

# SERVICE BULLETIN

M-1196

September 29, 2006



## ADVANCED AUDIO SYSTEM SOFTWARE UPDATE V8.11.0

### Purpose

Updated software for the Advanced Audio System has been released on [www.harley-davidson.com](http://www.harley-davidson.com) for customer and dealer access.

This software is intended to correct the following conditions:

**CB Modulation**—It is possible for the radio circuitry to revert from international (HDI) configuration (FM) to domestic (U.S.) configuration (AM) at key off.

An upgrade of the radio's software to v8.11.0 will remedy the condition affecting CB modulation on the Advanced Audio System and ensure regulatory compliance for Western Europe and Korea.

**Clock Accuracy**—Some customers have experienced issues with clock accuracy (gaining time).

**Phantom Speaker Codes**—Technicians, when troubleshooting with Digital Technician, have experienced phantom speaker codes B2007 and 2010 where no fault exists. All false diagnostic codes have been addressed in the v8.11.0 software.

Updating the radio receiver from early software versions (v6.8.0 through v8.9.0) will prevent all of these potential faults and make the receiver compliant with international regulations requiring FM modulation on citizen band radios. Update software will be posted on the Internet ([www.harley-davidson.com](http://www.harley-davidson.com)) by September 28, 2006 for either customer or dealer access.

### Motorcycles Affected

All 2006-2007 Touring models built prior to October 01, 2006 equipped with the Advanced Audio System by Harman/Kardon® or accessory CB Radio Kit.

### Customer Notification

Customers should be encouraged to visit [www.harley-davidson.com](http://www.harley-davidson.com) on the Internet. Direct them to select the Touring category from the "2006 Motorcycles" window. Then click on the photo of the AAS receiver in order to access the Advanced Audio System topic heading. Information on the Advanced Audio System, optional components and software update is available on this page. The Advanced Audio System page can also be accessed directly by entering the following address in the web browser.

<http://www.harley-davidson.com/cp/moar/en/overview.asp>

A dealer shortcut to this Advanced Audio System Mini-Site can be found on the Service page of [h-dnet.com](http://h-dnet.com) under the Service Information menu.

### Required Dealer Action

International dealers (specifically Western Europe and Korean markets) must update radio software during the PDI, during a P&A installation of existing inventory, during the next recommended maintenance interval service, or if a customer is experiencing any of the issues listed above.

For each Touring Model motorcycle produced prior to October 01, 2006 equipped with an Advanced Audio System:

- Identify Software Version Number
- Update Receiver Software
- Confirm Update Version Number
- File a Warranty Claim as outlined in Table 1

#### NOTES

- *Dealers outside of these markets may update radio software as part of the next recommended maintenance interval as a service to their customers or if a customer is experiencing an issue with their clock's accuracy.*
- *Use the highest quality CD available when copying the ZIP files to disc and use the slowest record speed capable on your CD write/burner program, no higher than 8X.*

#### IMPORTANT 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	LEAD TECHNICIAN	WARRANTY PROCESS MANAGER	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

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## Identify Software Version Number

### NOTE

The receiver should be in a radio (FM) mode prior to the update. Other modes interfere with the automatic process.

1. Turn the ignition/headlamp key switch to OFF.
2. Simultaneously press and hold any two soft keys (1, 2, 3, 4, 5, or 6).
3. Turn the ignition/headlamp key switch to ACCESS.
4. See Figure 1. Continue to hold the two soft keys while the Harley-Davidson Bar and Shield logo (1) is displayed. The display will cycle to Diag Test (2).
5. Press the Software or number 4 soft key (3) to display the software version number (4).
  - a. If the software version number is lower than v8.11.0, Update Receiver Software with the v8.11.0 update CD.
  - b. Receivers with v8.11.0 or higher will not need to be updated.

