SERVICE BULLETIN

M1690 2025-06-02

M1690: 2025 CVO ROAD GLIDE RR (FLTRXRRSE) ÖHLINS FORK AND SHOCK SERVICE

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2025-06-02	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers that servicing the Öhlins front forks and rear shocks found on the 2025 CVO Road Glide (FLTRXRRSE) requires specialized training and tools which are **only available** through Öhlins Certified Service Centers.

Required Dealer Action

Table 2. Required Dealer Action

Category	Description	Required
1	Must Perform Repair	☐
2	Repair If Presenting Symptom	☐
3	Feature Pack- Customer/Dealer Paid	☐
4	Informational Purposes Only	☑

Harley-Davidson recommends that on the CVO Road Glide (FLTRXRRSE) forks and shocks be serviced by Öhlins USA.

Service can be scheduled directly through the Öhlins USA website Öhlins.com.

Any product that exhibits a warrantable condition will be repaired with a replacement part. Dealer can file a claim directly with Harley-Davidson following the standard process.

Vehicles Affected

2025: CVO Road Glide RR (FLTRXRRSE)

Markets Affected

United States only.

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
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