SERVICE BULLETIN

M1450 **2017-07-25**

M1450: LOSS OF POWER ON 2017 MILWAUKEE-EIGHT EQUIPPED WITH SCREAMIN' EAGLE STAGE III OR IV KITS

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description
2017-07-05	Initial release
2017-07-07	Updated **Purpose for Service Bulletin**
2017-07-21	Updated **Required Dealer Action**, **Dealer Inventory Instructions** and **Extra information**
2017-07-25	Added **Credit Procedure** and **Return Parts**

Purpose for Service Bulletin

2017 model motorcycles equipped with a Milwaukee-Eight™ engine and a Stage III or Stage IV kit can experience a condition known as **Sumping** during extended periods in low gear, at high rpm or under heavy engine load.

Sumping is when an excessive amount of oil is suspended in the engine crankcase and the flywheel must travel through the oil, resulting in loss of power and potential engine component damage with extended use under these conditions.

This bulletin provides the diagnostic procedure for determining if sumping is occurring.

Motorcycles Affected

This information applies to all MY2017 Touring, CVO, Trike and Touring Police model motorcycles with a Milwaukee-Eight engine and a Stage III or Stage IV kit installed.

Markets Affected

All markets are affected.

Part Numbers

Refer to Table 2.

Table 2. Part Numbers

Current Part No.	Item Description	New Part No.
62400121, 62400143	OIL PUMP ASSY, OIL	62400178
62400124, 62400146	OIL PUMP ASSY, WATER	62400182

Required Dealer Action

Verify that sumping symptoms are present:

1. Confirm that the customer is experiencing loss of power during extended high rpm (Revolutions per minute) and/or highway speed operation.
2. Verify that oil level is low with no apparent leakage.
3. Perform an oil level hot check to verify the engine oil has not been over-filled. See the service manual.
   a. Operate the engine at idle for 2 minutes.
   b. Stop the engine.
   c. Check engine oil level immediately.
   d. Remove excess oil, if necessary.

NOTE

Sumping is more detectable at warmer oil temperatures.

4. Take the vehicle for a test ride and operate the engine to normal operating temperature (oil tank temperature).
5. With the motorcycle at operating temperature, allow vehicle to idle in a upright position for 45-60 seconds.
6. Stop the engine. Remove the CKP (Crankshaft position) sensor within one minute.
7. Measure amount of oil drained from the sensor opening.
   a. **Less than 3 fl oz (88.7 ml):** Go to Step 8.
   b. **Greater than 3 fl oz (88.7 ml):** Go to Step 9.
8. The condition is not caused by sumping.
   a. Explore other causes (fuel, timing, intake, etc.).
9. The condition is likely caused by sumping.
   a. Verify cylinder and piston integrity (scuffing, scoring, oil rings present).
   b. Verify that connecting rod bearings roll free and smooth.
   c. Verify oil jets are tightened to specification. See the service manual.

   If engine damage is observed: Contact regional Technical Service.

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									

If engine damage is not observed: Install new oil pump (Refer to Table 2.), install existing gerotor, assemble engine and file the appropriate warranty claim. Refer to Table 3.

Dealer Inventory Instructions

The current oil pump (Part No. 62400121, 62400124, 62400143 and 62400146) can be used for all OE (Original equipment) vehicle configurations that require oil pump maintenance or repair not associated with sumping.

Use oil pump (Part No. 62400182 or 62400178) for Stage III and IV kit that are exhibiting sumping.

Dealers should not return inventory of (Part No. 62400121, 62400124, 62400143 and 62400146) as defective stock.

Extra information

1. When installing a Screamin' Eagle Stage III or Stage IV kit on a MY2017 Milwaukee-Eight equipped motorcycle, a new pump assembly is required, which can be ordered through the regular part ordering process.
2. New oil pumps installed for new Stage III and Stage IV kit installations will be reimbursed at cost. Refer to Table 4.
3. Current inventory of oil pumps (both oil cooled and Twin-Cooled™) can be used as replacement for any concern (not sumping related), as needed.

   For example: Debris in oil, wrong oil pump for engine (oil vs water), gerotor cracks, etc.

Credit Procedure: Reimbursement of Oil Pump for Screamin' Eagle Stage III or IV Kits Registered to SWR

Reference this bulletin in the Event Notes/Comments of claim.

Table 3. Kits Registered to SWR

ITEM	DATA
Claim Type	PNA / Standard claim
Problem Part Number	Screamin' Eagle Stage III or IV Kit registered to VIN (Vehicle identification number)
Quantity	Leave Blank
Primary Labor Code[(1)]	8865
Time	7.6
Customer Concern Code	3102
Condition Code	9106
Replacement part number	New oil pump and necessary miscellaneous parts. Refer to Table 2.

(1) Download may be required.

Submit a warranty claim for the new oil pump required for the installation of Stage III and Stage IV kits. Refer to Table 4.

Table 4. Oil Pumps Required for Installation of Kits

ITEM	DATA
Claim Type	DFS (Defective stock) / PAM Sold
Problem Part No.	62400121, 62400124, 62400143 or 62400146
Quantity	Leave blank
Customer Concern Code	9901
Condition Code	9110
Replacement part number	62400178 or 62400182
Quantity	1

Bulletin number M1450 must be entered into the comments section of the claim.

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.