



2011 Harley-Davidson Softail Models Service Manual

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ABOUT THIS MANUAL

GENERAL

This Service Manual has been prepared with two purposes in mind. First, it will acquaint the user with the construction of the Harley-Davidson product and assist in the performance of basic maintenance and repair. Secondly, it will introduce to the professional Harley-Davidson Technician the latest field-tested and factory-approved major repair methods. We sincerely believe that this Service Manual will make your association with Harley-Davidson products more pleasant and profitable.

HOW TO USE YOUR SERVICE MANUAL

Refer to the table below for the content layout of this manual.

NO.	CHAPTER
1	Maintenance
2	Chassis
3	Engine
4	Fuel System
5	Drive
6	Transmission
7	Electrical
A	Appendix A Connector Repair
B	Appendix B Wiring
C	Appendix C ABS
D	Appendix D Conversions
E	Appendix E Glossary

Use the TABLE OF CONTENTS (which follows this FOREWORD) and the INDEX (at the back of this manual) to quickly locate subjects. Chapters and topics in this manual are sequentially numbered for easy navigation.

For example, a cross-reference shown as **2.2 SPECIFICATIONS** refers to chapter 2 CHASSIS, heading 2.2 SPECIFICATIONS.

For quick and easy reference, all pages contain a chapter number followed by a page number. For example, **page 3-5** refers to page 5 in Chapter 3.

A number of acronyms and abbreviations are used in this document. See the E.1 GLOSSARY for a list of acronyms, abbreviations and definitions.

PREPARATION FOR SERVICE

WARNING

Stop the engine when refueling or servicing the fuel system. Do not smoke or allow open flame or sparks near gasoline. Gasoline is extremely flammable and highly explosive, which could result in death or serious injury. (00002a)

Good preparation is very important for efficient service work. A clean work area at the start of each job will allow you to perform the repair as easily and quickly as possible, and will reduce the incidence of misplaced tools and parts. A motorcycle that is excessively dirty should be cleaned before work starts. Cleaning will occasionally uncover sources of trouble. Tools, instruments and any parts needed for the job should be

gathered before work is started. Interrupting a job to locate tools or parts is a distraction and causes needless delay.

NOTES

- *To avoid unnecessary disassembly, carefully read all relative service information before repair work is started.*
- *In figure legends, the number which follows the name of a part indicates the quantity necessary for one complete assembly.*
- *When servicing a vehicle equipped with the Harley-Davidson Smart Security System (H-DSSS), you must first disarm the security system. Either keep the fob in close proximity to the vehicle, or use Digital Technician II to disable the security system while the vehicle is being serviced and re-enable the system after service is completed.*

SERVICE BULLETINS

In addition to the information presented in this manual, Harley-Davidson Motor Company will periodically issue service bulletins to Harley-Davidson dealers. Service bulletins cover interim engineering changes and supplementary information. Consult the service bulletins to keep your product knowledge current and complete.

USE GENUINE REPLACEMENT PARTS

WARNING

Harley-Davidson parts and accessories are designed for Harley-Davidson motorcycles. Using non-Harley-Davidson parts or accessories can adversely affect performance, stability or handling, which could result in death or serious injury. (00001b)

To achieve satisfactory and lasting repairs, carefully follow the service manual instructions and use only genuine Harley-Davidson replacement parts. Behind the emblem bearing the words GENUINE HARLEY-DAVIDSON stand more than 100 years of design, research, manufacturing, testing and inspecting experience. This is your assurance that the parts you are using will fit right, operate properly and last longer.

WARNINGS AND CAUTIONS

Statements in this manual preceded by the following words are of special significance.

WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury. (00119a)

CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury. (00139a)

NOTICE

NOTICE indicates a potentially hazardous situation which, if not avoided, may result in property damage. (00140b)

NOTE

Refers to important information, and is placed in italic type. It is recommended that you take special notice of these items.

Proper service and repair is important for the safe, reliable operation of all mechanical products. The service procedures recommended and described in this manual are effective methods for performing service operations.

WARNING

Always wear proper eye protection when using hammers, arbor or hydraulic presses, gear pullers, spring compressors, slide hammers and similar tools. Flying parts could result in death or serious injury. (00496b)

Some of these service operations require the use of tools specially designed for the purpose. These special tools should be used when and as recommended. It is important to note that some warnings against the use of specific service methods, which could damage the motorcycle or render it unsafe, are stated in this manual. However, remember that these warnings are not all-inclusive. Inadequate safety precautions could result in death or serious injury.

Since Harley-Davidson could not possibly know, evaluate or advise the service trade of all possible ways in which service might be performed, or of the possible hazardous consequences of each method, we have not undertaken any such broad evaluation. Accordingly, anyone who uses a service procedure or tool which is not recommended by Harley-Davidson must first thoroughly satisfy himself that neither his nor the operator's safety will be jeopardized as a result. Failure to do so could result in death or serious injury.

PRODUCT REFERENCES

WARNING

Read and follow warnings and directions on all products. Failure to follow warnings and directions can result in death or serious injury. (00470b)

When reference is made in this manual to a specific brand name product, tool or instrument, an equivalent product, tool or instrument may be substituted.

Kent-Moore Products

All tools mentioned in this manual with an "HD", "J" or "B" preface must be ordered through SPX Kent-Moore. For ordering

information or product returns, warranty or otherwise, visit www.spx.com.

Loctite Sealing and Threadlocking Products

Some procedures in this manual call for the use of Loctite products. If you have any questions regarding Loctite product usage or retailer/wholesaler locations, please contact Loctite Corp. at www.loctite.com.

PRODUCT REGISTERED MARKS

Apple, Alcantara S.p.A., Allen, Amp Multilock, Bluetooth, Brembo, Delphi, Deutsch, Dunlop, Dynojet, Fluke, G.E. Versilube, Garmin, Gunk, Hydroseal, Hylomar, iPhone, iPod, Kevlar, Lexan, Loctite, Lubriplate, Keps, K&N, Magnaflux, Marson Thread-Setter Tool Kit, MAXI fuse, Molex, Michelin, MPZ, Multilock, nano, NGK, Novus, Packard, Pirelli, Permatex, Philips, PJ1, Pozidriv, Robinair, S100, Sems, Snap-on, Teflon, Threadlocker, Torca, Torco, TORX, Tufoil, Tyco, Ultratorch, Velcro, X-Acto, XM Satellite Radio, and zumo are among the trademarks of their respective owners.

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All photographs, illustrations and procedures may not necessarily depict the most current model or component, but are based on the latest production information available at the time of publication.

Since product improvement is our continual goal, Harley-Davidson reserves the right to change specifications, equipment or designs at any time without notice and without incurring obligation.

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