

# SERVICE BULLETIN



M-1044

June 24, 1994

## MODEL 1340cc PRIMARY CHAIN REPLACEMENT (PRODUCT PROGRAM NO. 2)

### General

Harley-Davidson has learned that the primary chains used in production on a number of 1994 1340 cc Softail and Dyna model vehicles may have experienced some premature wear. The rollers of these chains have been found to have a hardness that is substantially lower than that required for proper performance under existing specifications. Study of a selected sample has indicated that the mileage at which the chains require replacement has varied from a low of 337 to 4,653 miles.

Therefore, in the interest of preserving customer satisfaction, Harley-Davidson has elected to replace the primary chains of affected vehicles. This program applies to all 1340 cc Softail and Dyna models manufactured and shipped from the York, Pennsylvania Assembly plant between September 23 and October 21, 1993.

Please note that the program involves a total of 3,638 units and affects only those vehicles equipped with the longer primary chain, that is, part number 40007-36A (1994 Softail and Dyna models only).

Also, it should be understood that use of the softer chains may have resulted in some damage to the engine compensating sprocket and/or clutch sprocket components within the primary chaincase. Since these cases are considered uncommon, any replacement of components other than the primary chain must be approved on an individual per call basis. Furthermore, all replaced primary chains must be held for return to the vendor for materials analysis.

To assist you in scheduling affected vehicles for the primary chain replacement service, a list is attached that contains:

- the names of registered owners whose vehicles were delivered to your dealership and are involved in this program.
- the vehicle identification numbers (VIN) of unregistered vehicles that were delivered to your dealership and are involved in this program.

### Required Dealer Action

#### 1. Check VIN List

Check VIN list for motorcycles that were shipped to or sold by your dealership.

#### 2. Order Primary Chains

Order primary chains in a quantity sufficient to repair all motorcycles for which you are responsible, both delivered and undelivered (as shown on the VIN list).

#### 3. Delivered Motorcycles

Contact customer and request that he/she bring the vehicle in for service. Replace the primary chain.

#### 4. Undelivered Motorcycles

Replace the primary chain on all affected vehicles in your dealership inventory prior to selling or leasing those vehicles.

#### 5. Servicing

Follow the procedures outlined in Chapter 6 of the applicable Service Manual. See Credit Procedure on page 2.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	TECHNICIAN NO. 4	RETURN THIS TO:
INITIAL HERE									

1994 Harley-Davidson® Inc.

## Credit Procedure

After servicing each vehicle, complete a regular Warranty Claim Form referencing Service Bulletin M-1044 in the "DESCRIPTION OF REPAIR" section. Fill in the rest of the claim form as follows:

CLAIM TYPE	PP2
QTY.	1
EVENT 1, PROBLEM PART NO.	40007-36A
PART DESCRIPTION	Primary Chain
PRIMARY LABOR CODE	4002
TIME	0.9 hr. (for All Models)
CUSTOMER CONCERN	9902
CONDITION CODE	2208

## NOTE

*Any and all additional parts needed to perform the repair (i.e., primary cover gasket, primary oil) are to be claimed on the same form as "ADDT'L PARTS" for the same event.*

Send a properly completed claim form to Harley-Davidson for each vehicle serviced. After processing of the claim form, you will be sent a bar coded part return label. Use the label to send back the primary chain.

Upon receipt of the suspect chain, you will be credited for the cost of all applicable parts, labor time for code 4002 (0.9 hour) and return postage costs incurred.

June, 1994

Dear Customer:

Our records indicate that you are the owner of a 1994 1340cc motorcycle that requires a non-safety related repair.

Harley-Davidson, Inc. has determined that a condition exists with the primary chain on some motorcycles manufactured during early 1994 model year production. As a result, a new primary chain must be installed.

Please contact your Harley-Davidson dealer and arrange an appointment to have this service performed on your motorcycle free of charge. Your dealer should have a sufficient supply of primary chains on hand. While the actual labor time should be approximately 1.5 hours, due to scheduling times, the dealer may need to have your motorcycle for a longer period of time. We urge you to take your motorcycle to your dealer to have this service performed.

