

SERVICE BULLETIN



M-1114

Safety Recall Code 0103

October 4, 2001

SCREAMIN' EAGLE IGNITION MODULES FOR TWIN-CAM 88 MOTORS

General

Harley-Davidson Motor Company has learned that Twin-Cam 88 Screamin' Eagle Ignition Modules could, under certain conditions, shut off without warning. This sudden loss of power could cause a loss of control of the motorcycle and result in an accident and death or serious injury. Harley-Davidson has voluntarily declared this a "defect related to motor vehicle safety" (Campaign 0103) to allow us to formally recall all potentially affected Screamin' Eagle Ignition Modules.

Vehicles Involved

All 1999 and later Twin-Cam 88 powered vehicles equipped with Screamin' Eagle Ignition Modules (listed below) packaged prior to May 31, 2001. These modules are contained in the following kits:

- Part No. 31710-01
- Part No. 32721-01
- Part No. 31713-01
- Part No. 32724-01
- Part No. 31775-01
- Part No. 32810-01
- Part No. 32748-99A
- Part No. 32749-99A
- Part No. 31781-00

In addition, these ignition modules are sold separately under the following part numbers:

- Part No. 32719-01
- Part No. 32720-01
- Part No. 31778-01
- Part No. 32750-99A
- Part No. 31782-00

For instructions on handling existing inventory, see Credit Procedure – Kits in Stock.

Dealer Action

In the interest of the safety of our mutual customers and as required by law, DO NOT sell any of these affected kits or modules you may have in stock. In addition, DO NOT deliver any motorcycle with these kits or modules installed on them until the recall service has been performed.

Because Harley-Davidson has no record of who may have purchased or received the affected kits at the retail level, it is your responsibility to notify each of your customers. Attached please find two copies of the owner notification letter to assist you with the notification process. Make additional copies if necessary.

Since the recall involves parts and not a vehicle on record, neither your SPOC representative nor the Harley-Davidson Recall Information Line will be able to assist you.

Replacement Procedure

Kits

Recall replacement modules are available. For kits in stock, **remove only** the Screamin' Eagle **ignition module**. We will not ship complete replacement kits, only modules. Send all modules only to USI. See Credit Procedure.

1. Open the carton containing the Screamin' Eagle Coil and Module Kit.
2. See Table 1. Remove the Screamin' Eagle Ignition Module. Replace it with the new module.
3. Close the carton and return it to stock.

Table 1. Kit/Module Part Numbers

KIT	OLD MODULE	NEW MODULE
31710-01	32719-01	32719-01A
32721-01	32719-01	32719-01A
31713-01	32720-01	32720-01A
32724-01	32720-01	32720-01A
31775-01	31778-01	31778-01A
32810-01	31778-01	31778-01A
32748-99A	32750-99A	32750-99B
32749-99A	32750-99A	32750-99B
31781-00	31782-00	31782-00A

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									

Installed Modules

WARNING

To protect against shock and accidental start-up of the vehicle, disconnect the negative battery cable before proceeding. Inadequate safety precautions could result in death or serious injury.

WARNING

Always disconnect the negative battery cable first. If the positive battery 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.

1. Disconnect battery cables, negative cable first.
2. See Table 2. Locate and gain access to the existing ignition module.

Table 2. Ignition Module Location

MODEL	IGNITION MODULE LOCATION
Dyna Glide	On back side of electrical panel (left side of motorcycle)
Softail	Directly under seat
FLHT, FLT	Behind right side cover

3. Unplug and remove ignition module, save mounting fasteners.
4. See Table 3. Plug in and secure **new** module in place with original mounting fasteners.

Table 3. Ignition Module Numbers

OLD MODULE	NEW MODULE
32719-01	32719-01A
32720-01	32720-01A
31778-01	31778-01A
32750-99A	32750-99B
31782-00	31782-00A

WARNING

Always connect the positive battery cable first. If the positive cable should contact ground with the negative cable installed, the resulting sparks may cause a battery explosion resulting in death or serious injury.

