



Tech Article

TA0014: 1.20.2 Boom! Infotainment Software Concern

Reference	TA0014
Last Modified	2016-10-26
Models	
Category	Electrical
MARKETS	All markets are affected.
VEHICLES AFFECTED	All 2014 and later Touring, Trike, and Touring CVO vehicles equipped with Boom! Infotainment System.
SYMPTOMS	Installation of Boom! Infotainment software release 1.20.2 may cause the Infotainment system to freeze and become non-responsive to inputs from the hand controls, soft keys, or touch screen. An ignition cycle OFF-ON may get the system to respond or it may not.

CAUSE

We have identified an issue with the recent 1.20.2 Boom! Infotainment software release.

RESOLUTION

If a customer is experiencing this issue, we recommend performing a software update to take the system back to release 1.20.1 or 1.20.1.1 depending on the region for the radio. The Harley-Davidson website has been updated to remove release 1.20.2 and again provide the 1.20.1 and 1.20.1.1 software versions.