

# SERVICE BULLETIN



M-1374

June 18, 2014

## 2013-2014 SOFTAIL/SOFTAIL CVO FUEL PUMP DIAGNOSIS

### Purpose

During PDI, some Softail motorcycles have not been starting or are having drivability issues. Typically the motorcycle has been in storage for several months. As a result of diagnosis, the fuel pump is being replaced. However, these fuel pumps are returning from the manufacturer with no trouble found.

In order to reduce the quantity of fuel pumps returned from the manufacturer with no trouble found, perform the following fuel pump test if you suspect the fuel pump is causing a no start situation or is causing drivability issues during PDI.

### Vehicles Affected

All 2013 and 2014 Softail Models.

All 2013 and 2014 Softail CVO Models.

### Markets Affected

All markets where Softail motorcycles are sold are affected.

### Required Dealer Action

#### WARNING

To prevent spray of fuel, be sure quick-connect fittings are properly mated. Gasoline is extremely flammable and highly explosive, which could result in death or serious injury. (00268a)

#### NOTES

- Do not leave vehicle unattended while test is being performed.
- If the fuel pump has been changed more than once, check fuel system for contamination.
- Always record DTCs and condition codes in the comments section. This will help us properly analyze the data.

- Fill fuel tank.
- Perform fuel pressure test. Do not start engine.
- Connect Digital Technician II.

- Turn on fuel pump:
  - Navigate to Active Diagnostics.
  - Within the Select A Test window, select the Fuel Pump test.
  - Press the Start button.
- Open the fuel valve to allow the flow of fuel to the pressure gauge.
- Direct the clear air bleed tube into a suitable container. Open and close the air bleed petcock to purge the gauge and hose of air. Repeat this step several times until only solid fuel (without bubbles) flows from the air bleed tube. Close the petcock.
- Record starting fuel pressure.
- If no fuel pressure and fuel pump circuit wires are OK, check for contamination in the fuel tank. If OK, replace fuel pump.
- If fuel pressure is low, run fuel pump until pressure meets specification listed in the appropriate service manual, or 15 minutes has elapsed.
  - If fuel pressure rises to specification within 15 minutes, fuel pump is good.
  - If fuel pressure does not rise to specification, and fuel pump circuit wires are OK, replace fuel pump.
- Record ending fuel pressure.
- Press either the Cancel or Off button to turn off the fuel pump.

#### WARNING

Gasoline can drain from the adapter when gauge is removed. Gasoline is extremely flammable and highly explosive, which could result in death or serious injury. Wipe up spilled fuel immediately and dispose of rags in a suitable manner. (00254a)

- Remove fuel pressure gauge. See the service manual.
- Place starting and ending fuel pressure in comments section of warranty claim.

#### 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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## Credit Procedure

For each vehicle serviced, complete an electronic warranty claim referencing this service bulletin number. Fill in the rest of the form as follows:

Item	Data
Claim Type	PRD
Event Problem Part Number	75284-08A
Part Description	Fuel Pump Assembly
Quantity	Leave Blank
Primary Labor Code*	7406
Time	0.6 hours
Customer Concern Code	9203
Condition Code	1518
*This item may need to be downloaded into your system.	
Place starting and ending fuel pressure in comments section of warranty claim.	