

SERVICE BULLETIN



M-1116

September 10, 2001

ENGINE SPROCKET NUT

Purpose

The purpose of this bulletin is to notify dealers that some Sportster motorcycles were produced with incorrectly manufactured engine sprocket nuts. The incorrectly manufactured nut has an interference fit which may result in a false torque reading. This can cause the nut to lose clamp load on the engine sprocket, allowing the sprocket and alternator rotor to loosen and create noise.

Motorcycles Affected

Late production 2000 and early production 2001 (5/15/2000-6/15/2000) Sportster.

Required Dealer Action

In the event that a customer complains of an unusual noise, start the motorcycle and inspect for a noise in the primary housing. If any unusual noise is heard in the primary housing, shut the motorcycle off, remove the primary cover and inspect the engine sprocket nut.

NOTE

See the applicable service manual for primary cover removal and replacement procedure.

See [Figure 1](#). A good, serviceable sprocket nut is shown on the left side of the figure. An incorrectly manufactured nut is shown on the right, identified by two arrow-shaped indentations on the face of the nut.

NOTE

If an affected motorcycle has been brought in for repair and the primary cover is removed, inspect the engine sprocket nut. Replace if it is determined to be an incorrectly manufactured nut.

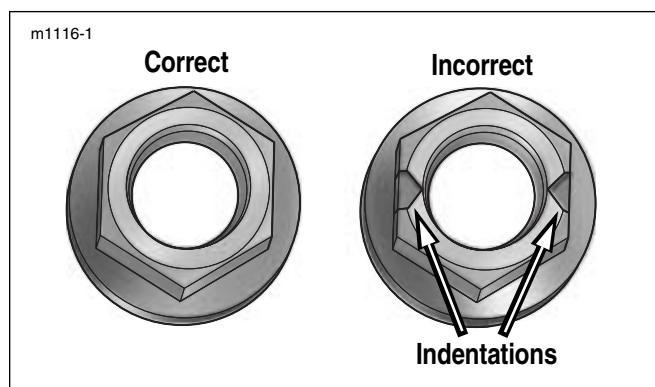


Figure 1. Engine Sprocket Nut

Credit Procedure

After servicing each vehicle, file a warranty claim referencing Service Bulletin M-1116 in the "Description of Repair" or "Comments" section of the claim. Fill in the rest of the claim as follows:

| Claim Type | MC, GDW* | |
|-----------------------|---------------------|-----------------------------|
| Event 1 | Qty 1 | Problem Part No. 7839 |
| Part Description | Engine Sprocket Nut | |
| Primary Labor Code | 4003 | |
| Time: | 0.8 hr. | |
| Customer Concern Code | 4104 | |
| Condition Code | 3203 | |

*Use MC if vehicle is still within factory warranty period; use GDW if vehicle is beyond factory warranty period. Vehicles beyond factory warranty period do not require prior authorization. If using h-dnet.com, put "Per Bulletin M-1116 in the authorization box.

| 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 | | | | | | | | | |