SERVICE BULLETIN



M1618

M1618 (REV B): RECALL 0185 - 2023 CVO STREET GLIDE (FLHXSE) HANDLING

Reason for Revision

Refer to Table 1.

Table 1. Document History

		-		
Date	Rev	Revision (Rev) Description		
		Added: Steering Ballast install information.		
2024-02-08 B	в	Updated: Part Numbers, Required Dealer		
2024-02-00	ы	* Action and Owner's Manual Insert		
2023-12-21	А	Added ECM Calibration table.		
2023-12-21	A	* Updated: Part Numbers		
2023-12-21	-	Initial release		
2023-12-21	-	Initial release		

Purpose for Service Bulletin

This bulletin informs dealers that Harley-Davidson has identified certain 2023 CVO[™] Street Glide® (FLHXSE) motorcycles built prior to October 06, 2023 may respond more than expected to road and environmental inputs (e.g. road irregularity, wind gust) when operated at speeds exceeding 100 Miles Per Hour (mph). If an increased vehicle response occurs and the operator does not follow the guidance outlined in the owner's manual (i.e., to reduce speed and guide the motorcycle with a relaxed grip to a controlled condition), there may be an increased risk of a crash.

Vehicles Affected

NOTE

Certain vehicles built prior to October 06, 2023.

2023: CVO Street Glide (FLHXSE)

A Vehicle Identification Number (VIN) list specific to motorcycles shipped to the your dealership is available at H-Dnet.com.

Use the following path to locate the VIN list:

 H-Dnet.com > Service Toolbox > Warranty Campaign Center > Safety Campaign Open VIN list

NOTE

If the motorcycle does not appear on your dealer VIN list, refer to the Vehicle Information link for that VIN to determine if the motorcycle is affected under the Warranty Campaign section of the Vehicle Information.

Markets Affected

All markets affected.

Part Numbers

UNITED STATES and CANADA

Refer to Table 2.

Table 2. Kit Part Number

Part No.	Item Description
41001151A	Electronic Control Module (ECM)

Table 3. ECM Calibration

Markets	Calibrations to Install
United States and Canada	41001671

ALL OTHER MARKETS

A recall kit and ECM calibration update will be used to complete the repair. Part numbers will be released in mid-February.

Refer to Table 4.

Table 4. Kit Part Number

Part No.	Item Description
91500117	Kit, Recall 0185

Table 5. ECM Calibration

Markets	Calibrations to Install
All Other Markets	41001359J
China	41001358J

Recall Kit Ordering Information

No recall kit is needed for **United States and Canadian** vehicles as the repair for those regions consists of an ECM calibration update only.

Recall kit 91500117 for **All Other Markets** will start to dispatch starting on February 8, 2024. There will be no wave shipment. Use the PAM Lookup tool on H-Dnet.com to check for recall kit availability. Dealers can order parts as needed.

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									

2024-02-08

Required Dealer Action

Table 6.

Action Required	Resolution	
	Actionable: Any vehicle, component or software related issues must be performed according to the service bulletin	
YES 🗹	procedure.	

UNITED STATES and CANADA ONLY

Update the ECM calibration using the following process:

- 1. Verify that vehicle is part of Recall 0185.
 - a. See instructions in Vehicles Affected.
- Verify software version 24.3.3 or later is installed on Digital Technician II (DT II).
 Special Tool: DIGITAL TECHNICIAN II (HD-48650)
- 3. Connect Techlink 3 (TL-3) to vehicle.

NOTE

External power adapter providing a minimum of 12 V and 1.2 A must be plugged into TL-3 for ECM reflash procedure to prevent unrecoverable lockups.

- 4. Connect external power to TL-3 using appropriate power supply providing at least:
 - a. Voltage: 12 V
 - b. Current: 1.2 A
- 5. Place vehicle in ON position.
- 6. Open DT II program and establish communication with vehicle.
- 7. Proceed to Reflash screen and select ECM.

NOTE

Vehicle MUST be reflashed with the updated calibration in DT II even if the calibration displayed in the ECM currently matches the available calibration in DT II.

8. Confirm ECM Calibration being flashed is correct per Table 3.

NOTE

Vehicles with Screamin' Eagle calibrations must be reflashed with DT II to the updated Original Equipment (OE) calibration prior to reinstalling the appropriate Screamin' Eagle calibration.

