

# SERVICE BULLETIN



M1442

2017-03-27

## M1442: BOOM! BOX INFOTAINMENT SYSTEM GENERAL INFORMATION AND SOFTWARE RELEASE 1.21.X DESCRIPTION

## Purpose

This service bulletin provides notice of Boom! software release and information regarding the update.

*NOTE*

*This bulletin also replaces the following documents:*

- *TT431A: Software Download and Warranty Information*
- *M-1346: Boom! Box Audio System Software Update*
- *M-1344E: Boom! Box Infotainment System General Information and Procedures*
- *The Boom! Box Infotainment System Job Aid located on [h-dnet.com](http://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

Periodically software updates will be available at no charge. Updates can be downloaded and updated by either the customer or dealership. The software downloads and installation procedure can be found at:

**U.S.:** <http://www.harley-davidson.com/softwaredownloads>.

**Outside the U.S.:** Visit your local H-D.com BOOM! Audio website.

Software updates are also available on HDNET.com at: [https://www.h-dnet.com/cq-publish/content/h-dnet/NorthAmerica/en\\_US/Pages/Departments/Service/SoftwareDownloads/BoomBoxUpdates.html](https://www.h-dnet.com/cq-publish/content/h-dnet/NorthAmerica/en_US/Pages/Departments/Service/SoftwareDownloads/BoomBoxUpdates.html)

Updating software is not covered under warranty. It is not necessary to update the software if the audio system is

functioning correctly. Updating software is recommended however, to avoid concerns that may were updated in other software versions.

## Warranty Information

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

## Diagnosis

See the appropriate electric diagnostic manual.

## Component Replacement

See the appropriate service manual.

## Infotainment Operation

Visit <http://boombox.harley-davidson.com> or your local H-D.com website.

## 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.*

[illegible]

## **Software Update (1.21.0.4): Boom! Box 4.3/6.5GT/6.5 CVO GT**

### **Fixes**

- Intermittent software lock up caused by long text strings in lists
- Traffic settings missing from setup menu for HDI software
- Intermittent loss of audio and voice recognition after prompt
- Siri not launching consistently if voice recognition is activated
- Software freeze with intermittent USB cable operation
- POI searches "near destination" was searching near current position
- Unintentional exit from user off mode due to media playing
- High contrast mode fixes, track information, progress bar, and voice recognition commands visible in high contrast mode
- Screen pop-ups not clearing after Bluetooth pairing
- Screen freezes when using older/worn USB cables
- Blank screen occurrence when using navigation and requesting weather information
- Scrolling to last option in list causes an unintentional selection of last option