SERVICE BULLETIN

M1500 **2019-08-30**

M1500: 2020 TOURING MODELS WITH RDRS IDLE RPM FLUCTUATIONS

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description
2019-08-22	Initial release
2019-08-30	ECM (Electronic control module) update
	* Updated Purpose for Service Bulletin, Vehicles Affected, Required Dealer Action
	* Added Credit Procedure

Purpose for Service Bulletin

Notify dealers that it has been identified that 2020 Touring vehicles equipped with RDRS (Reflex defensive rider systems) may exhibit fluctuations in idle rpm (Revolutions per minute). Some vehicles may be pronounced enough to cause customer dissatisfaction. Harley-Davidson has developed an ECM update to reduce, or eliminate these fluctuations.

Vehicles Affected

All 2020 Touring, Police Touring, CVO Touring vehicles equipped with RDRS built from:

Start of production through August 29,2019.

Markets Affected

All markets are affected.

Required Dealer Action

Reflash ECM with updated calibration on all 2020 Touring vehicles with RDRS at:

- PDI (Predelivery inspection)
- Customer owned 2020 Touring vehicles built before August 29, 2019, at customer convenience.

Equipment Needed For Reflash

- DT II (Digital technician II) with software version 20.1.

  DIGITAL TECHNICIAN II (PART NUMBER: HD-48650)

- Techlink 3

  TECHLINK 3 (PART NUMBER: HD-48650-TL3)

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

Submit a warranty claim per Table 2.

Table 2.

ITEM	DATA
Claim Type	PRD (Pre-Delivery) or MC (Standard Claim)
Problem Part Number	41000724
Quantity	Leave Blank
Labor Code	7874
Time	0.2 h
Customer Concern Code	9203
Condition Code	7874

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									