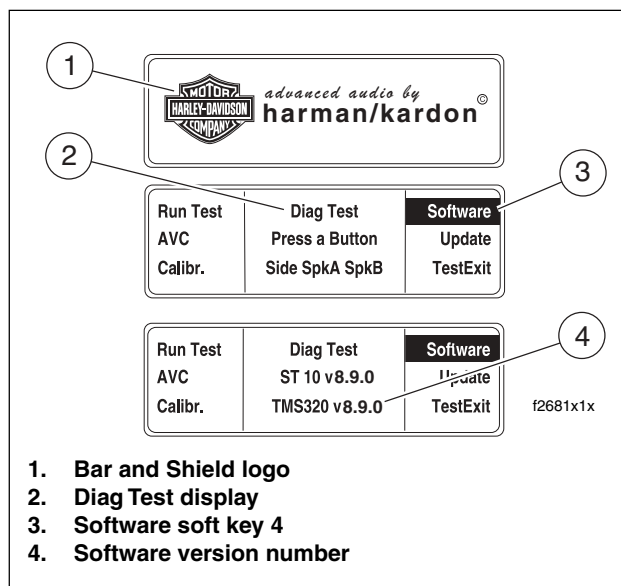


Figure 1. Identify Software Version Number

## Update Receiver Software

### NOTES

- Vehicle battery voltage can affect outcome of receiver update. In the event software does not load properly, attach a battery charger to the vehicle's battery while attempting update again.
  - Eject any current CD (open the CD cover and press the eject pushbutton). **Leave the CD door open while the update CD is in the reader.**
1. See Figure 2. In the Diag Test display, press the Update (1) or number 5 soft key to open the Update Radio display.
  2. To update the radio, follow the text prompt, Insert CD (2), and insert the v8.11.0 update CD. The CD will automatically initiate the download. Updating the radio will take up to 7 minutes.
    - a. The text message, Verifying DSP Image (3), is displayed as the percentage of download is updated.
    - b. An automatic power down and up, will proceed the text message, SUCCESSFUL (4).
    - c. Sequentially, ICB COMM (5), Get Loader (6), and Flashing Image (7), text messages will be displayed as the percentage of download is updated.
    - d. The receiver will again automatically power down and up.

### NOTE

**Should the CD jam and not eject by pressing the eject button, press the ON pushbutton to turn the radio OFF. Switch the ignition/headlamp key switch to OFF and remove the maxi-fuse. Wait 5 minutes, replace the maxi-fuse, turn the ignition knob to ACCESS and press the radio ON pushbutton. Wait for the Bar and Shield logo screen to close before attempting to eject the CD.**

3. After the final automatic power down and up, press the eject button to eject the CD. Remove the CD and close the CD door.
4. After removing the CD, Confirm Update Version Number.

