SERVICE BULLETIN



M1442 2017-09-18

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

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description				
2017-03-28	Initial release				
2017-07-27	Updated Purpose for Service Bulletin and Radio Software				
	Added Software Update (1.21.2.1)				
2017-09-18	Added Software Update (1.21.3.1)				

Purpose for Service Bulletin

This 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

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

Updating software is not typically covered under warranty. Performing a software update is not necessary if the audio system is functioning correctly. However, updating the software is recommended to correct concerns that may have existed in earlier 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 mobile 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.

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									

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

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

Software Update (1.21.2.1): Boom! Box 4.3/6.5GT/6.5 CVO GT (Release date 07-31-2017)

Improvements

 Notice stating that "Some models are susceptible to damage from vibration. Refer to the user manual" has been updated to clarify that it applies to some older media devices when plugged into the USB (Universal serial bus) port. New notice will now state "Some media devices are susceptible to damage from vibration. Refer to the user manual".

Fixes

- · Siri operation fixes.
 - a. Siri not initiating in some instances with long press of VR (Voice recognition) button.
 - VR canceling Siri initiation despite activation through button press.
 - c. VR initializes before Siri initiation.
- Global presets from USB device grayed out in display despite USB device plugged in.
- Global presets are highlighted even after USB device is removed.
- Scroll down button selects last item in media list in some instances.
- Squelch pop up not shown properly in all instances after squelch button activation.
- Map database names in some international regions were not fully displayed.
- · Next turn shown on weather map in some instances.
- · Various bug fixes.

Software Update (1.21.3.1): Boom! Box 4.3/6.5GT/6.5 CVO GT (Release date 09-18-2017)

Fixes

- Radio software stuck in reboot loop during map database update, intercontinental replacement or intercontinental restoration process.
- Radio software freezing and lockup during dealer location database updates.

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