WARRANTY BULLETIN

W144 **2022-09-22**

W144: AUDIO SYSTEM WARRANTY PROCEDURES

Reason for Revision

Table 1. Document History

Date		Revision Description
2022-09-22		Remove phone list
	*	Updated Additional Information
2021-01-19		Added in Rockford Fosgate and updating information
	*	Updated Purpose for Warranty Bulletin, Part Replacement and Return Procedures, Ordering United Radio Warranty Replacement Components, P&A Kits, Warranty Claim, Returning Malfunctioning Components and Out of Warranty Repair Procedure
	*	Added Ordering Rockford Fosgate Warranty Replacement Components
2020-01-31		Parts addition
	*	Updated Table 2
2018-09-17		Update
	*	Updated Part Replacement and Return Procedures, Returning Malfunctioning Components
2018-09-14		Initial release

Purpose for Warranty Bulletin

This bulletin provides warranty procedures to support the Advanced Audio System, Boom!™, Boom! Box Infotainment System, Boom! Box GTS System and Rockford Fosgate® components. It contains information for both Original Equipment (OE) and accessory components.

This bulletin replaces warranty bulletins W132 and W139. The components are processed through United Radio or Harley-Davidson Motor Company, Inc..

Markets Affected

All markets are affected.

Software Updates

Updating software is typically not covered under warranty. It is not necessary to update the software if the audio system is functioning correctly.

Periodic software updates will be available and can be downloaded at no charge and installed by either a customer or dealership technician. Software downloads and installation procedures can be found at:

- www.H-D.com/infotainment-support

Part Replacement and Return Procedures

The components listed in Table 2 require unique warranty and handling procedures. The parts require:

1. Inform customer that each component needing repair will be replaced with a refurbished component.
2. If encountering an issue with a wire harness, attempt to repair it. If repair is not an option, contact Technical Service.
3. Pre-authorization check.
   a. **US/Canada Markets:** Pre-authorization from Harley-Davidson Technical Service is required for all United Radio audio system warranty repairs.
   b. **International Markets:** Contact the local Harley-Davidson Technical Support representative for authorization before replacing any of United Radio components listed in Table 2.
4. Order the replacement part.
5. Complete the repair.
6. File the warranty claim.
7. Return the malfunctioning component with a properly completed Return Authorization form to United Radio.

A Return Authorization form and prepaid return shipping label are provided with the replacement unit. Follow this procedure to make sure timely warranty credit.

Follow the normal warranty process in the online Warranty Manual for:

- All remaining components used on 2014 and later models.
- Audio components sold through Parts and Accessories (P&A) that are not listed in Table 2, as in speakers and helmet headsets.
- Rockford Fosgate audio equipment. Refer to Table 3.

Return these items once a warranty claim is filed and a call-back label is issued.

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									

Ordering United Radio Warranty Replacement Components

All Markets: To order warranty replacement components listed in Table 2 through United Radio, log in to:

NOTE

A training guide Portable Document Format (PDF) and video are available on the site to aid in the ordering process.

- www.urdealerservices.com

1. An account needs to be set up.
2. Provide a user name and password.
3. Have the following information ready:

NOTE

- *If the radio will be replaced, it must remain in the vehicle until the version is determined.*
- *If the component was physically damaged and the damage was not found during the pre-delivery inspection, refer to the Out of Warranty Repair Procedure later in this bulletin.*

a. Dealer number.

b. Vehicle Identification Number (VIN) (not applicable if defective dealer stock).

c. Purchase date of vehicle or component.

d. Was issue found during initial Predelivery Inspection (PDI)?

e. Part number. Refer to Table 2.

f. Component serial number.

g. Radio software version. See the electrical diagnostic manual.

h. How the issue was verified and the diagnostics that were performed.

After a United Radio representative receives the online order, a refurbished component will be shipped at no charge.

Table 2. Audio Components

Part Number	Description	Part Number	Description
76000075C	RECEIVER,RAD,STD/DOM	76000797	RECEIVER,RAD,CVO/HDI
76000188	CB MODULE,COMM SYS	72647-11	MODULE,I-POD
76000228B	RADIO,DOM,CVO	76000076C	RADIO,PREM,DOM
76000233	MODULE,XM SAT RADIO	76000229C	RADIO,HDI,CVO
76000277B	AMPLIFIER,AUDIO	76000230C	RADIO,STANDARD,HDI
76000779	RECEIVER,RAD,PREM/DOM	76000231C	RADIO,PREMIUM,HDI
76000780	RECEIVER,RAD,PREM/HDI	76000232C	RADIO,PREMIUM,ROW NAV
76000781	RECEIVER,RAD,PREM/ROW	76160-06	RADIO, UNCALIBRATED
76000783	RECEIVER,RAD,PREM/DOM	76165-06A	MODULE, XM SATELLITE RADIO
76000784	RECEIVER,RAD,PREM/HDI	76167-06A	MODULE,GPS NAVIGATION
76000785	RECEIVER,RAD,PREM/ROW	76192-06B	AMPLIFIER
76000786	RECEIVER,RAD,CVO/DOM	76222-06A	MODULE, HANDS FREE CELL PHONE INTERFACE
76000787	RECEIVER,RAD,CVO/HDI	76236-06	MODULE, CB
76000796	RECEIVER,RAD,CVO/DOM	76000818	MODULE, XM SATELLITE RADIO

Ordering Rockford Fosgate Warranty Replacement Components

All Markets: To order warranty replacement components listed in Table 3.

