

Required Dealer Action

Table 3.

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

NOTE

Connect vehicle to a battery tender and confirm the battery is at full charge prior to starting the update process.

For additional instruction see IFCU update video and IFCU update instructional document on the Infotainment Control Unit (IFCU) Support Resources page.

Two separate thumb drives with USB-C will be required. They will be referenced to as USB 1 and USB 2.

1. Check software version:
- a. Select: Settings (on IFCU)

b. Navigate: System > System Info > Product Information
2. Two required software files need to be downloaded for the Skyline™ OS.
- a. Software files may be found on: Service Information Portal (SIP).

b. Refer to (link): Infotainment Support Resources.

c. Download file to thumb drive designated USB 1: INSTANA_240002213D

d. Download file to thumb drive designated USB 2: INSTANA_240002237D
3. Unzip the downloaded file titled: INSTANA_240002213D.
- a. Make sure there is only one Folder on USB 1. See Figure 2.

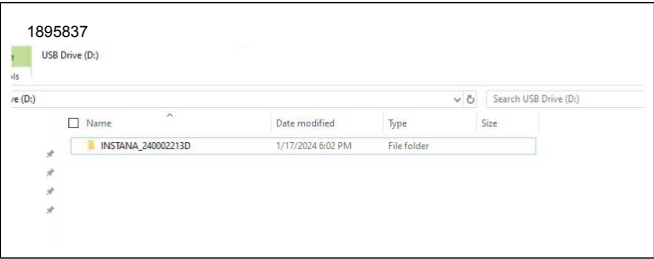


Figure 2. One File on USB 1

4. Unzip the downloaded file titled: INSTANA_240002237D.
- a. Make sure there are three Folders and one file on USB 2. See Figure 3.

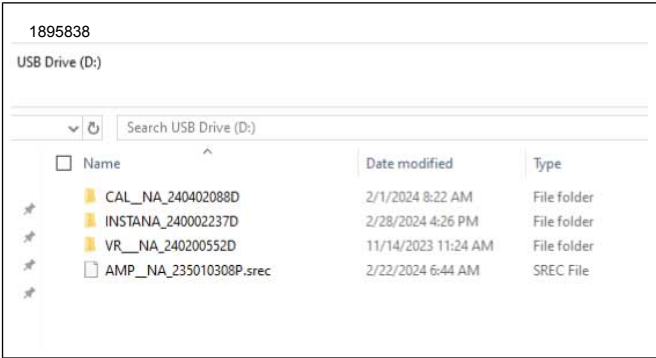


Figure 3. Three Folders and One File on USB 2

5. NOTE
- Depending on the vehicle's current Software version(s), all updates may not need to be done. The IFCU will automatically skip those not needed.
- Turn vehicle ON in ACCESSORY MODE.
6. After the IFCU has fully booted up and the main menu is visible, insert Universal Serial Bus (USB) 1 into the vehicle's USB cable.
- a. See vehicle's owner's manual for USB cable location.
7. Follow prompts on the IFCU screen.
8. When the update is complete, you will be instructed to remove the USB. The IFCU will reboot automatically once USB 1 has been removed.
9. After the IFCU has fully booted up and the main menu is visible, insert USB 2 into the vehicle's USB cable.
- a. See vehicle's owner's manual for USB cable location.
10. Follow prompts on the IFCU screen.
- a. There will be multiple updates performed while USB 2 is connected and the IFCU will reboot multiple times.
11. See Figure 4. After the last update has been completed, a pop-up message will say: **Updates Completed**. Software is equal to or newer than USB.
- a. This message will only display for 10 seconds and then will self-clear.



Figure 4.

12. Remove USB 2.
13. Turn vehicle OFF for 60 seconds.
14. All software Updates have been completed. Verify through IFCU:
 - a. **Skyline OS**
 - b. **Navigate:** Settings > System > System info > Product information
 - c. **Amplifier**
 - d. **Navigate:** Settings > Sound > Speaker Setup > Device Status > Info
 - e. Verify audio is heard.

NOTE

When doing multiple vehicles, notice that additional folders are being added to the USB drives by the IFCU. This is normal and those empty folders do not affect the update process from vehicle to vehicle.

Troubleshooting

For troubleshooting help see Infotainment Control Unit (IFCU) Support Resources on the IFCU SIP page that will have a Troubleshooting guide.

1. From the www.harley-davidson.com website.
 - a. **Select:** Software Updates. This links to Infotainment Support Resources.
 - b. **Select:** Infotainment Control Unit (IFCU). Located in Table of Content.
 - c. **Select:** Infotainment Control Unit (IFCU) Support Resources. Located within the Infotainment Control Unit (IFCU) subject header. See Infotainment Control Unit (IFCU) Support Resources.

Credit Procedure

NOTE

Enter bulletin number M1635 into Event Comments.

Submit a warranty claim per Table 4.

Table 4. Skyline OS Universal Software Update

ITEM	DATA
Claim Type	PRD/MC/DEM - PDI/Standard claim
Problem Part Number	Refer to Table 2.
Quantity	Leave Blank
Primary Labor Code ⁽¹⁾	1761
MY 2023 Labor Time	0.8 hours
MY 2024 Labor Time	0.6 hours
Customer Concern Code	9203
Condition Code	1761
<i>(1) Download may be required</i>	

An additional 0.1 hour of labor has been added to labor code 1761 to reimburse dealers for the time needed for the one time download of the software onto Universal Serial Bus Type-C (USB-C) thumb drive(s). Each credited claim will be paid a total of 0.8 hours for Model Year (MY) 2023 vehicles and 0.6 hours for Model Year (MY) 2024 vehicles. This time includes the additional 0.1 hour mentioned above.