

# SERVICE BULLETIN



M1289

October 11, 2010

## 2006-2011 Touring Models Handlebar Clamp Screw Running Change/CD Skip

### Purpose

The purpose of this bulletin is to inform dealers of a running change to the fastener used to secure the handlebar clamp to the risers. For all 2011 Touring models built approximately on or after October 7, 2010, a new fastener, (Part No. 12600003), is being implemented in all four locations on the handlebar clamp. On all 2011 Electra Glide Touring models equipped with the Advanced Audio System, the new fastener will provide additional clearance between the two forward handlebar clamp fasteners and the radio chassis. Lack of clearance at this location has been determined to be a major contributor to CD skip and other audio system concerns.

### Motorcycles Affected

2006-2011 Electra Glide Touring models equipped with the Advanced Audio System that were built before October 7th, 2010.

### Markets Affected

All markets are affected.

### Required Dealer Action

On 2006-2011 Electra Glide Touring models equipped with the Advanced Audio System, if a customer has concerns about CD skip, inspect vehicle for contact between the handlebar clamp screw head and the radio chassis. If contact exists, remove the radio, replace the two forward handlebar clamp fasteners (there will be no kit, the dealer will be required to order two Part No. 12600003 screws) and reassemble following service manual procedures.

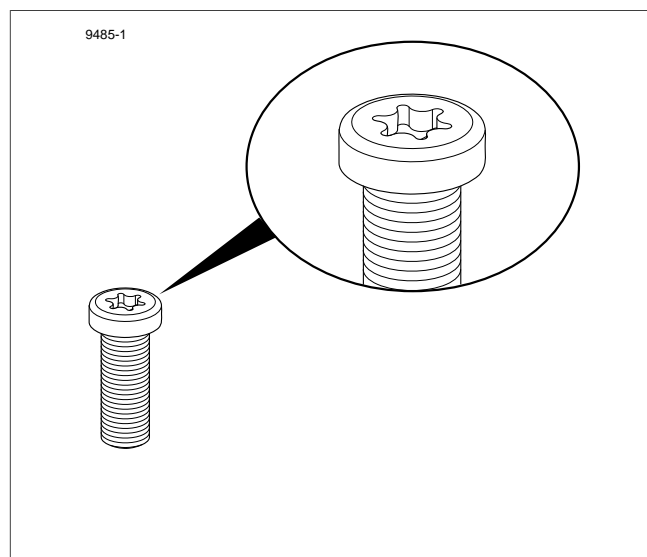
#### NOTES

- *This repair is valid on all 2006-2011 Electra Glide Touring models equipped with the Advanced Audio System, (including CVO). However, it is only warrantable if vehicle is within its factory warranty.*
- *The new fastener utilizes a Torx™ head. It will be necessary to use a different tool for installation.*

### Credit Procedure

**Please be sure the vehicle is within factory warranty prior to filing a warranty claim.**

Claim Type	PRD/MC/DEM
Event Problem Part No.	3210A
Quantity	Leave Blank
Primary Labor Code	2254
Time	0.8
Customer Concern Code	7201
Condition Code	9110
Event Detail Replacement Part No.	12600003
Quantity	2



**Figure 1. Updated Handlebar Torx Head Fastener with Shorter Head**

#### 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									

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