SERVICE BULLETIN

M1515 **2020-10-08**

M1515: TCU DISCONTINUED ON SELECTED PLATFORMS – RUNNING CHANGE

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description	
2020-10-08	DT II line name change.	
	*	Updated TCU Deactivation and Removal Procedure
2020-06-17	Section title change	
	*	Updated TCU Deactivation and Removal Procedure
2020-06-16	Update procedure and added in warranty	
	*	Updated Purpose for Service Bulletin, Required Dealer Action : TCU Deactivation and Removal Procedure
	*	Added Credit Procedure, Return Parts
2020-06-05	Initial release	

Purpose for Service Bulletin

Is to inform dealers that the Telematic Control Unit (TCU) on some platforms are being discontinued as of:

- **Manufactured in United States:** May 28, 2020
  - For configurations: DOM, CAL, CAN, HDI, ENG
- **Manufactured in Thailand:** May 12, 2020
  - For configurations: EN2, HD4

These vehicles **will not** be compatible with the H-D Connect service and Digital Technician II (DT II) will not display a TCU as an available module.

Removal of the TCU without a active TCU Diagnostic Trouble Code (DTC) present is not a warrantable event.

Motorcycles Affected

Table 2. Motorcycles Affected

Model Year	Platform
2020	Touring
	CVO Touring
	Touring Police
	Trike

Markets Affected

All markets are affected.

Part Numbers

Table 3. Part Numbers

Part No.	Item Description
41000645 41000721	Telematic Control Unit (TCU)

Required Dealer Action

Do not install a Telematic Control Unit (TCU) since no **new** subscriptions will be accepted for these vehicles.

TCU Deactivation and Removal Procedure

If there is a fault with the TCU, deactivation and removal of the TCU will be necessary to prevent immobilization of the vehicle.

1. Set up DT II on vehicle.

   Special Tool: DIGITAL TECHNICIAN II (HD-48650)

2. Turn IGN ON.

3. Import vehicle information.

4. Go to:

   a. **Vehicle Setup** > **BCM Customization**

5. In the Remote Immobilization line:

   a. Click drop-down menu.

   b. Select: **Not Installed**

6. Click:

   a. **Update Vehicle** > **OK**

7. Turn IGN OFF.

8. Disconnect and remove TCU. See the service manual.

   a. Verify that dust cover (Part No. 69202412) is installed in TCU [339B].

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									

9. Turn IGN ON.

10. Wait until the vehicle is communicating with DT II.

11. Go to:

    a. **Vehicle Setup** > **BCM Customization**

12. In the TCU line:

    a. Click drop-down menu.

    b. Select: **Not Installed**

13. Click:

    a. **Update Vehicle** > **OK**

14. Cycle ignition.

15. Start engine.

16. Did engine start?

    a. **Yes:** Deactivation and removal is complete, go to step 17.

    b. **No:** Repeat the TCU Deactivation and Removal Procedure .

17. Turn IGN OFF.

18. Remove DT II.

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

Verify that vehicle is under warranty.

Submit a warranty claim per Table 4 for all TCUs removed and dust caps installed.

Table 4.

ITEM	DATA
Claim Type	MC/Standard Claim or PRD/PDI claim
Problem Part Number	41000645 or 41000721
Quantity	Leave Blank
Labor Code	6195
Time	0.5–0.6 h Depending on the model
Customer Concern Code	9203
Condition Code	3109
Replacement Part No.	69202412
Quantity	1

Return Parts

Hold all claimed parts for 60 d from date of credit issued for possible field inspection and/or request to return to factory. After 60 d, destroy and discard the parts.