SERVICE BULLETIN



M1555 2022-07-26

M1555: BATTERY WARRANTY GUIDELINES

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description			
2022-07-27	Added Revolution Max.			
2022-01-21	* Updated Motorcycles Affected			
2022-07-26	Initial release			

Purpose for Service Bulletin

This bulletin informs the dealership network that Harley-Davidson has provided guidelines for battery warranty.

Motorcycles Affected

ALL: Touring, Trike, Sportster, Softail, Street, CVO, Revolution Max models and Electric Vehicle models.

Markets Affected

All markets are affected.

Required Dealer Action

Table 2.

Action Required	Resolution
NO YES V	Actionable: Any vehicle, component or software related issues must be performed per service bulletin procedure.

Battery Testing Requirements – AGM and Lithium-Ion Batteries

For warranty consideration, the GRX-3110HD Battery Diagnostic Station must be used when testing all AGM and Lithium-Ion Harley-Davidson batteries, (except the 12V/2Amp Livewire unit).

The HD BATTERY DIAGNOSTIC STATION (PART NUMBER: GRX-3110HD) can perform a complete diagnostic recharging and evaluation routine within 3 hours. Read the instruction manual to perform battery testing. To download a copy of the GRX-3110 instruction manual in Portable Document Format (PDF), login to H-Dnet and search for GRX-3110 instruction manual.

Testing Procedure – AGM and Lithium-Ion Batteries

To test batteries for warranty using the GRX-3110HD, all information must be entered accurately (i.e. date, part number, battery date codes, Vehicle Identification Number (VIN)).

See Figure 1 and Note 2 in Diagnostic Mode Ticket. It is important that the station has the latest software revision (2) installed to ensure that proper diagnostic tests are performed. Test result slips with missing or old software versions will not be accepted. Verify you have the current software update by reviewing the latest revision of Service Bulletin M1391A: MIDTRONICS GRX-3110 SOFTWARE UPDATE. This service bulletin contains the most recent software updates and instructions on how to install them on the GRX.

Testing Procedure – LiveWire 12V/2Amp Battery Only

Check battery voltage using a voltmeter. If voltage is equal to or higher than 8 volts, connect battery to a recommended Li-lon charger, allow battery to fully charge, and test it in the vehicle for functionality. If voltage is below 8 volts, file a warranty claim noting the voltage in the claim comments.

Filing a Warranty Claim

- See Figure 1 and Note 1 in Diagnostic Mode Ticket. All warranty claims must have a valid GRX test code (1) entered into the comments section of the claim (excluding LiveWire 12V/2A battery).
- If a battery tests good but is not operating properly, contact Tech Services prior to performing a warranty repair. Prior authorization is needed to replace batteries with good test slips.
- For over-the-counter Parts and Accessories (P&A) batteries filed using DFS claim type, service start and service end dates must correlate to the GRX test date.

Requirements and Tips for Batteries Returned to HDMC

Make sure the battery returned to H-D is the correct battery for the VIN and/or claim:

- For VIN-related Claims (PRD/MC/PNA): Battery is the correct original equipment for the unit where the motorcycle has no previous history of battery replacement under warranty.
- Note: H-D will validate upon return that the OE battery was in fact the original battery married to that VIN at the factory. It is important to tag the unit immediately and keep batteries organized in your parts hold area to avoid mix-ups.

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									

NOTE

P&A Batteries with missing date codes are not accepted.

- For non-VIN Claims (DFS): Battery is the correct P&A unit sold to the consumer. Customer must provide proof of purchase which must be returned with the battery upon claim submission.
- Ensure the battery manufacturing date codes match on the battery, the GRX ticket and in the claim notes.
- Include the corresponding GRX ticket Please protect the ticket by placing it in a plastic bag and securely attaching it to the battery.
- It is always a good idea to capture a picture of the ticket in case it gets lost.

Dealer Inventory Instructions

Important Note About Battery Stocking and Sales:

All Harley-Davidson dealers must maintain a fresh stock of batteries by rotating and selling them on a **first in, first out** basis. All batteries must be sold within 18 months of the date of manufacture code present on the battery label. Batteries over 18 months old at date of retail to customer will no longer be covered under warranty.

Diagnostic Mode Ticket

- NOTE 1: The test code (1) must be provided with every warranty claim.
- NOTE 2: The last letter, which in this example is "K", displays current software (2) on the machine. Refer to service bulletin M1391A for latest update.

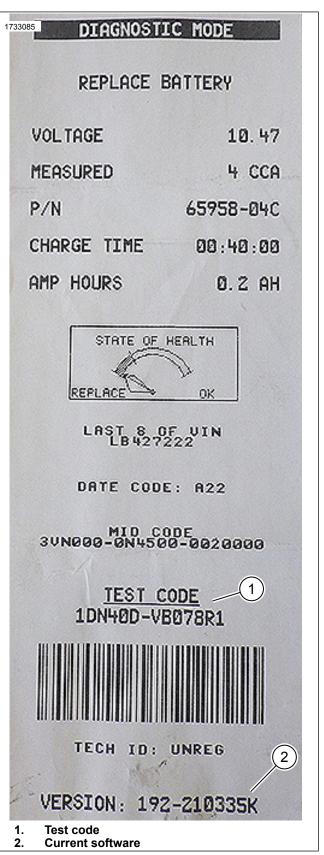


Figure 1. Diagnostic Mode Ticket

2 / 2 M1555