To verify that the service has been completed, your dealer will ask you to sign a Warranty Claim Form.

If you take your motorcycle to your dealer on a mutually agreed upon date and the required service is not performed to your satisfaction, talk to the dealer's Service Manager, or you may contact the Harley-Davidson Customer Service Department using the address listed on this letterhead (or call 414/935-4056).

Thank you for your cooperation in this matter. We regret that this may cause you some inconvenience, but please remember that this action has been taken in the interest of preserving customer satisfaction.

Sincerely,

Harley-Davidson, Inc.

# SERVICE BULLETIN



TSB-1044

June 24, 1994

## MODEL 1340cc PRIMARY CHAIN REPLACEMENT (PRODUCT PROGRAM NO. 2)

### General

Harley-Davidson has learned that the primary chains used in production on a number of 1994 1340 cc Softail and Dyna model vehicles may have experienced some premature wear. The rollers of these chains have been found to have a hardness that is substantially lower than that required for proper performance under existing specifications. Study of a selected sample has indicated that the mileage at which the chains require replacement has varied from a low of 337 to 4,653 miles.

Therefore, in the interest of preserving customer satisfaction, Harley-Davidson has elected to replace the primary chains of affected vehicles. This program applies to all 1340 cc Softail and Dyna models manufactured and shipped from the York, Pennsylvania Assembly plant between September 23 and October 21, 1993.

Please note that the program involves a total of 3,638 units and affects only those vehicles equipped with the longer primary chain, that is, part number 40007-36A (1994 Softail and Dyna models only).

Also, it should be understood that use of the softer chains may have resulted in some damage to the engine compensating sprocket and/or clutch sprocket components within the primary chaincase. Since these cases are considered uncommon, any replacement of components other than the primary chain must be approved on an individual per call basis.

To assist you in scheduling affected vehicles for the primary chain replacement service, a list is attached that contains:

- the names of registered owners whose vehicles were delivered to you and are involved in this program.
- the vehicle identification numbers (VIN) of unregistered vehicles that were delivered to you and are involved in this program.

### Required Dealer Action

#### 1. Check VIN List

Check VIN list for motorcycles that were shipped to or sold by you.

#### 2. Order Primary Chains

Order primary chains in a quantity sufficient to repair all motorcycles for which you are responsible, both delivered and undelivered (as shown on the VIN list).

#### 3. Delivered Motorcycles

Contact customer and request that he/she bring the vehicle in for service. Replace the primary chain.

#### 4. Undelivered Motorcycles

Replace the primary chain on all affected vehicles in your inventory prior to selling or leasing those vehicles.

#### 5. Servicing

Follow the procedures outlined in Chapter 6 of the applicable Service Manual. See Credit Procedure on page 2.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	TECHNICIAN NO. 4	RETURN THIS TO:
INITIAL HERE									

1994 Harley-Davidson® Inc.

## Credit Procedure

After servicing each vehicle, complete a regular Warranty Claim Form referencing Service Bulletin TSB-1044 in the "DESCRIPTION OF REPAIR" section. Fill in the rest of the claim form as follows:

CLAIM TYPE	PP2
QTY.	1
EVENT 1, PROBLEM PART NO.	40007-36A
PART DESCRIPTION	Primary Chain
PRIMARY LABOR CODE	4002
TIME	0.9 hr. (for All Models)
CUSTOMER CONCERN	9902
CONDITION CODE	2208

## NOTE

*Any and all additional parts needed to perform the repair (i.e., primary cover gasket, primary oil) are to be claimed on the same form as "ADDT'L PARTS" for the same event.*

Send a properly completed claim form to your distributor for each vehicle serviced. All replaced chains must be discarded or destroyed.

Upon receipt of the claim form, you will be credited for the cost of all applicable parts, as well as labor time for code 4002 (0.9 hour).