

SHOWA REAR SHOCK ABSORBERS / XL-1000

A quantity of 100 electric start XL-1000 motorcycles were produced from June 24, 1977 to June 28, 1977 having the new Showa rear shock absorbers assembled with incorrect cupped washers on the motorcycle mounting studs instead of flat washers. Also, 493 of the new design Showa shock absorbers were shipped to dealers as spare parts from June 29, 1977 to July 28, 1977, some of which have been assembled on customers motorcycles using incorrect washers.

Note: In a Mailgram dated July 29, 1977 we have notified all dealers who were shipped affected motorcycles and/or parts, to take corrective action immediately. This bulletin repeats some of the information given in the Mailgram and contains further information including the procedure you are to follow.

The shock absorbers of motorcycles involved in this safety defect are assembled with 3 cupped washers, part No. 54545-65 and 1 cupped washer, part No. 54543-65 instead of 3 flat washers, part No. 6718 and 1 flat washer part No. 6416.

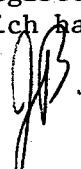
Installation of incorrect cupped washers prevents either the upper or lower shock absorber eyes from pivoting freely when the suspension system moves, causing stress on the shock absorber eye leading to failure at low mileage. Failure of upper or lower mounting eye of both shock absorbers will cause the suspension to collapse and lock the wheel with possible loss of control of the vehicle, and an accident. Failure of the upper or lower mounting eye of only one shock absorber will not cause suspension collapse, but can affect handling detrimentally with possible loss of control and an accident.

In compliance with the National Motor Vehicle Safety Act, this has been declared a safety defect and the following motorcycles must be corrected:

1. All motorcycles within VIN ranges 3A 51694 H7 to 3A 51717 H7, 3A 51739 H7 to 3A 51799 H7 and 3A 51820 H7 to 3A 51834 H7 (totaling 100 motorcycles).
2. All motorcycles on which parts order Showa shock absorbers were assembled with incorrect cupped washers by dealers. Our records show a total of 493 Showa shock absorbers were shipped as spare parts between June 29, 1977 and July 28, 1977, which did not have the correct flat washers included. All shock absorbers involved are identified with the name "Showa" stamped on the unit and utilize a 5 position spring tension adjuster.

All affected registered owners of record are being notified of this safety defect and are being instructed to bring their motorcycles to your dealership for shock absorber replacement. A copy of the customer letter is enclosed for your information. Each letter to the registered owner will include Dealer Service Card 033, which must be completed and signed by both the customer and you, the dealer, to verify that service has been satisfactorily completed.

A list of registered owners and a list of unregistered vehicles involved in this campaign which have been delivered to your dealership are included with this bulletin.



It is your responsibility to perform the required service on all affected vehicles, and to contact owners of affected motorcycles sold or serviced by your dealership including those which may not show on enclosed lists. We are enclosing sufficient blank Dealer Cards for those vehicles.

We direct you to immediately contact the owners of these motorcycles and inform them that they must not be used until new shocks are installed with correct flat washers. This also applies to unsold motorcycles in your possession. If shock absorbers have not been assembled but are only in your parts stock, they must be used with correct flat washers part No. 6718 (3) and part No. 6416 (1) per shock absorber (See Illustration).

