

SERVICE BULLETIN

M-1095

Safety Recall Code 0100

November 12, 1999



1999 and 2000 1200 XL Custom Handlebars

General

As recently advised in ML-369, Harley-Davidson has determined that all 1999 and certain 2000 model year 1200 XL Custom motorcycles have been manufactured with a handlebar that could break. This could cause loss of control of the motorcycle and result in an accident.

As a precautionary measure, Harley-Davidson has elected to initiate a voluntary recall campaign in the interest of motor vehicle safety and customer satisfaction. This voluntary recall applies to all model year 1999 XL 1200 Custom motorcycles and model year 2000 XL 1200 Custom motorcycles manufactured before 9/30/99.

This issue is related to 1200cc motors, so if you have installed a Screamin' Eagle Evolution 1200cc Piston Kit (P/N 16140-87) on a 883 Custom please contact your customer and advise them of this recall.

If you have a customer who has had another style of handlebar installed please see credit procedure.

This condition will be remedied by replacing the handlebar on all potentially affected vehicles.

Dealer Action Affected Vehicles

Harley-Davidson has attached a complete list of all 1200 XL Custom motorcycles shipped to your dealership involved in this recall. To ensure the safety of all affected riders, it is your responsibility to perform the required service on all affected vehicles, even if it was not purchased from your dealership. You also are required to perform the recall service on all affected vehicles in your dealership inventory, prior to selling or leasing those vehicles.

If you are not sure that a safety recall has been completed on a particular motorcycle, contact the Harley-Davidson Recall Information Line at **1-800-448-1708** for a computer check of our recall records. Recall information is also available on TALON and hdnet.com. Recall information will not be available for vehicles in which a 1200cc piston kit has been installed.

IMPORTANT NOTE:

Because only registered owners as shown on the attached list will receive notification from us, we request that you contact any owners of vehicles still listed as unregistered. Advise them of the safety recall and make arrangements for them to come in for recall service. We also require that you provide us with their names, addresses and VIN's as soon as possible to enable us to mail them an owner's letter, as required by the National Traffic and Motor Vehicle Safety Act (as amended).

Harley-Davidson will conduct wave shipments of Safety Recall Code 0100 (P/N 93955) until further notice. Your initial shipment of kits will be shipped beginning the week of November 15, 1999. All kits will be shipped no charge, transportation paid.

Once notified by Harley-Davidson that wave shipments have been completed, you may order the remainder of the kits needed. Fill out the attached order form and FAX it to your SPOC team. Harley-Davidson will maintain all orders in a future order status until parts are available for order fulfillment.

NOTE:

All orders received prior to the date you are notified wave shipments are complete will be discarded.

Handlebar Kit

See [Table 1](#). The Safety Recall Code 0100 Kit (P/N 93955) contains the following items:

Table 1. Part No. 93955

QTY	P/N	DESCRIPTION
1	55907-99A	Handlebar Assembly
2	10006	Cable Strap

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									

Table 2. 1999 Harley-Davidson® Inc.

Service Procedures

WARNING

To prevent accidental start-up of motorcycle, disconnect the battery cables (negative cable (-) first) before performing any procedures. If the positive cable (+) should contact ground with the negative (-) cable installed, the resulting sparks may cause a battery explosion which could result in death or serious injury.

REMOVAL

Right Handlebar Controls

CAUTION

Do not remove the switch housing assembly without first placing a 5/32 inch cardboard insert between the brake lever and lever bracket. Removing the assembly without the insert in place may result in damage to the rubber boot and plunger of the front stoplight switch.

1. Disconnect battery negative cable.
2. See [Figure 1](#). Place the cardboard insert between the brake lever and lever bracket.

