

# SERVICE BULLETIN



M-1398

**SB-10057816-5218** March 19, 2015

## MIDDLE EAST GPS MAP UPDATES - PRODUCT PROGRAM 0918

### Purpose

Harley-Davidson Motorcycle Company, Inc. has determined that certain Harley-Davidson international configuration 2014 and 2015 Touring model motorcycles may not have the appropriate GPS navigation map for certain regions of the world. The models affected are factory equipped with Boom! Box 6.5 GT Infotainment System with GPS navigation. Harley-Davidson has declared a voluntary Product Program (0918), in order to allow us to formally correct all of the affected motorcycles by installing the proper GPS maps for the affected regions.

Read this entire bulletin before taking any action. See Required Dealer Action to perform the service.

### Overview

- Kits required: No.
- Repair: All affected. No inspection required.
- Affected components: Boom! Box Infotainment System.
- Solution: Download and install new GPS maps.

### Motorcycles Affected

This Product Program applies to certain 2014 and 2015 Touring models sold in the affected markets fitted with Boom! Box 6.5 GT Infotainment System as standard equipment. This applies to both sold and unsold vehicles built June 23, 2013-April 01, 2015.

- **2014 models include:** FLHTCU TC, FLHTK, FLHTKSE, FLHTCUTG
- **2015 models include:** FLHTK, FLHTKL, FLHTKSE, FLHXS, FLHXSE, FLTRXS, FLTRUSE, FLHTCUTG

A VIN list specific to motorcycles shipped to your dealership is available via h-dnet.com. This list may be found by following this path:

- h-dnet.com/Service Toolbox/Warranty Campaign Center/Product Campaign Open VIN List.

Select 0918 campaign to view the VIN list.

#### NOTE

*If the motorcycle does not appear on your dealer VIN list, refer to the Vehicle Information link to verify if the motorcycle is affected.*

If you are not sure that the product campaign has been completed on a particular motorcycle, check the product campaign records available on h-dnet.com. Many dealers may not have an affected motorcycle.

### Markets Affected

The markets affected are Saudi Arabia, United Arab Emirates and Turkey.

### Customer Notification

Harley-Davidson Motor Company, Inc. or authorized Harley-Davidson dealers will provide notification of this non-safety related condition to registered owners of affected motorcycles. The notice will instruct owners to contact their dealer to schedule the service. A sample of the customer letter is attached.

### Program Duration

This program is effective beginning March 18, 2015. Please be advised that the services delivered under this product program will no longer be rendered at factory expense after two years from the date of this bulletin (March 18, 2017).

### Ordering Information

No kits are necessary for this Product Program. An initial quantity of redemption codes for the navigation map uploads will be provided by your Regional Service office. Once your initial quantity of redemption codes have been installed, request additional codes by emailing Harley-Davidson EMEA Warranty Department at HDEWarrantyDept@harley-davidson.com.

### Required Dealer Action

#### NOTE

*The discount code provided by your Regional Service Office must be redeemed to obtain the update for free.*

1. Verify that the motorcycle is involved in this product program.

#### 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									

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2. Prepare vehicle for navigation update:
  - a. Turn ignition switch to ACCESSORY.
  - b. Connect an 8GB or larger USB drive to the vehicle media port.
  - c. In the radio go to Home > Setup > System Information > Navigation > Export for Update > USB.
  - d. Wait for the Export Complete screen. Touch OK.
  - e. Remove USB drive.
3. Connect USB drive to a computer with internet access.
4. Visit <https://harley-davidson.naviextras.com/shop/portal>.
5. Log in to your user account or create one. If you are creating a new account, download and install the Toolbox application from the Naviextras site.

**NOTE**

*After log-in, you may not be at the Naviextras home page.*

6. From the Naviextras home page, select REDEEM YOUR CODE OR ACTIVATE.
7. Enter the code provided by your Regional Service Office. Select REDEEM.
8. Select CHOOSE from the next screen.
9. Follow the on-screen directions to download map.
10. When download is complete, exit the Toolbox application and remove the USB drive.

11. If ignition switch is off, turn to ACCESSORY.
12. Connect USB drive to media port on vehicle. When the USB drive is recognised, a warning screen will appear. Select YES to begin update.
13. Remove USB drive when prompted.

### **Credit Procedure: SAP Markets**

Complete an electronic warranty claim referencing this service bulletin number. Include the redemption code used for each VIN submitted.

**Table 1. Product Program 0918**

ITEM	DATA
Claim Type	Recall Claim
Fix ID (found in recall number)	C
Problem Part Number	76000231
Customer Concern Code*	0918
Condition Code	9981
* These items may need to be downloaded to your system.	

Upon submitting the properly completed claim, you will be credited 0.5 hours of labor time for performing the procedure.

March 20, 2015

Dear Harley-Davidson Motorcycle Owner:

Harley-Davidson Motorcycle Company, Inc. has determined that certain Harley-Davidson International configuration model year 2014 and 2015 FL Touring model motorcycles may have been built with a Boom!<sup>TM</sup> Box 6.5 GT Audio System with GPS navigation which may not include the appropriate GPS maps for your region of the world. Harley-Davidson has declared a voluntary Product Program (0918), in order to allow us to formally correct all of the affected motorcycles by installing the proper GPS maps for your region.

**We are notifying you because our records indicate that you purchased one of the affected motorcycles. We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.**

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have the Boom! Box 6.5 GT Audio System with GPS Navigation inspected, and install the appropriate maps if required. The service will be performed at no cost to you if performed within two years from the program announcement date. The service will require less than one-half hour to perform, however, due to scheduling, your dealer may request to have your motorcycle for a longer period of time.

This no cost offer expires two years (March 20, 2017) from the date of the program announcement.

To verify that the service has been completed, your dealer will ask you to sign an acknowledgement. If you have sold your motorcycle, please forward the appropriate information about your purchaser. This will enable us to contact him/her and advise that person of this Product Program.

If you have had this condition corrected before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this product program. Contact your dealer for details. Should you choose to ride your motorcycle prior to this service, be aware you may not have the proper GPS maps for your desired region.

**If you take your motorcycle to your dealer on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact us for immediate assistance at the address or telephone number listed on this letterhead.**

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your satisfaction with our products. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.

(0918)