

SERVICE BULLETIN



M-1069

Safety Recall Code 089

October 21, 1997

Americana, Flame, and Stinger Graphics Half Helmets

General

As recently advised in the October 6, 1997 Mailgram (ML-349), Harley-Davidson has become aware that certain helmets shipped from the ACE Distribution Center **from May 18, 1997 through September 23, 1997** may have misassembled helmet straps. The following helmets are involved:

Americana Half Helmet	98070-97V
Flame Half Helmet	98037-97V 98038-97V 98039-97V
Stinger Graphics Half Helmet	98072-97V 98081-97V 98082-97V



To Inspect Helmet, Firmly Tug on ALL FOUR STRAPS



Misassembled Straps Will Come Loose From Helmet

Inspecting Helmet Straps

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall of all affected half helmets.

DO NOT SELL ANY OF THE HALF HELMETS identified by the part numbers listed in this bulletin until they are inspected as described in this Bulletin. **All helmets shipped after September 23, 1997 have been inspected, and are not affected by this bulletin (inspected helmets come in a box bearing a yellow, circular sticker in the corner).**

Because Harley-Davidson has no record of who may have received these helmets at the retail level, it is your responsibility to notify each of your customers. Attached please find a sufficient supply of owner notification letters to assist you with the notification process. Since the recall involves parts and not a vehicle on record, the Harley-Davidson Recall Information Line at 1-800-448-1708 **WILL NOT BE ABLE TO ASSIST YOU.**

CREDIT PROCEDURES

1. Helmets in Dealer Stock

Test each half helmet identified by the part numbers above as shown in Figure 1. Make sure you firmly and independently tug on all four helmet straps. After inspecting the helmet, and if it's free from the described defect, make sure the helmet is placed back into its box the same way it was removed to avoid damaging the helmet. Mark box "INSPECTED".

To replace a defective helmet from stock, just place a regular P&A order.

To receive credit, complete a regular Warranty Claim Form referencing Service Bulletin M-1069 in the "Description of Repair" section of the claim form. (NOTE: Because this is a recall, no electronic claims can be accepted at this time. You must use a paper claim form, P.N. 99520-76D). Fill in the rest of the claim form as shown on page 2.

CLAIM TYPE (if inspected, non-affected)	HPI
CLAIM TYPE (if inspected, found defective)	HPR
QTY.	see note below
EVENT 1, PROBLEM PART NO.	see note below
PART DESCRIPTION	Half Helmet
PRIMARY LABOR CODE (If Applicable)	89XX
TIME (0.1 hour per helmet)	0.1 Hour
ADMIN TIME (0.1 hour per claim)	0.1 Hour
CUSTOMER CONCERN	0089
CONDITION CODE	3203

NOTE

*"Quantity" and "Problem Part No." will vary depending upon what you have in stock. List separate events on the claim form for each different helmet part number. "Claim Type" will also vary, depending upon result of inspection. Accurate results must be reported to the National Highway Traffic Safety Administration. **Therefore, do not mix claim types and quantities of defective and non-defective helmet part numbers in the same event.***

1. Helmets Sold Over the Counter

Follow the same inspection and claim filing procedures as "Helmets in Dealer Stock".

All claims will be processed upon receipt. You will be sent a bar code label to return all defective helmets (Claim Type HPR), those from stock as well as those sold over the counter. To receive proper parts and inspection credit, and accurately update our records for government reporting purposes, please return all requested defective helmets promptly to Harley-Davidson, using the red, white, and blue warranty return label, Form 1248.

Inspection credit only will be issued for non-affected helmets (Claim Type HPI).

Administration time of 0.1 hour will automatically be added and credited for each claim.

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									

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