M1549: RECALL 0631 - 2021 PAN AMERICA AND SPORTSTER S INSTRUMENT MODULE SOFTWARE UPDATE

Purpose for Service Bulletin

This bulletin informs dealers that Harley-Davidson has identified a Instrument Module (IM) software error on 2021 Pan America and Sportster S models.

When the internal IM temperature is below freezing 0 °C (32 °F), the IM display may generate an error message. Shortly thereafter, it goes blank until the next ignition cycle when the IM temperature is above freezing.

If the warning is ignored and the vehicle is operated, the speedometer and neutral indicator would not be visible as required by FMVSS No. 123.

NOTE
Our testing indicates that, due to the self-heating characteristics of the IM, this condition can occur only at a cold start-up when the IM temperature is below freezing.

Motorcycles Affected

2021 RA1250, RA1250S, RH1250S

Markets Affected

All markets are affected except Brazil.

Required Dealer Action

Table 1.

Action Required	Resolution
NO ☐ YES ☑	**Actionable:** Any vehicle, component or software related issues must be performed per service bulletin procedure.

NOTE
If the vehicle owner has already completed the IM update, but Recall 0631 remains open, follow the Credit Procedure instructions for the required 0.2 hours time for checking the software version. This would complete the recall.

1. Verify that vehicle is part of recall 0631.

NOTE
Check battery voltage: confirm full charge 12.7 Volts of Direct Current (VDC). Connect battery tender if voltage is below 11.7VDC.

   a. H-Dnet.com > FAVORITES > MY TOOLBOX > Vehicle Information

   b. Enter the Vehicle Identification Number (VIN) of the vehicle in question.

2. Put vehicle into Accessory Mode.

   a. With the security fob present, press and hold the Trip button.

3. Check software version.

   a. **Select:** SETTINGS > SOFTWARE > SOFTWARE INFORMATION. This menu will show the current version on the Instrument Module.

4. Check for latest software version:

   a. **RA1250, RA1250S:** Pan America Instrument Module

   b. **RH1250S:** Sportster S Instrument Module

5. Update software.

   a. Download the latest software version to Universal Serial Bus Type-C (USB-C) device.

NOTE
The .pv2 file must be at the root directory of your USB-C drive in order for it to be detected by the IM. (LM4 is for RH1250S) (LM7 is for RA1250 and RA1250S).

   b. Unzip the downloaded file to extract the .pv2 file.

   c. Connect USB-C drive to vehicle.

   d. **Select:** SETTINGS > SOFTWARE > INFOTAINMENT SW UPDATE.

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.

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									

e.   **Select:** Update file.

f.   Allow update to complete. IM will reboot on its own during this process.

g.   When complete, remove USB-C drive.

6.   Verify updated software version: SETTING > SOFTWARE > SOFTWARE INFORMATION.

a.   **RA1250, RA1250S:** Software version (LM7) 5.1288.2_20211217 or later.

b.   **RH1250S:** Software version (LM4) 5.1288.2_20211217 or later.

CREDIT PROCEDURES

NOTE

These new codes may need to be downloaded into your system.

For each vehicle involved in this recall (involvement of VIN has been verified on H-Dnet.com), submit a warranty claim per Table 2 or Table 3.

Upon submission of the properly completed claim, you will be credited for 0.2 hours of labor time for performing the procedure, plus appropriate administrative time. Submit campaign events on their own warranty claim. Do not mix them with other warranty events.

Credit Procedure: Talon/H-Dnet.com Warranty Claim System Users

Table 2. Talon/H-Dnet Users

ITEM	DATA
Claim Type	SRC
Problem Part Number	70900896
Quantity	Leave Blank
Primary Labor Code	2718
Time	0.2 h
Customer Concern Code	0631
Condition Code	9981

Credit Procedure: GDP System Users

Table 3. GDP System Users

ITEM	DATA
Claim Type	Recall Claim
Fix ID-Found in Recall Number	R
Problem Part Number	70900896
Customer Concern Code	0631
Condition Code	9981