SERVICE BULLETIN



M-1433 2016-09-28

M1433: PRODUCT PROGRAM 0923 - MY17 CVO SPEEDOMETER LIGHTING REFLASH

Purpose

Harley-Davidson has recently made an improvement to MY17 FLHXSE and FLHTKSE CVO odometer display brightness and speedometer/tachometer back lighting.

Harley-Davidson has decided to conduct a Product Program (0923) to reflash the speedometer calibration. This product program is meant to improve the rider's experience by correcting this non-safety issue.

Mototcycles Affected

Certain MY17 FLXHSE and FLHTKSE CVO motorcycles are affected.

A VIN list specific to motorcycles shipped to your dealership is available via h-dnet.com. This list may be found by following this path:

- h-dnet.com/Service Toolbox/Program Campaign Open VIN List
- Select 0923 campaign to view the VIN list.

NOTE

If the motorcycle does not appear on your dealer VIN list, refer to the Vehicle Information Link to determine if the motorcycle is affected.

If you are not sure that this campaign has been completed on a particular motorcycle, check the campaign records available on TALON and h-dnet.com. Some dealers may not have any affected motorcycles.

Markets Affected

The following markets are affected:

- United States
- Canada
- Mexico
- Australia
- EMEA
- Japan

Program Duration

This program is effective beginning September 28, 2016. Be advised that the services delivered under this product program will no longer be rendered at factory expense after September 28, 2018 (two years from the date of the original bulletin).

Required Dealer Action

- Confirm that the motorcycle is involved with the product program. Verify the update has not already been performed.
- 2. Verify that your Digital Technician II has been updated with the latest software. Version 10.1.2 or later.
- 3. Open Digital Technician II.
- Connect to the vehicle.
- 5. In the vehicle reflash menu, select speedometer reflash.
- Proceed with the instrument cluster reflash.

Credit Procedure: All Non-SAP System Users

Table 1.

Item	Data			
Claim Type	PPC			
Problem Part Number	70900293C			
Quantity	Leave Blank			
Primary Labor Code*	7834			
Time	0.2 hrs			
Customer Concern Code*	0923			
Condition Code	9981			
* These items may need to be downloaded into your system.				

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									

Credit Procedure: SAP System Users

Table 2.

Item	Data
Claim Type	Recall Claim
Fix ID (found in recall number)	С
Problem Part Number	70900293C
Customer Concern Code	0923
Condition Code	9981

Upon submission of the properly completed claim, you will be credited 0.2 hours labor for performing the procedure.

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