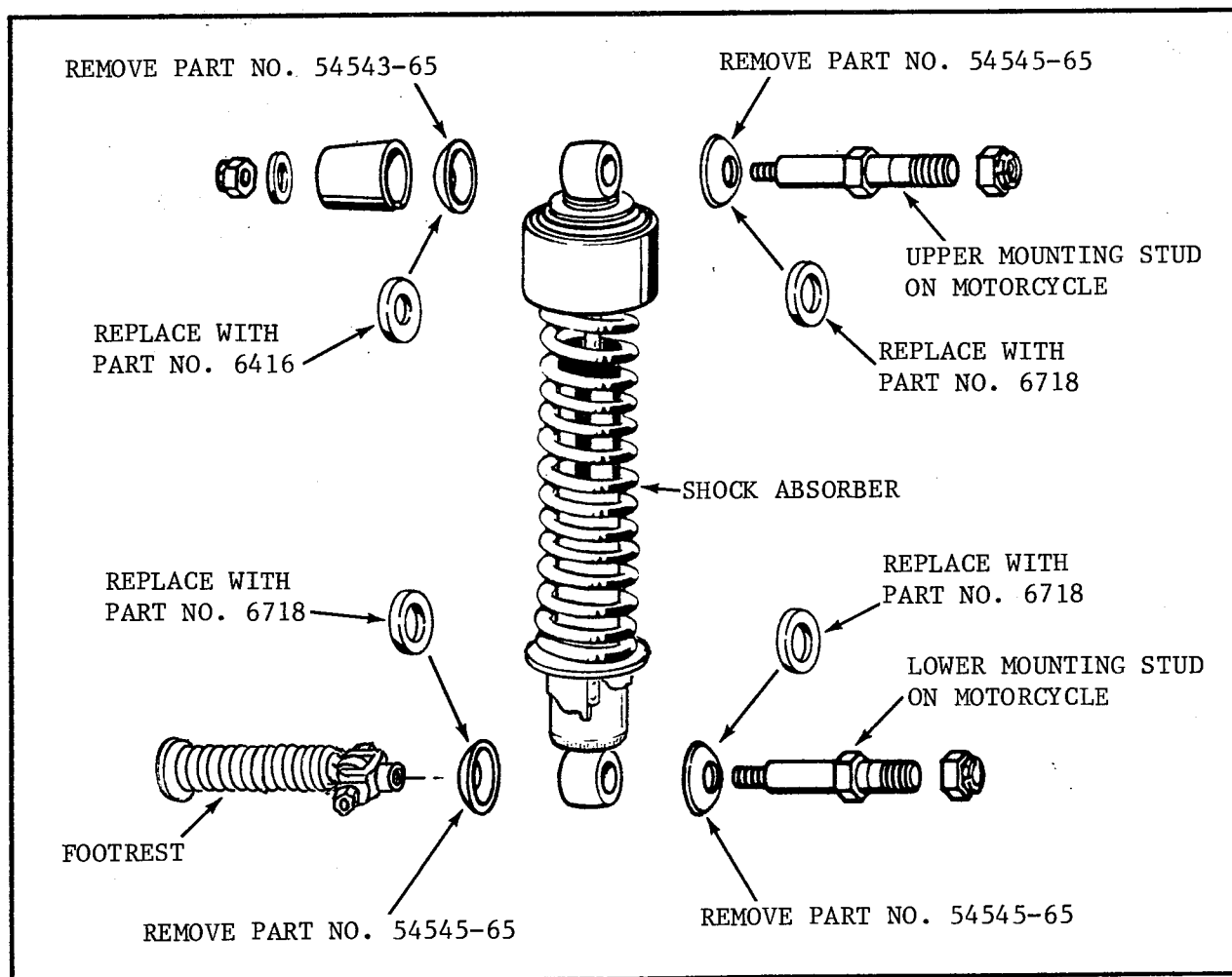
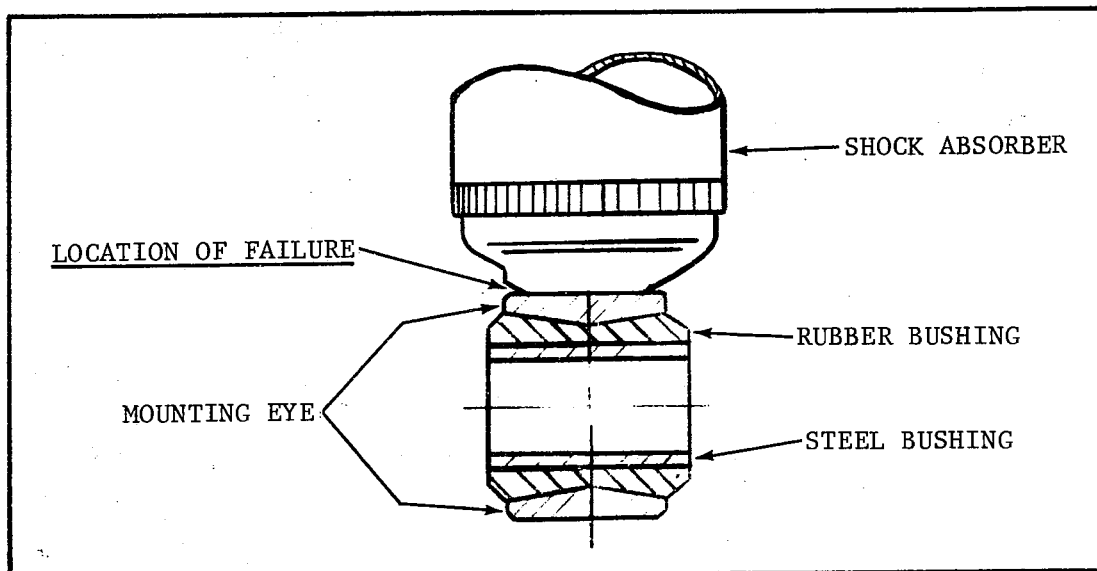
Do not reuse any shock absorbers which have been previously installed with cupped washers. Such shock absorbers could have incurred damage which is not apparent by visual inspection.

We are shipping new shock absorbers with mounting washers to correct motorcycles previously delivered to you. These are being shipped no-charge transportation prepaid. A list of motorcycle VIN's is enclosed. The shocks which you remove from these motorcycles must be returned to Harley-Davidson Motor Co. with completed 033 Dealer Service Card. Make sure to include your dealer account number and mark replace box ☐ for each motorcycle serviced. Upon receipt of properly completed Service Card 033, your account will be credited .2 hour for each shock absorber replaced.

For motorcycles you or your customers may have serviced with incorrectly mounted shocks you must order shock absorber kit, part No. 54490-78, which contains one shock and the correct washers. Two kits are required per motorcycle. For your unused Showa shocks in parts order stock you must order individual mounting washers. A special order blank is enclosed for ordering these parts.

For parts order shocks installed on motorcycles you will receive parts and labor credit after used shocks are returned to the factory. Follow normal warranty procedure. When filling out the warranty claim form, enter the correct quantity of shock absorbers, part No. 54490-78. Use job code base number 2381 (one shock) or 2386 (two shocks) for labor credit. Make a special note on the form "Code 033" to identify it as a safety defect correction.

HARLEY-DAVIDSON MOTOR CO., INC.



REAR SHOCK ABSORBER MOUNTING

Incorrect cupped washers are shown assembled and should not be used. Correct flat washers shown should be used instead of cupped washers.