9. Proceed to reflash ECM and follow on-screen directions in DT II.

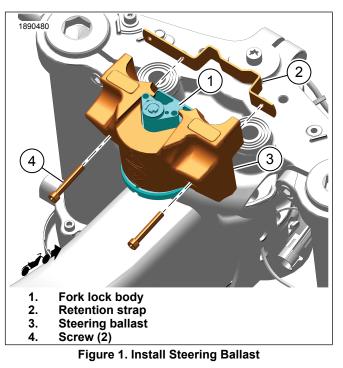
ALL OTHER MARKETS

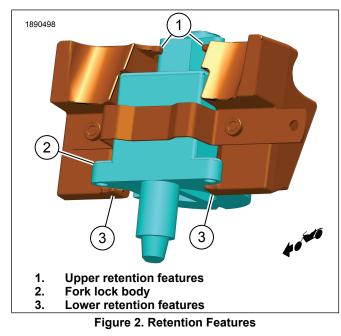
- 1. Verify that vehicle is part of Recall 0185.
 - a. See instructions in Vehicles Affected.
- 2. Remove left saddlebag. See service manual.
- 3. Remove left side cover. See service manual.
- 4. Remove main fuse. See service manual.
- 5. Remove dash panel. See service manual.

Install

Prepare

- See Figure 1. Install steering ballast (3) over fork lock body (1).
 - a. See Figure 2. Verify upper and lower retention features (1 and 3) are positioned properly.
- 2. See Figure 1. Install retention strap (2) in front of fork lock body (1).
- Install screws (4). Tighten.
 Torque: 4–4.8 N·m (35–42 in-lbs)





Complete

- 1. Install dash panel. See service manual.
- 2. Install main fuse. See service manual.
- 3. Install left side cover. See service manual.
- 4. Install left saddlebag. See service manual.

Update the ECM calibration using the following process:

- Verify software version 24.3.3 or later is installed on DT II. Special Tool: DIGITAL TECHNICIAN II (HD-48650)
- 2. Connect TL-3 to vehicle.

NOTE

External power adapter providing a minimum of 12 V and 1.2 A must be plugged into TL-3 for ECM reflash procedure to prevent unrecoverable lockups.

- 3. Connect external power to TL-3 using appropriate power supply providing at least:
 - a. Voltage: 12 V
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NOTE

Vehicle MUST be reflashed with the updated calibration in DT II even if the calibration displayed in the ECM currently matches the available calibration in DT II.

7. Confirm ECM Calibration being flashed is correct per Table 5.

NOTE

Vehicles with Screamin' Eagle calibrations must be reflashed with DT II to the updated OE calibration prior to reinstalling the appropriate Screamin' Eagle calibration.

8. Proceed to reflash ECM and follow on-screen directions in DT II.

Owner's Manual Insert

NOTE

In the event that the customer does not have their Owner's Manual, print the insert and provide it to the customer at vehicle delivery after the recall has been completed.

- 1. Once steering ballast has been installed and reflash has been completed, print the (Recall 0185 Owner's Manual Insert) and add it to customer's Owner's Manual.
 - a. https://serviceinfo.harley-davidson.com/sip/content/ document/view?id=1860708363443567996

CREDIT PROCEDURE

NOTE

Enter bulletin number into comment section of claim.

UNITED STATES and CANADA VEHICLES ONLY

For each vehicle involved in this recall (involvement of VIN has been verified on H-Dnet.com), submit a recall claim per Table 7.

Table 7. Credit Procedure: H-Dnet.com and Talon System Users

ITEM	DATA
Claim Type	SRC
Problem Part Number	41001151A
Quantity	Leave Blank
Primary Labor Code ⁽¹⁾	2825
Labor Time	0.2 hours
Customer Concern Code	0185
Condition Code	9981
(1) Download may be required	

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 recall events on their own claim. Do not mix them with other warranty events.

ALL OTHER MARKETS

Non United States and Non Canadian Bikes Only - For each vehicle involved in this recall (involvement of VIN has been verified on H-Dnet.com), submit a recall claim per Table 8 or Table 9.

Table 8. Credit Procedure: H-Dnet.com and Talon System Users

ITEM	DATA
Claim Type	SRC
Problem Part Number	41001151A
Quantity	Leave Blank
Primary Labor Code ⁽¹⁾	2847
Labor Time	0.6 hours
Customer Concern Code	0185
Condition Code	9982
Replacement Part Number	91500117
Quantity	1
(1) Download may be required	

Table 9. Credit Procedure: GDP/SAP System Users

ITEM	DATA
Claim Type	Recall Claim
Number	R
Problem Part Number	41001151A
Customer Concern Code	0185
Condition Code	9982

Upon submission of the properly completed claim, you will be credited for 0.6 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.