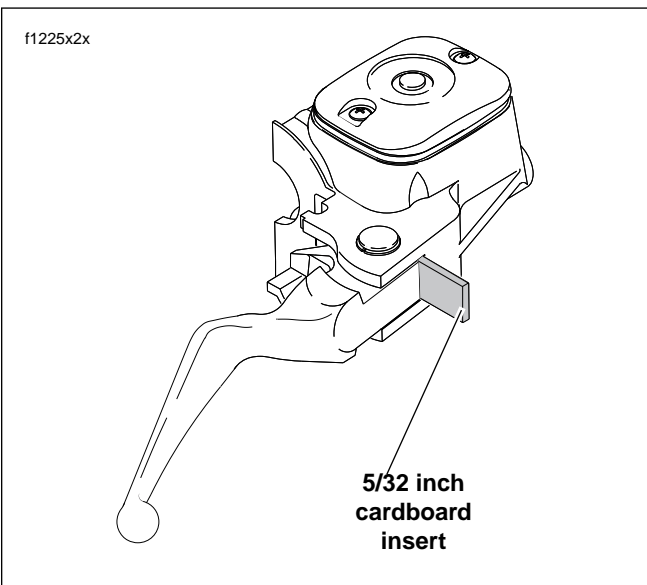


Figure 1. Install Cardboard Insert

3. See Figure 2. Using a T27 TORX drive head, remove the two screws with flat washers securing the handlebar clamp to the master cylinder housing. Remove the brake lever/master cylinder assembly and clamp from the handlebar.

Left Handlebar Controls

1. See Figure 2. Using a T27 TORX drive head, remove the two screws with flat washers securing the handlebar clamp to the clutch lever bracket.

2. Remove the clutch hand lever assembly and clamp from the handlebar.

Handlebars

1. See Figure 3. Remove rear riser fasteners and instrument cluster.
2. Remove front fasteners.
3. Loosen screws and remove left hand controls and switches.
4. Loosen screws and remove left hand controls and switches.

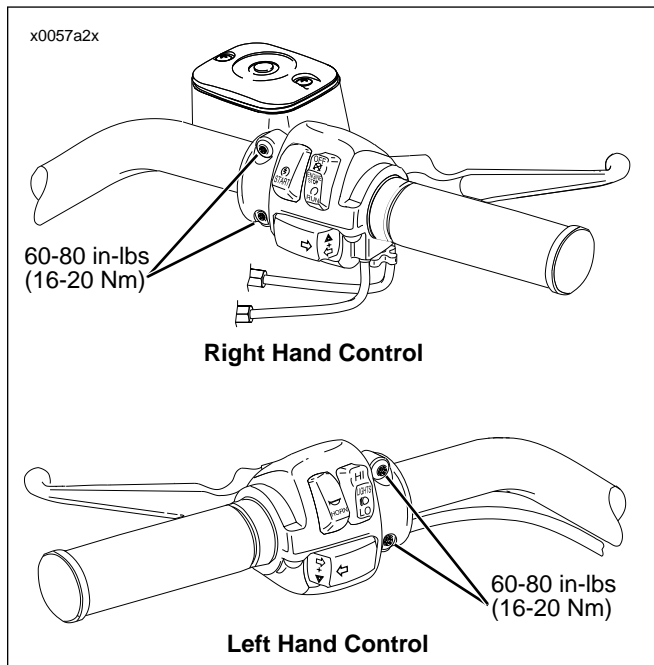


Figure 2.

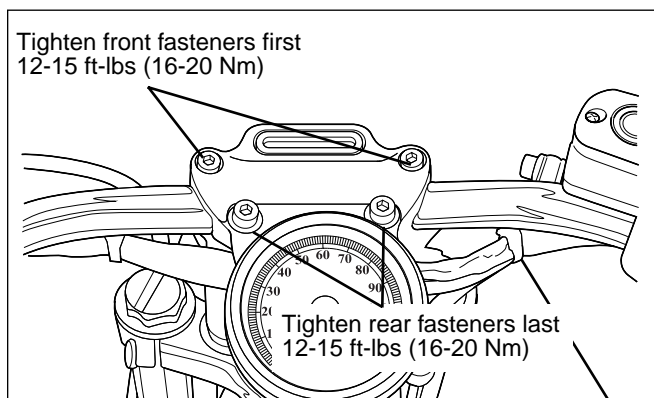


Figure 3.

INSTALLATION

1. Slide new handlebar into right switch assembly/throttle control.
2. Position handlebar on lower riser clamp.

3. Place upper riser clamp in position and thread the two front screws in place.
4. Using the remaining two screws, install instrument bracket.