1. Order replacement part through the normal ordering process (not through United Radio).
2. Perform Repair
3. Tag and hold all warranty items for 60 days after credit is received, unless a Warranty Part Return Label is generated.

Table 3. Rockford Fosgate Amplifiers

Part Number	Description
76000821	Primary Amplifier
76000990	Secondary Amplifier

P&A Kits

Warranty for the Audio System P&A kits in Table 2 & Table 3 varies depending on the point of sale and who installed the kit:

For specific P&A kit part numbers covered under this warranty. Refer to Table 2.

NOTE

Replace only the malfunctioning kit component, not the entire kit.

Dealer Installed P&A Registered Components

Two-year warranty coverage. File a labor-only warranty claim for items listed in Table 2. For items listed in Table 3, file a warranty claim for part and labor to Harley-Davidson Motor Company, Inc..

Dealer or Customer Installed OTC (Over-the-counter) P&A Kits

See Table 2. Contact United Radio for warranty coverage. Do not file a warranty claim with Harley-Davidson.

See Table 3. File a Defective Stock (DFS) or a PAM stock/sold claim for the part only to Harley-Davidson Motor Company, Inc., no labor.

Warranty Claim

When filing the warranty claim, for a Motorcycle that has been registered (MC) or Standard Claim for all OE components listed in Table 2 and Table 3. If the vehicle has not been retailed, use a Pre-Delivery (PRD) or PDI Claim.

Use a PNA or Standard Claim for warranty claims in which the component from Table 2 and Table 3 is registered to the VIN on the Service Warranty Registration (SWR).

The "Quantity" field in the warranty claim must remain blank for all components listed in Table 2 as they are warranted directly through the supplier. File a warranty claim for labor only. Refer to Table 4.

Rockford Fosgate Components

The "Quantity" field must be populated in the warranty claim with a quantity listed for all components listed in Table 3 as they are warranted through Harley-Davidson Motor Company, Inc.. Refer to Table 4.

Table 4. Example Warranty Claim Field Information

Claim Fields	Original Equipment (Table 2, VIN Required)	Registered Accessory (Table 2 and Table 3, VIN Required)
Claim Type	MC/PRD/Standard Claim/PDI Claim	PNA/Standard Claim
Quantity	**United Radio:** Leave blank **Rockford Fosgate:** Qty. 1	
Event 1 Problem Part	See Table 2 & Table 3	
Replacement Part	**United Radio:** Leave blank **Rockford Fosgate:** Qty. 1 with Part No. from Table 3	

Returning Malfunctioning Components

United Radio

All malfunctioning components warrantied through United Radio must be returned to within 30 d (North America) or 45 d (International) of receiving the replacement component. Follow these steps:

1. The following must be included in the box when returned:
   - Malfunctioning component.
   - Return Authorization Form (included with the replacement component).
2. Attach the included prepaid shipping label to the outside of the box.

Contact United Radio for arrangements to return the replacement component at:

- **US/Canada:** 1-800-448-0944
- **International:** 1-315-446-5570
- **E-Mail:** support@unitedradio.com

Only return components under one or more of the following circumstances:

- It is determined that the replacement component is no longer needed.
- The component was damaged in shipping.

NOTE

Never file an Return Merchandise Authorization (RMA) with Dealer Services for components listed in Table 2.

US/Canada Dealers: Return malfunctioning components to:

Harley-Davidson Motor Company, Inc.

c/o United Radio

5705 Enterprise Parkway

East Syracuse, NY 13057, USA

International Dealers: Use the address listed on the Return Authorization form from United Radio.

If a core is not returned within 30 d (North America) or 45 d (International), the dealer will be billed for the amount of the core.

Rockford Fosgate

1. When the claim is approved a call tag could be generated to return the malfunctioning component to Harley-Davidson Motor Company, Inc..
   - **U.S. Only:** Go to: H-Dnet.com > **Warranty Part Return Labels**
   - **ROW:** Follow normal warranty procedures.
2. Attach the included prepaid shipping label to the outside of the box.

Out of Warranty Repair Procedure

Refer to the latest version of Service Bulletin M1478 for the out of warranty repair process for United Radio components only.

Additional Information

Infotainment Software

Software is occasionally revised by Harman and Rockford Fosgate. To see the latest software version, visit:

- www.H-D.com/infotainment-support

See the online instructions to determine the installed software version. Follow the online instructions to download and install updated software.