SERVICE BULLETIN

M1499 **2020-02-27**

M1499: 2020 MODELS EQUIPPED WITH TCU - REFLASH AND ENABLE TCU

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description
2020-02-27	Manufacturer build date change
	* Updated Motorcycles Affected
2020-02-26	Date field change for U.S. and Canada
	* Updated Motorcycles Affected
2019-09-16	Correcting production dates
	* Updated Motorcycles Affected
	Software version update
	* Updated Reflash Procedure
2019-08-23	Battery saving steps added
	* Updated Required Dealer Action : Reflash Procedure
2019-08-21	Initial release

Purpose for Service Bulletin

This bulletin informs dealers of the procedure to verify the version of and, if necessary, reflash the TCU (Telematic Control Unit) software during PDI (Predelivery Inspection). The bulletin then directs dealers to enable the TCU in markets where it can be enabled.

Motorcycles Affected

2020 Touring vehicles equipped with TCU manufactured between:

- **U.S. and Canada:**
  - **Reflash and Enable:** Start of production through August 29, 2019
  - **Enable Only:** August 30, 2019 through February 22, 2020
  - **No Actions Needed:** After February 22, 2020, refer to M1511
- **ROW:**
  - Start of production through September 09, 2019

Markets Affected

U.S., Canada, Puerto Rico, Belgium, Denmark, Finland, Ireland, Luxembourg, Netherlands, Norway, Sweden, United Kingdom, Austria, Germany, Switzerland, Andorra, France, Italy, Portugal, Spain, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia

This service bulletin **is not** intended for Guam.

- Due to cellular service licensing in Guam, inadvertent connection to the cellular network may result in fines. Therefore, the TCU **MUST NOT** be reflashed or enabled.

Required Dealer Action

NOTE

***Do not** perform these procedures on vehicles in Guam.*

All TCU equipped motorcycles must have the TCU software version checked and, if necessary, reflashed and enabled in approved markets.

NOTE

To reflash or enable the TCU, DT II (Digital Technician II) must have:

- *Software version: 20.0 or higher*
- *Techlink 3*

Reflash Procedure

1. **Connect battery charger / tender to vehicle. Equivalent to:**

   Special Tool: GLOBAL 5 AMP BATTERY CHARGER (66000041)

2. **Place vehicle in accessory mode.**

3. Connect DT II to vehicle.

   Special Tool: DIGITAL TECHNICIAN II (HD-48650)

4. Install vehicle information, click green check mark.

5. Click reflash icon.

6. Under Module Present column, view the TCU information row.

7. Under the Current Calibration column verify TCU calibration.

   a. If calibration is 0.13.7.2|0.13.7.2, Go to Step 8.

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									

b. If calibration is 0.23.2.2|0.27.2.2 or 0.24.2.2|0.28.2.2 reflash is not needed. Go to Enable Procedure.

c. If calibration is different for the 7.1 or 7.2 contact Technical Service.

NOTE

This reflash is a 2 part install. Part 1 and part 2 must be installed for the reflash to be completed. Follow steps 8 - 22 and ***do not*** *vary for the procedure.*

8. Click module selection box left of TCU.

9. Click green check mark.

10. Click 0.23.2.2/DT Step 1…

11. Click green check mark.

12. Verify warning screen, click green check mark.

13. Verify reprogram Flash Memory, click green check mark.

14. Verify verification screen, click green check mark.

    a. Reflash may take up to 25 min to install.

15. Verify Summary Information confirmation screen for step 1 of reflash, click green check mark.

16. Turn IGN OFF, wait 20 s, turn IGN ON, click green check mark.

17. **If necessary:** Click reflash icon.

18. Click module selection box left of TCU.

19. Click green check mark.

20. Click 0.23.2.2/DT Step 2…

21. Repeat Step 11 through Step 16.

22. Reflash procedure is complete. Go to Enable Procedure.

Enable Procedure

Refer to the Pre-Delivery and Inspection Manual.

Credit Procedure

NOTE

Enter bulletin number into comment section of claim.

Credit Procedure - U.S. Dealers

Submit a warranty claim per Table 2.

Table 2. U.S. Dealers

ITEM	DATA
Claim Type	PRD
Problem Part Number	41000645
Quantity	Leave Blank
Labor Code	7803
Time	0.2 h
Customer Concern Code	9203
Condition Code	7803

Credit Procedure - All Non U.S. Dealers

Submit a warranty claim per Table 3.

Table 3. All Non U.S. Dealers

ITEM	DATA
Claim Type	PRD / Pre-Delivery
Problem Part Number	41000721
Quantity	Leave Blank
Labor Code	7803
Time	0.2 h
Customer Concern Code	9203
Condition Code	7803