NOTE:

New handlebar has left hand grip glued in position.

5. Install left hand controls and switches. Torque fasteners to 60-80 **in-lbs** (16-20 Nm).
6. Install right side master cylinder/reservoir. Torque fasteners to 60-80 **in-lbs** (16-20 Nm).
7. Adjust the handlebars to the desired position and torque front screws to 12-15 ft-lbs (16-20 Nm) until cast-in spacers of upper clamp contact the lower clamp.
8. Final tighten rear screws to 12-15 ft-lbs (16-20 Nm)
9. Install a tie wrap on each side of the handlebar, positioned halfway between the switch housing and the clamp.
10. Connect battery positive cable first, then negative cable.
11. Check mechanical and electrical operation of controls.

⚠ WARNING

When connecting battery cables, DO NOT allow the positive (+) cable to contact ground with the negative (-) cable installed, the resulting sparks may cause a battery explosion, which could result in death or serious injury

⚠ WARNING

After completing repairs or bleeding the system, always test motorcycle brakes at low speed. If brakes are not operating properly or braking efficiency is poor, testing at high speeds could result in loss of control of vehicle, death or serious injury.

Credit Procedures

Inspection

If the motorcycle is not equipped with the original equipment Harley-Davidson 1200 Custom handlebar, put a "I" in the letter box and a "0" in the quantity box. Send the Dealer Service Card directly to the Warranty Department. You will be paid 0.2 hours, which includes 0.1 hour administrative time.

Handlebar Replacement

Original Equipment 1200 Custom Vehicles

For each 1200XL Custom vehicle that requires new handlebars to be installed, place a "C" in the letter box on the Dealer Service Card.

Destroy and discard the original handlebar.

XL883 Custom vehicles with Screamin' Eagle Evolution 1200cc Piston Kit (P/N 16140-87) installed

For each XL883 Custom vehicle that has a Screamin' Eagle Evolution 1200cc Piston Kit (P/N 16140-87) installed, you will be required to install the new handlebar kit. Fill out the Dealer Service Card and place a "C" in the letter box. Destroy and discard the original handlebar.

Send all properly completed Dealer Service Cards to:

Harley-Davidson Motor Company
P.O. Box 653
Milwaukee, WI 53201

When Harley-Davidson receives your Dealer Service Card you will be credited for 0.9 hour labor. This includes 0.1 hr administrative time. No credit will be issued for the kits as they were sent no charge, transportation paid.

Dealer Inventory

Remove all 56185-98 handlebars from your inventory. To receive credit, complete a Warranty Claim referencing Service Bulletin M-1095 in the "Description of Repair" section. Fill out the rest of the claim as follows. Destroy and discard the original handlebar.

CLAIM TYPE	DFS
QTY. (will vary depending on your stock)	
EVENT 1, PROBLEM PART NO.	56185-98
PART DESCRIPTION	Handlebar
CUSTOMER CONCERN CODE	9205
CONDITION CODE	9111



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NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

S H - P T O

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER
R	REGULAR	
P	POLICE	
D	DOWN VEHICLE	
W	WARRANTY	

FOR OFFICE USE ONLY
ACCT: 174-410.0
FRT: 174-410.0

[illegible]

All goods covered by this order, including goods back-ordered, will be billed at prices current at the time of shipment. Goods are purchased for resale and delivery is made to purchaser F.O.B. factory, Milwaukee, Wisconsin or other point of origin. If accepted, this order is deemed to subject to availability of goods for delivery to purchaser. Any delay in shipment shall not relieve purchaser of responsibility for his acceptance and order shall not be liable for any loss or damage due to delay in shipment of failure to deliver. Any request for cancellation of this order or any part thereof must be received by seller prior to the date of shipment, and in case of reshipment or return of goods to seller, purchaser shall pay the entire cost connected therewith, plus ten (10) or twenty-five percent of selling price, as determined by Company policy from time to time, as liquidated damages for loss of sale. Purchaser will be responsible for collection and payment of all Federal, State and local taxes that apply on the order.

PLEASE USE PART NUMBERS

DO NOT USE FOR

CORRESPONDENCE

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