5. Reconnect battery cables, positive cable first.

Credit Procedure

Kits in Stock

Determine if you have any affected kits in stock. Remove the module only from all affected kits in stock. Package the removed modules with the blue packing list and return them freight collect to the following location:

USI
9801 80th Avenue
Pleasant Prairie, WI 53158
ATTN: Yvonne DSA

Be sure the return address on the blue packing list is legible and includes your dealer number and complete dealer name and address to which the replacements should be shipped.

NOTE

Harley-Davidson and its supplier will not be responsible for incorrect or improper address information, lost or misdirected shipments.

Because this is a P&A recall, no electronic claims can be accepted at this time. A paper claim form (P/N 99520-76D) must be used. File the claim form referencing Service Bulletin M-1114, Recall 0103 in the "Description of Repair" section. Fill in the rest of the claim as follows:

Table 4. Claim Information—Kits in Stock

Claim Type	HPI
Quantity	See note below
Problem Part No.	See note below
Part Description	Ignition module kit, ignition module
Customer Concern Code	0103
Condition Code	7913

NOTE

"Quantity" and "Problem Part No." may vary depending on what you have in stock. List the part number of the old module or the kit. You will NOT receive credit for the modules or kits but will receive a replacement for each module only returned to USI. Although you do not receive credit for the modules or kits, it is imperative that you return all affected modules only to USI and file a claim for record purposes, as this information will be used by Harley-Davidson in its recall completion rate reports required by NHTSA.

Installed Module Kits

Contact each customer and arrange an appointment to have the required service performed. Be sure the appointment is made far enough in advance to give you time to order and receive the appropriate no charge replacement module. All modules will be shipped next day air, prepaid, Monday–Thursday. Orders received and processed on any business Friday will ship the following Monday. To order the replacement modules, fill out the attached white form and fax it to:

USI

FAX # 262-947-7283

ATTN: Yvonne DSA

Be sure the form includes your dealer number, complete dealer name and address to which the replacement should be shipped. Make copies of the form for future use.

NOTE

Harley-Davidson and its supplier will not be responsible for incorrect or improper information received on the form, lost or misdirected faxed order forms.

Because this is a P&A recall, no electronic claims can be submitted at this time. A paper claim form (P/N 99520-76D) must be used. Upon removal and replacement of the affected module on the vehicle, file the claim form referencing Service Bulletin M-1114, Recall 0103 in the “Description of Repair” section. Fill in the rest of the claim as follows for each vehicle serviced:

Table 5. Claim Information–Installed Kits

Claim Type	HPF
Quantity	1
Problem Part No.	See note below
Part Description	Ignition module
Customer Concern Code	0103
Condition Code	7913
Labor Code (you will receive applicable time per model plus 0.1 administrative time)	7913

NOTE

“Problem Part No.” will vary depending upon model application of the vehicle being serviced.

Upon receipt and processing of each vehicle claim, you will receive a bar-coded label to return the replaced module. Return the module by the due date on the bar-coded label. Upon receipt of the module, you will receive appropriate labor credit and postage credit. No credit will be issued for parts as they were shipped free of charge, transportation paid.

NOTES

From:

(Dealer Number)

(Dealer Name)

(Address)

(City, State, Zip)



This form is to be used to obtain a replacement module for vehicles only, not to replace stock!

Please send me the following ignition modules for the vehicles indicated. An appointment for the 0103 recall service has been arranged:

PART NO.	VIN

To order and receive each replacement module needed, a VIN is required. Fax this order to:

USI

FAX # 262-947-7283

ATTN: Yvonne DSA

PACKING LIST

From:

(Dealer Number)

(Dealer Name)

(Address)

(City, State, Zip)



PART NO.	QTY

Ship to:

USI
9801 80th Avenue
Pleasant Prairie, WI 53158
ATTN: Yvonne DSA

PLEASE INCLUDE THIS FORM IN ALL PACKAGES.

**This form is to be used for the return of
kits and/or modules from stock only.**