SERVICE BULLETIN



M1618

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

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description	
2023-12-21		Added ECM Calibration table.	
2023-12-21		* Updated: Part Numbers	
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	41001360F

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.

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 kits for **All Other Markets** will not be available for dealer order in mid-February at the time of release, as Harley-Davidson will be allocating and shipping kits to dealerships in wave shipments. Ordering information for all other markets will be released once wave shipments for the recall kits have been completed.

Required Dealer Action

Table 4.

Action Required	Resolution				
NO U	Actionable: Any vehicle, component or software related issues must be performed according to the service bulletin 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.

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									

2023-12-21

2. Verify software version 24.1.3 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

Full information on the repair procedure and required dealer action will be available in mid-February once the recall kits are available.

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 5.

Table 5. 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

Credit Procedure for all other markets will be released in mid-February once the recall kits are available.