

# SERVICE BULLETIN

**M1639**

2024-04-24



## M1639: 2024 COPPERHEAD COLOR TOUR-PAK

### Reason for Revision

Table 1

### Table 1. Document History

Date	Rev	Revision (Rev) Description
2024-04-24	-	Initial release

## Purpose for Service Bulletin

This bulletin informs dealers that CVO Tour-Pak lids in the 2024 Copperhead paint schemes may have incorrect pinstriping color. Due to the hand-applied nature of the paint application process, the pinstripe color may not match the original intended color. Corrective action has been implemented and Tour-Pak were updated mid-March.

If a dealer received a Tour-Pak with pinstriping color that does not match the pinstriping color on their vehicle and Original Equipment saddlebags, they should follow the warranty process for the Tour-Pak lid. Entire Tour-Pak assemblies do not need to be replaced, only the lid.

### Copperhead King Tour-Pak (Part No. 53001050EXW)

- Use subcomponent KIT, T-PAK, CVR, SVCE, KING, PNSTRP W/GRPH (Part No. 53001051 EXW) on the warranty claim.

### Copperhead Chopped Tour-Pak (Part No. 53001059EXW)

- Use subcomponent KIT, T-PAK, CVR, SVCE, CHOPPED, SOLID W/GRPH (Part No. 53001060EXW) on the warranty claim.

## Vehicles Affected

2024: CVO Street Glide (FLHXSE), CVO Road Glide (FLTRXSE)

## Markets Affected

All markets affected.

## Part Numbers

Table 2

### Table 2. Affected Part Numbers

Turn-Pak Style	Color Description	Part No.
King	Copperhead	53001050EXW
Chopped	Copperhead	53001059EXW

### Required Dealer Action

**Table 3.**

Action Required	Resolution
NO <input type="checkbox"/>	<b>Actionable:</b> Any vehicle, component or software related issues must be performed according to the service bulletin procedure.
YES <input checked="" type="checkbox"/>	

Figure 1 If a dealer received a Tour-Pak with pinstriping color that does not match the pinstriping color on their motorcycle and Original Equipment (OE) saddlebags, they should follow the warranty process for the Tour-Pak lid. Entire Tour-Pak assemblies do not need to be replaced, only the lid.



Figure 1. Tour-Pak

## Credit Procedure

*NOTE*

*Submit a warranty claim per the Table 4 for all kits in dealer stock or kits that have been retailed to a customer but have not been added to the SWR as part of custom coverage.*

**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.*

[illegible]

**Table 4. Copperhead Tour-Paks**

ITEM	DATA
Claim Type	DFS/PAM - stock/PAM - sold
Problem Part Number	53001051EXW or 53001060EXW
Quantity	1
Primary Labor Code	Leave Blank
Customer Concern Code	6101
Condition Code	1112
Detail Labor Code	8888
Labor Time	0.8 hours

**NOTE**

*Submit a warranty claim for vehicles within factory warranty that have one of the part numbers in Table 2 registered to the SWR.*

**Table 5. Copperhead Tour-Paks**

ITEM	DATA
Claim Type	PNA/Standard Claim
Problem Part Number	53001050EXW or 53001059EXW (part number on the SWR)
Quantity	Leave Blank
Primary Labor Code	8308
Customer Concern Code	6101
Condition Code	1112
Labor Time	0.8 hours
Replacement Part Number	53001051EXW or 53001060EXW
Quantity	1

**Return Parts**

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