SERVICE BULLETIN



M1492 2020-04-30

M1492: 2017 - 2019 TOURING - MILWAUKEE EIGHT - INNER PRIMARY VENT

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description					
2019-05-17	Initial release					
2019-06-25	Verification of oil transfer					
	* Updated Purpose for Service Bulletin, Re-					
	quired Dealer Action					
	* Added Required Dealer Action : Verification					
	of Oil Transfer, Installation of Service Kit					
	Model year separation for oil deflector					
2019-09-03	Updated Purpose for Service Bulletin, Install-					
	* ation of Service Kit, Credit Procedure,					
	Credit Procedure : Table 3					
	Clarification updates					
2020-04-30	Updated Purpose for Service Bulletin, Install-					
2020-04-30	* ation of Service Kit : Verification of Oil					
	Transfer , Credit Procedure					

Purpose for Service Bulletin

Harley-Davidson has learned that a small percentage of dealers and customers are finding low transmission oil levels and high primary oil levels during normal maintenance intervals. This could indicate that oil is transferring from the transmission case to the primary housing through the transmission mainshaft.

A inner primary vent service kit (Part No. 26500027) is now available to address this issue. The kit allows the primary to breath and prevents excessive pressure.

Do not install inner primary vent as a preventative action. Dealer must verify the motorcycle is experiencing significant oil transfer prior to installation as stated in:

· Verification of Oil Transfer

The customer should return at the next service to inspect. This kit is reserved for vehicles experiencing this uncommon issue.

Vehicles Affected

Refer to Table 2.

Table 2.

Year	Platforms			
2017 - 2019	Touring, Touring Police, CVO Touring, Trike			

Markets Affected

All markets are affected.

Required Dealer Action

Verification of Oil Transfer

Verify that the vehicle has transferred 150 ml (5 fl oz) or more of transmission fluid to the primary in less than 8,000 km (5,000 mi).

 If the customer or the dealer notices that the primary oil is high.

NOTE

Take note of primary and transmission oil levels before changing oils if vehicle is in for regular service interval.

- a. Adjust primary oil to recommended level.
- b. Note the action taken in the service records. Example: Drained 1,064 ml (36 fl oz) and added 887 ml (30 fl oz) of primary fluid.
- Check transmission oil level.
 - If transmission oil level is low, adjust transmission oil to recommended level.
 - Note the action taken in the service records.
 Example: Added 60 ml (2 fl oz) of transmission fluid.
 - c. If transmission oil level is at recommended level, check with customer if transmission oil was added. If transmission oil was added go to step 3. If no oil was added **stop** verification, vehicle is not part of the oil transfer issue.
- Note the mileage in the service records of oil level adjustment.
- Recommend to customer to bring vehicle back at the next regular service (or if the customer notices the transmission oil level is below the ADD mark) so oil levels can be checked and verified.

NOTE

A vehicle may return for the following reasons:

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									

- Scheduled service
- Customer notices low transmission fluid level
- 5. Check fluid levels when vehicle returns.
- If primary oil is high and transmission oil is low, measure fluid levels.
 - Write the mileage and the amount of measured fluid transfer in the service records.
- If Vehicle's oil transfer is equal to or greater than the stated amount, go to Installation of Service Kit.

NOTE

Before performing the vent kit installation or filing a claim, have the recorded mileage and measured fluid transfer available upon request.

Installation of Service Kit

NOTE

- This informs dealers of an update to the installation of service kit (Part No. 26500027) for 2017 and 2018 vehicles.
- Verify that the most current version of the instruction sheet is used. It is available at: www.harley-davidson.com/isheets
- 1. See Figure 1. Check for vent tube (1).
 - a. If vent tube is present STOP, this service procedure has already been performed.
 - b. If vent tube is not present, go to 2.
- Install Inner Primary Vent Service Kit (Part No. 26500027) per the instructions included in the kit.
- 3. 2017 2018 Models: STOP kit installation is completed.
- 4. 2019 Models: Remove oil deflector.
 - Remove transmission inner side cover. See the service manual.

- Remove mainshaft transmission oil deflector (Part No. 36300026).
- Install transmission side covers. See service manual.

Credit Procedure

NOTE

- Enter bulletin number into comment section of claim.
- All claims submitted after September 8, 2019, will be paid at the labor time shown in Table 3.

The claim will not be processed without the following information added to the comment section:

- The initial adjustment that the primary and transmission fluids were adjusted to (manufacturers recommended levels).
 - Primary and transmission fluid adjustment levels noted in Verification of Oil Transfer - Steps 1b and 2b along with date and mileage at time of initial adjustment.
- 2. Verification that supports the installation of the vent kit.
 - · Mileage:
 - · Transmission fluid level measurement:
 - · Primary fluid level measurement:

For vehicles currently under warranty, submit a warranty claim per Table 3.

Table 3.

DATA			
MC/Standard			
26500027			
1			
4313			
2017 and 2018 models - 1.4 h			
2019 models - 2.1 h			
3102			
9106			

Return Parts

Hold all claimed parts for 60 d from date of credit issued for possible field inspection and/or request to return to factory. After 60 d, destroy and discard the parts.

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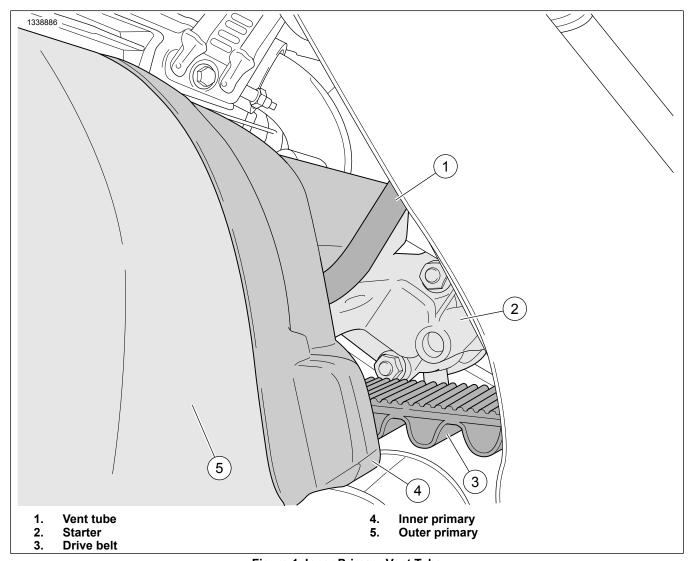


Figure 1. Inner Primary Vent Tube

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