



2025-04-25



# M1673 (REV B): DIGITAL TECHNICIAN® II WINDOWS 7 HARDWARE TERMINATION NOTICE

## Refer to Table 1

### Table 1. Document History

Date	Rev	Revision (Rev) Description
2025-04-25	B	Updated communications.
		* Updated: Purpose for Service Bulletin and ORDERING PROCESS FOR MICROSOFT SURFACE PRO 10
2025-04-17	A	Updated communications.
		* Updated: Purpose for Service Bulletin
2025-02-12	-	Initial release

## Purpose for Service Bulletin

Harley-Davidson is requiring all dealers to replace all Digital Technician II (DT II) Panasonic Windows 7 models before May 15th, 2025. **After that date, all Windows 7 units will cease to function.** Previous communications have outlined the issues requiring laptop replacement such as Windows 7 no longer being supported, compatibility issues with Techlink 3, and aging hardware. **Note: Attempting to upgrade your Windows 7 unit to Windows 10 or 11 is not recommended due to reliability concerns.**

**Harley-Davidson does not have loaner units to provide if your Windows 7 laptop ceases to function.**

Previous communications were sent through H-Dnet.com in December 2019, April 2021, and March 2022. As part of this communication, Harley-Davidson is announcing several options:

- The Microsoft Surface Pro 10 for Business tablets with a protective case is approved to be used with DT II.
- The Microsoft Surface Pro 11 for Business with Intel Core and a protective case is approved to be used with DT II.
- The Microsoft Surface Pro 11 for business with **Snapdragon core is NOT compatible** with DT II.

Note: the tablets are still supplementary and not an equivalent or a replacement for the laptop.

There are two laptop options to choose from:

1. Digital Technician® II (DTII) Panasonic Laptops from Bosch
2. Digital Technician® II (DTII) Getac Laptops from Bosch available in certain regions

To properly support DT II, the replacement DT II laptops or tablets must be purchased from Bosch, Insight, or Microsoft.

Dealers can begin placing orders for laptops and Microsoft tablets immediately. For international dealers, orders can be made through the usual ordering channel through Essential Tools from Bosch. Otherwise order per the process listed below.

Pricing varies by country and will be listed in the Bosch Tool, Insight and Microsoft websites. In most countries, hardware will arrive at dealerships approximately 3-4 weeks after completion of orders.

## ORDERING PROCESS FOR PANASONIC/GETAC LAPTOPS

1. On H-Dnet.com, Navigate to FAVORITES on the Bosch Tool site and proceed to order the fully rugged or semi rugged replacement kits.
  - a. HD-48650-REP55 (Panasonic FZ55 semi rugged laptop).
  - b. HD-48650-REP33 (Panasonic CF33 fully rugged laptop).
  - c. HD-48650-REP410 (Getac S410 semi rugged laptop). Not all regions will have this offering at this time.
2. In stock quantity is limited and once it is exhausted, there will be a 90 day lead time.

## ORDERING PROCESS FOR MICROSOFT SURFACE PRO 10/11 FOR BUSINESS TABLETS (Intel Core)

*NOTE*

*The Software Only Kit (HD-48650-501) is no longer needed starting in 2025.*

### 1. USA Dealers:

- a. Navigate to the Insight website: [https://www.insight.com/en\\_US/client/harley-davidson.html](https://www.insight.com/en_US/client/harley-davidson.html)
- b. Create an account on the Insight website and proceed to order the tablet and accessories.
- c. Along with the tablet hardware, purchase a compatible UAG protective case, 2x Universal Serial Bus (USB) C to USB A adapter and at a minimum of 3 years of Protection plan where available.

*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.*

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## 2. International Dealers:

- a. Contact Rick Brudny for in country order information:  
Harleydavidson@insight.com

## 3. Direct order from Microsoft is an option for both USA and International dealers:

- a. Order the Surface Pro 10/11 for Business with Intel core.
- b. Win 11 Pro + 256GB SSD, a compatible UAG protective case, 2x USB C to USB A adapter, a minimum of 3 years of Protection plan where available.

## DIGITAL TECHNICIAN II INSTALL PROCESS FOR MICROSOFT SURFACE PRO 10 TABLETS AND GETAC LAPTOPS INTERNATIONAL ONLY (NOT REQUIRED IF PURCHASED PANASONIC HARDWARE FROM BOSCH)

1. Setup Surface Pro/Getac with an administrative account. User must have admin privileges to operate DT II.
2. Navigate to H-Dnet.com and search for 'H-D Service Landing Page'.
3. Under Important Documents, click on and install XMS.
4. Alternate option, navigate to the Bosch Tool Site and select XMS installer.
5. XMS is used to install DT II software and helps maintain DT II with the latest version. Once XMS is installed, the DT II software will be automatically downloaded promptly.

Thank you for your support as we navigate this change.

**For questions, please contact the Support Center via**  
H-Dnet.com: Departments / Service/ Digital Technician / Technical Support Information.

## Required Dealer Action

Table 2. Required Dealer Action

Category	Description	Required
1	Must Perform Repair	<input type="checkbox"/>
2	Repair If Presenting Symptom	<input type="checkbox"/>
3	Feature Pack- Customer/Dealer Paid	<input type="checkbox"/>
4	Informational Purposes Only	<input checked="" type="checkbox"/>

## Markets Affected

All markets affected.