are NO diagnostic charts in the 2001 Service Manuals.

New Policy Adjustment Request Form

A new Goodwill Policy Adjustment Request form was distributed at the Customer Service booth at the dealer show in Denver. It is identified with a revision date of 5/2/00 on the top left corner of the form. The new form contains fields that are important to have completed upon faxing to us. Please look for the new form and begin to use it immediately. If you cannot locate a copy of it, one can be obtained from SPOC. We would like to have the new form in use by all dealers by September 15, 2000.

New Flywheel Pinion Race Refurbishing Program Order Form

Attached is the newly revised Flywheel Pinion Race Refurbishing Program order form. It is the only version that will be accepted from this time forward. Make copies as necessary. If this revision is not used, your shipment may not arrive at the proper department and could cause delays in processing your order.



FLYWHEEL PINION RACE REFURBISHING PROGRAM

NEW ORDER FORM

Complete the bottom portion of this form supplying **ALL** of the information requested, then package this form with the flywheel half you are shipping. **Retain a copy of the completed form for your records.**

REMEMBER: Ship only the **RIGHT** flywheel half. **DO NOT** attempt to remove the old inner race prior to returning the flywheel. Flywheel halves that are damaged or not serviceable may be returned without refurbishment. This will be noted directly on the flywheel half that is returned to you.

The cost for refurbishing a flywheel half is \$150.00 for shipping and handling, which will be charged to your P&A account. The flywheel will be returned to you via UPS Ground (freight **ONLY**), within approximately 10 - 15 business days after we receive the flywheel. Some locations may have a longer turn-around time. Harley-Davidson Motor Company is not responsible for any damage to the flywheel due to the request for the return of the flywheel. Please use your dealer's label for the return of the flywheel.

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IMPORTANT: There is no special handling for this service. Please use your dealer's label, and mark the package to the attention of the person listed below.

PAT KARL, Manager, Department 621

EXAMPLE LABEL →

HARLEY-DAVIDSON SALES
 1234 Main Street,
 Milwaukee, WI 98765
 Phone: 414-123-4567
 Fax: 414-123-930 -

HARLEY-DAVIDSON MOTOR COMPANY
 3700 West Juneau Avenue
 Milwaukee, WI 53208

ATTN: Pat Karl, Manager, Dept. 621

DEALER: PLEASE COMPLETE THIS SECTION

Dealer Number _____ Dealership Name _____

Dealer Contact _____ Authorized Signature _____

Vehicle Identification Number/Customer Name _____

Date Shipped From Dealer _____ Tracking Number _____

#1 : Configuring TSM & TSSM for Solo or Sidecar Use

