

SERVICE BULLETIN



M-1118

October 8, 2001

CD CHANGER UPGRADE FOR SCREAMIN' EAGLE FLTRSEI²

Purpose

Harley-Davidson has received some reports of excessive skipping during operation of the CD changer, and even complete loss of function in a few cases. An investigation revealed that these problems were caused by breakage of the internal suspension springs.

Radio Sound, Inc. (RSI), the manufacturer of the CD changer, has since developed an upgrade to the suspension system to correct these problems. A single loop suspension spring has been replaced with a redesigned double loop spring, and shock-absorbing bumpers have been added for additional vibration protection.

In the interest of preserving customer satisfaction, RSI has elected to exchange all original equipment CD changers with upgraded units having the new suspension system, and at no charge to the original owner.

Motorcycles Affected

All 2001 Screamin' Eagle FLTRSEI² motorcycles. As many as 1800 units may be affected.

NOTE

Any CD changer replaced under warranty after June 1, 2001 already has the upgraded suspension system. Furthermore, be aware that all CD changers purchased through P&A incorporated the latest suspension improvements and are not included in this program.

Customer Notification

Advise all original owners of affected motorcycles of the CD changer upgrade when they bring in their motorcycles for regularly scheduled maintenance. Encourage them to take advantage of the free replacement offer even if they are currently satisfied with the operation of their CD changer. Inform them that the offer is valid for only one year from the date of this bulletin.

Required Dealer Action

Proceed as follows:

1. When an affected motorcycle comes into your dealership, talk to the customer about the CD changer upgrade. If the customer decides to take advantage of the offer, write down the following information:

- VIN of motorcycle (RSI checks ownership and tracks repairs/exchanges by VIN)
- odometer reading
- purchase date of motorcycle
- dealer work order number for this repair

2. Phone RSI at 1-800-367-4506, ext. 5. Their business hours are: 9 AM-6 PM EST (Monday-Friday). Give them all the information gathered under step 1 and ask for an Authorization Number.

NOTE

To minimize customer inconvenience, the upgraded CD changer will be shipped to the dealership no more than 24 hours after assignment of the Authorization Number.

3. Leaving bracketry installed to the bottom plate of the Tour-Pak, remove the original equipment CD changer from the motorcycle. See CD CHANGER, REMOVAL, page 8-5 of the 2001 FLTRSEI² Service Manual Supplement (Part No. 99488-01).

Be sure to save all fasteners. Leave modulator installed inside Tour-Pak and retain CD controller. Also retain plastic collar and magazine.

4. Install the upgraded CD changer when received from RSI. See CD CHANGER, INSTALLATION, page 8-7 of the supplement.
5. Complete a warranty claim form. See the CREDIT PROCEDURE which follows on page 2.
6. Send original CD changer to the address below. Include the packlist that came with the upgraded CD changer, as well as a copy of the completed warranty claim.

Radio Sound, Inc.
1713 Cobalt Drive
Louisville, KY 40299

NOTE

*To help facilitate the exchange/repair process, please make every effort to return the original CD changer to RSI within **10 calendar days** of receipt of the Authorization Number. Your dealership could be billed for the changer if it is not returned in a timely manner.*

Credit Procedure

Complete a separate warranty claim for each vehicle serviced. Reference Service Bulletin M-1118 in the "Comments" or "Notes" section and be sure to include the VIN of the vehicle on which the service was performed. Fill in the rest of the claim as follows:

CLAIM TYPE	RAD, GDW
EVENT 1, PROBLEM PART NO.	76120-01
PART DESCRIPTION	CD Changer
QUANTITY	0
LABOR/CONDITION CODE	6686
TIME	0.4 hrs.
CUSTOMER CONCERN	9203

IMPORTANT NOTE: Authorization Number provided by RSI must be included in the authorization field of the warranty claim. Use RAD if the vehicle is under factory warranty, use GDW if the vehicle is out of warranty.

Upon receipt of the properly completed claim, you will receive the labor credit shown above, which includes postage credit for sending the original CD changer to RSI.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	TECHNICIAN NO. 4	RETURN THIS TO
INITIAL HERE									