



# TT471: DIGITAL TECHNICIAN BEST PRACTICE

2020-03-02



Electrical

APPLIES TO	SYMPTOMS
Digital Technician	<ul style="list-style-type: none"><li>Digital Technician II and Support</li></ul>

## Purpose for Technical Tip Bulletin

To inform dealers about the **new** support structure of Digital Technician II (DT II).

- DIGITAL TECHNICIAN II (PART NUMBER: HD-48650)

## Markets Affected

All markets are affected.

## What is DT II

DT II is a proprietary tool exclusive to Harley-Davidson. The tool is specifically configured with an application running on a Panasonic Toughbook® or Dell tablet. DT II provides dealers with the functionality to collect data, run guided diagnostics and download performance calibrations to a motorcycle.

## Internet Service

A broadband (always on) high-speed internet service is required in the service bay area for the DT II to receive electronic software updates and access service information.

## Software Updates

All DT II software updates are supplied by Bosch automatically through the internet and can be tracked on:

- Service Bulletin M1490

## If Support is Needed

As of March 01, 2020, DT II software support will be handled through the Harley-Davidson Technical Service support team that supports the dealer's region. For United States based dealers, the support chain is not changing from the current process. For international dealers, dealers will be contacting the Harley-Davidson Technical Service team for software concerns related to the DT II.

## Software Support

- United States:** Contact Harley-Davidson Technical Service Department and use the phone prompts to select the Digital Technician support team.
  - 1-800-664-7762

- **Canada:** Contact Harley-Davidson Canada Technical Service for both English and French language support.
  - 1-877-575-1715
- **ROW:** For dealers outside the United States and Canada, contact the Harley-Davidson Technical Service team that supports the dealership through the normal eService form available on H-Dnet.com.

## Equipment and Hardware

**New** equipment purchases, hardware repairs (both in and out of warranty) and loaner program support for DT II and DT II accessories are supported by Bosch through:

- **United States:** Contact Bosch at -
  - 1-800-345-2233
- **ROW:** Contact Bosch at -
  - 1-507-455-7223

## Dell Tablet Support

Dell™ provides several online and telephone-based support and service options. Availability varies by country and product and some services may not be available in some area. To contact Dell for technical support, or customer service issues:

1. Go to [Dell.com/Support](http://Dell.com/Support).
2. Select the support category.
3. Verify the country or region in the Choose a Country/Region drop-down list at the bottom of the page
4. Select the appropriate service or support link based on the need.