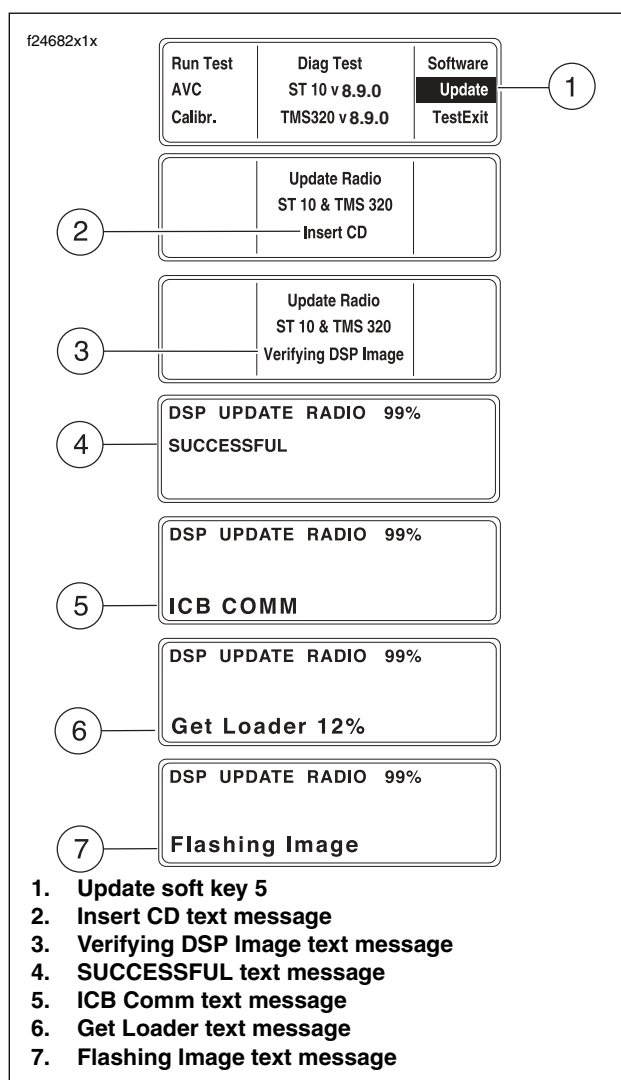


Figure 2. Update Receiver Software

## Confirm Update Version Number

1. Turn the ignition/headlamp key switch to OFF.
2. Simultaneously press and hold any two soft keys (1, 2, 3, 4, 5, or 6).
3. Turn the ignition/headlamp key switch to ACCESS.
4. Continue to hold the two soft keys while the Harley-Davidson Bar and Shield logo is displayed. The display will cycle to Diag Test.
5. See Figure 3. Press the Software or number 4 soft key (1) to display the software version number (2).
6. Verify that both displayed software version numbers (2) are v8.11.0. If the version numbers are different from v8.11.0, start over with Update Receiver Software.
7. If both version numbers in the display are v8.11.0, press the TestExit (3) or number 6 soft key. The display will open to the current receiver mode.

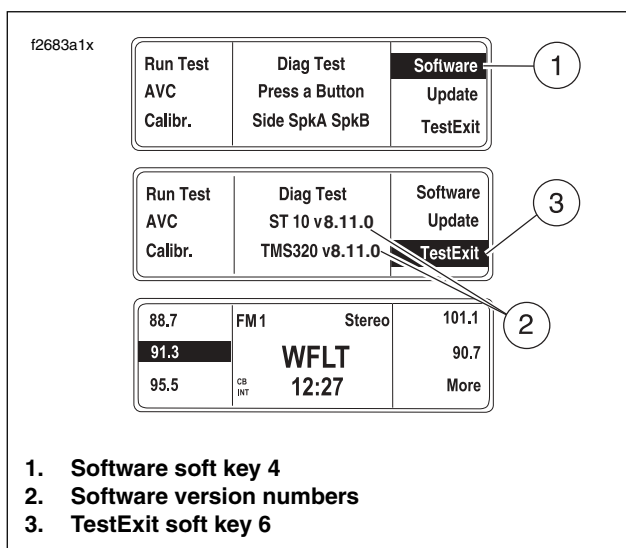


Figure 3. Confirm Update Version Number

## Credit Procedure

For each motorcycle requiring an Advanced Audio System software update, complete a regular warranty claim referencing Service Bulletin M-1196 in the 'Comments' or 'Notes' field of the claim. Fill in the rest of the claim as follows:

Table 1. Warranty Claim Entries

FIELD	ENTER
Claim Type / Problem Part No.	PRD / 76160-06 RAD / 76160-06 or 76160-06REFURB PNA / 76412-06 (Available in Applicable Markets)
Quantity	Leave Blank
Customer Concern Code	9203
Description	Advanced Audio Software Update/V8.11.0
Condition Code	6191
Primary Labor Code	PRD / 76160-06 RAD / 76160-06 or 76160-06REFURB
Primary Labor Code	PNA / 76412-06
Time Allowed	0.1

Upon receipt and processing of the properly completed claim, you will be credited 0.2 hours which includes 0.1 hour for dealer administration time.