

SERVICE BULLETIN



M-1102A

March 9, 2001

CLUTCH CABLE MOUNTING UPDATE FOR FLTRSEI

Purpose

This Bulletin is to inform you that Harley-Davidson has elected to install the latest clutch cable guide and clamp on all Model year 2000 FLTRSEI motorcycles. This action is being taken because of reports that the braided clutch cable may contact left fork slider cover and fender causing cosmetic damage. These mounting components, hardware and Instruction Sheet are contained in kit Part No. 38674-01.

Required Dealer Action

(1) CHECK YOUR RECORDS

Check your records to determine how many clutch cable mounting kits, Part No. 38674-01 you will need to complete this update on your customers motorcycles.

(2) ORDER P/N 38674-01 KITS

Order sufficient kits to update all motorcycles for which you are responsible.

(3) CONTACT CUSTOMERS

Contact all your customers who own Model Year 2000 FLTRSEI motorcycles and ask him/her to bring the vehicle in for this service.

(4) INSPECT MOTORCYCLE

Check clutch cable, fender and left fork slider cover for cosmetic damage which may have resulted from contact with clutch cable.

- If no cosmetic damage is present, perform (5A) below.
- If clutch cable, fender and/or left fork slider cover are damaged, perform (5B).

(5A) INSTALL 38674-01 KIT

Install kit as directed by the Instruction Sheet in kit. Continue at "Credit Procedure".

(5B) ORDER REPLACEMENTS FOR DAMAGED PARTS

Install new parts and kit Part No. 38674-01. Continue at "Credit Procedure".

Credit Procedure

After servicing each vehicle, complete a regular warranty claim referencing Service Bulletin M-1102A in the "Description of Repair" section of the claim. Fill in the rest of the claim as follows:

CLAIM TYPE	Mc, Gdw *
Quantity	0
Event Problem Part No.	38668-00A
Part Description	Clutch Cable Assy.
Additional Part, Qty & Description	(1) 38674-01 Clutch cable mounting kit
PRIMARY LABOR CODE	2207
TIME	0.4 HOUR
CUSTOMER CONCERN CODE	9203
CONDITION CODE	3104

*** Use "Mc" if vehicle is still under factory warranty. Use "Gdw" if vehicle is out of warranty, and you have obtained repair authorization from the factory. Be sure to include the authorization number obtained from the factory, if applicable.**

Upon receipt and processing of claim, you will receive appropriate credit for parts and labor as indicated above, in addition to 0.1 hour administrative time for each claim submitted and processed.

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									