SERVICE BULLETIN

M1597 **2023-07-13**

M1597: AMPLIFIER SOFTWARE UPDATE FOR 2023 CVO STREET GLIDE (FLHXSE) AND ROAD GLIDE (FLTRXSE)

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2023-07-13	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers that there is an available software update for the 2023 CVO Street Glide (FLHXSE) and Road Glide (FLTRXSE) audio amplifier. This update is to address a condition that would cause the Automatic Volume Control (AVC) not to function normally.

Vehicles Affected

2023 CVO: Street Glide (FLHXSE), Road Glide (FLTRXSE)

Markets Affected

All markets affected.

Part Numbers

Refer to Table 2.

Table 2. Part Numbers

Part No.	Item Description
76001132	Audio Amplifier, 4 channel, 500 watt

Required Dealer Action

Table 3.

Action Required	Resolution
NO ☐ YES ☑	**Actionable:** Any vehicle, component or software related issues must be performed according to the service bulletin procedure.

1. Confirm current software version.
   a. Using Digital Technician II (DT II).
   b. **Select:** ToolBox > System Information > SPD > Data Item Primary Amp Software Number
2. **Software Version 1.1.3.2 or older:** Amplifier will need to be updated.
3. Download amplifier update from the Infotainment Support Resources page on Service Information Portal (SIP).
4. Download and unzip the file.
5. Copy it to the root directory of a **ExFat formatted** thumbdrive.
   a. USB-C thumb drive should only contain a SREC file.
6. Place vehicle into **ACC** mode.
7. Insert Thumbdrive into USB-C cable on the vehicle.
8. Follow onscreen prompts to complete the software update. Refer to Supplemental Procedure Video.

Supplemental Procedure Video

⚠ WARNING

Always review the appropriate service procedure prior to performing it. This video is intended to supplement, not replace, documented service procedures. Attempting service procedures without the proper training, tools, equipment, and manuals could result in death or injury to you or others. This could also damage the motorcycle or cause the motorcycle to operate improperly. (10406a)

This video is a supplement of the procedure covered in the document. This video can only be viewed through SIP.

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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Video 1.

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

Submit a warranty claim per Table 4.

Table 4.

ITEM	DATA
Claim Type	PRD/MC/DEM - PDI/Standard Claim
Problem Part Number	76001132
Quantity	Leave Blank
Labor Code(1)	6178
Labor Time	0.2 hours
Customer Concern Code	9203
Condition Code	6178
(1) Download may be required	