# SERVICE BULLETIN



M1370 2019-12-19

# M1370A: DEALER GLOBAL POSITIONING SYSTEM (GPS) INFORMATION VERIFICATION

# **Reason for Revision**

Refer to Table 1.

**Table 1. Document History** 

Date	Revision Description				
2014-05-05	Initial release				
2016-09-28	Update				
2016-10-03					
2019-01-08	Update				
	Complete bulletin update				
2019-12-19	<ul> <li>Updated Purpose for Service Bulletin,</li> </ul>				
2019-12-19	Required Dealer Action				
	* Added Video Connection				

# **Purpose for Service Bulletin**

This bulletin is to outline the Dealer Locator update that is available for GTS and GT radio navigation systems.

The factory navigation system on both radios contains data and information on Harley-Davidson dealers. Just like the map navigation data, that data is not updated on its own. This is in-case a dealer changes its name, location or contact information.

The free dealer locator update available to customers and dealers can update Harley-Davidson dealer information on any GT or GTS radio.

The update is at www.H-D.com/infotainment-support and downloaded by both customers and dealers at that location. Remove the files in the zip folder and copy to a 16-GB minimum USB (Universal Serial Bus) drive before installing it. The files that were downloaded must be the only files and on the root directory of the USB drive. Verify that the files are not still in the zip folder and that they are not contained in a subfolder.

#### NOTE

Harley-Davidson recommends using a Windows based computer for all radio updates.

To perform the update, install the USB drive into the radio USB connection. When first installed, the radio prompts installer and states "no playable media found". Select "OK" since that is correct and you have no music on the drive. The radio then prompts installer to begin the Dealer Locator update. With vehicle in accessory mode, the installer is able to select "Yes"

and begin the process. The radio cycles **OFF** and **ON** once, then the update is completed.

Similar to a software update, the USB drive can be used on multiple vehicles. The files for the GT and GTS Dealer Locator must be on separate USB drives.

The installer can check the current dealer database version in both radios by going to:

# Setup > System Information > Navigation > Dealer Database

This allows the installer to check the database in the radio. The installer can check this version against the latest version on SIP (Service Information Portal) or www.H-D.com/infotainment-support.

The dealers information displayed is based in the GDIS (Global Distribution Information System). Changes to dealer information must be made in the GDIS before they are updated in the Dealer Locator file.

Dealers information also displays the mailing address on the radio screen. But the navigation system uses the latitude and longitude information that is stored in GDIS. The GPS (Global Positioning System) coordinates are separate from the mailing address and not updated or changed when the mailing addresses are changed. The coordinates are kept separate to help dealers direct customers to the correct location. These locations can be buildings, driveways or a different address than the dealers mailing address.

This update does not contain map data such as roads but only the dealership locations. If a dealer relocates to a location that is not in the map databased, the vehicle is routed to the closest coordinates possible to the dealership's GPS location.

This Dealer Locator file is updated twice a year to make sure that we are providing updated information to the field. Harley-Davidson may release an update after dealer information was changed and the information in the Dealer Locator was not updated. Due to the lead time needed, the dealers update may have missed the cutoff date for the Dealer Locator file. These updated files will be in the next update release.

### **Markets Affected**

All markets are affected.

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									

# **Required Dealer Action**

Updating your Dealer GPS Location:

- 1. Go to the GDIS website.
  - a. Go to: GDIS
  - b. Enter dealer ID number.
  - c. Click Go!
  - d. Click Facility tab.
  - e. Verify that accurate GPS coordinates are displayed for the dealer.
- If the coordinates are incorrect, submit the correct coordinates using the "request data change" email link provided on the webpage. Canadian Retailers: If the coordinates are incorrect, contact your Regional Service Manager and provide the correct coordinates.
- The coordinates must be in the format of latitude and longitude with a maximum of three digits before the decimal point, and six digits after. Either or both values can be negative. Example: H-D Juneau Ave. Facility is: 43.046049 (latitude) -87.959650 (longitude). Rounding off digits or not including the negative sign will result in the wrong location routing.
- To capture accurate coordinates, use a Touring model equipped with a GTS or GT radio placed near the entrance of the dealership parking lot.
- Use the radio Navigation menu to pull up the latitude and longitude coordinates currently displayed on the bike (see the radio owners manual on SIP for how to get those GPS coordinates).

### **Video Connection**

Login into SIP through Google Chrome to view video.

M1370A Video (English only)

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