

SERVICE BULLETIN



M-1344E

January 19, 2015

BOOM! BOX INFOTAINMENT SYSTEM GENERAL INFORMATION AND PROCEDURES

Reason for Revision

This revision provides information about Boom! Box Infotainment software release 1.18.3 available January 19, 2015.

Purpose

NOTE

This bulletin replaces the following documents:

- TT431A: Software Download and Warranty Information
- M-1346: Boom! Box Audio System Software Update
- The Boom! Box Infotainment System Job Aid located on h-dnet.com

This bulletin helps the dealer locate needed information to update and service Boom! Box Audio Infotainment systems. It also lists software revisions and the fixes addressed in each revision.

Vehicles Affected

This information applies to all 2014 and later Touring, Touring CVO and Trike models equipped with a Boom! Box Infotainment system.

Markets Affected

All markets are affected.

Radio Software

Updating software is typically not covered under warranty. Generally speaking, it is not necessary to update the software if the audio system is functioning correctly.

Periodically software updates will be available and can be downloaded by either the customer or dealership at no charge. The software in the Infotainment system can be updated by the customer or dealership technician. The software downloads and installation procedure can be found at: <http://www.harley-davidson.com/softwaredownloads>.

Warranty Information

- See the latest revision of W-139: Boom! Box Audio System Warranty Procedures.
- TT438: BOOM! Box Infotainment Software Warranty Clarification

Software Update Information

In addition to this bulletin, see P&A bulletin PAB1006 for P&A Amplifier installation.

Diagnosis

See the appropriate electric diagnostic manual.

Component Replacement

See the appropriate service manual.

Infotainment Operation

Visit <http://boombox.harley-davidson.com>.

Navigation Maps

Navigation software can be found at:

<https://harley-davidson.naviextras.com/shop/portal>.

Device Compatibility

NOTE

The device compatibility and cell phone carrier list currently supports the U.S. market only and may not be posted on other region websites.

Visit <http://www.harley-davidson.com>. Then hover over Owners and choose Infotainment > Compatibility.

Boom! Related P&A Kit Bulletins

- PAB1001: Boom! Box Audio System - Out of Warranty Repair Process
- PAB1006: Boom! Amplifier Software Update
- PAB1012: Boom! Audio Bike-to-Bike Communications (CB) Kit Additional Requirements

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									

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Software Updates

Listed below are the historic software updates and an overview of the major issues they address.

Release 1.17.1

Release date: 11-01-2013

- Inoperative fade with a P&A Boom! amplifier kit
- Inoperative voice recognition on Boom! Box 4.3 (English only)

Release 1.17.4

Release date: 01-15-2014

4.3 Boom! Box

- Improvement to remove intermittent popping on AM/FM
- Correct fade setting on externally amplified systems
- Improve USB media stability
- Updated Bluetooth software
- Performance and stability enhancements

6.5 Boom! Box and CVO

- Improvement to remove intermittent popping on AM/FM
- Correct fade setting on externally amplified systems
- Improve USB media stability
- Fix to display SiriusXM ESN
- Fix to maintain navigation motorcycle icon selection after shutdown
- Improvement for SiriusXM to reduce the Acquiring Data function time
- Updated Bluetooth software
- Navigation feature enhancement allows customers to purchase and install additional map database
- Performance and stability enhancements

Release 1.18.1

Release date: 08-26-2014

4.3 Boom! Box

- Updated Bluetooth software to improve media and phone services
- CB PTT now mutes audio
- Added Atlantic and Newfoundland time zones (North America only)
- Performance and stability enhancements

6.5 Boom! Box and CVO

- Updated Bluetooth software to improve media and phone services
- CB PTT now mutes audio
- Added Atlantic and Newfoundland time zones (North America only)
- Added motorcycle navigation icon (outside North America)
- Added new Road Glide navigation icon
- Delete recent destinations one at a time
- Performance and stability enhancements

Release 1.18.2

Release date: 10-21-2014

6.5 Boom! Box and CVO

- Fix to maintain navigation and GPS functionality with software 1.18.1 update

With the release of 1.18.2, the software patch referenced in bulletin M-1387: Boom! Software V1.18.1 Installation Issues is no longer required. The software patch has been removed from H-Dnet and M-1387 will become obsolete. Delete all copies of the patch that are stored at your dealership.

Release 1.18.3

Release date: 01-19-2015

6.5 Boom! Box and CVO

Improvements:

- Add support for P&A Stage II amplifier and speakers.
- Add capability to view information about a point of Interest, H-D dealership, recent destination, saved destination, home, or XM fuel price station while in a current route.
- Add capability to cancel "Next Waypoint".
- Increase waypoints to 100.
- **EU only:** Move the country of Turkey navigation content from the Rest of World (ROW) database to the European (HDI) database.

Fixes:

- Media crash with multiple insertion of iPod
- Screen brightness adjustment
- Pre-calibration reset stuck on splash screen
- Display freeze after pressing Navigation Home key
- No side tones during phone call initiated with VR
- Skip last podcast stops audio
- Pause/Play not responsive with podcasts
- General system lock-up
- Bluetooth does not initialize after ignition cycle
- **Australia only:** No Harley-Davidson dealerships in ROW-AUS database