SERVICE BULLETIN

M1727 2026-04-24

M1727: BIG TWIN INNER PRIMARY SEAL CHANGES

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2026-04-24	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers of changes to the Inner Primary Seal (Part No. 12052).

The seal part number was changed from (Part No. 12052A, black in color) to (Part No. 12052B, brown in color). A **new** Inner Primary Seal (Part No. 12052C) has been released and the color has been changed back to black.

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	☐

Markets Affected

All markets affected.

Part Numbers

Refer to Table 3.

Table 3. Part Numbers

Old Part No.	Item Description	New Part No.
12052A	Seal, Inner Primary	12052C

Dealer Inventory Instructions

- Use up any inventory of (Part No. 12052A).
- Inspect inventory for seal (Part No. 12052B) and scrap. Refer to Table 4.

NOTE

DO NOT scrap complete kits, only replace the seal.

- Inspect kits that include seal (Part No. 12052B) and repackage them to include the **new** seal (Part No. 12052C).

  Kits: 25700225, 25700226, 25700337, 25700746, 25700830, 25701007, 25701079, 50500247

Credit Procedure

NOTE

Enter bulletin number M1727 into Event Comments section of claim.

Do not use a Vehicle Identification Number (VIN) when submitting these claims.

Submit a warranty claim per Table 4.

Table 4. Inner Primary Seal

ITEM	DATA
Claim Type	DFS/PAM - Stock
Problem Part Number	12052B
Quantity	Could vary
Customer Concern Code	9203
Condition Code	2209

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.

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									