

SERVICE BULLETIN



M-1136

Safety Recall Code 0108

April 16, 2003

2002 MODEL YEAR XL 1200C MIRROR REPLACEMENT

Purpose

As recently advised in ML-380, Harley-Davidson has learned that certain 2002 model year 1200 Custom Sportster motorcycles, equipped with long stemmed mirrors, have a condition whereby the left side mirror stem may fracture. This may allow the mirror to fall, possibly without warning, and present an unreasonable risk of accident, injury or death.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0108) to replace **both** mirrors on all affected motorcycles with current production parts. See **REQUIRED DEALER ACTION** to perform the recall service.

Motorcycles Affected

All 2002 model year 1200 Custom Sportster motorcycles assembled/shipped from the Kansas City, Missouri assembly plant, and equipped with the 91902-88A (left) and 91904-88A (right) mirrors.

NOTE

*Under certain conditions, and with the requisite documentation, customers who have already replaced subject mirrors may be reimbursed for their costs. See the attached **Harley-Davidson Pre-Notification Remedy Reimbursement Program** for details.*

Customer Notification

Attached is a complete list of all motorcycles shipped to your dealership that are involved in this recall campaign. To protect the safety of our riders, it is our mutual responsibility to ensure that the recall service is performed on all affected motorcycles. Therefore, we strongly urge you to perform the recall service even if the motorcycle was not purchased from your dealership. You also are required to perform the service on all affected motorcycles in your dealership inventory prior to delivering or leasing those motorcycles.

If you are not sure that the safety recall service has been completed on a particular motorcycle, check the recall records available on TALON or h-dnet.com.

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).

Required Dealer Action

An initial shipment of Safety Recall Code 0108 Kits (Part No. 94190) will be available beginning on or around April 21, 2003. The contents of each kit is as follows:

Table 1. Safety Recall Code 0108 Kit

Kit#	Contents	Part Number
94190	Left side mirror	91848-03
	Right side mirror	91846-03

All kits will be shipped no charge, transportation paid. If additional kits are needed, fill in the attached order form and send it to the attention of the Warranty Department.

NOTE

Do not send in the order for additional kits until you have received all of your wave shipments and have determined your remaining kit requirements. Orders received before the wave shipments are complete will be discarded. Harley-Davidson reserves the right to conduct wave shipments in lieu of processing individual orders and/or adjusting order quantities, depending on the availability of parts.

1. Remove old style mirrors and save for return to Harley-Davidson.

WARNING

Do not install part numbers 91902-88A or 91904-88A on any 2002 model year 1200 Custom Sportster motorcycle. The left side mirror is subject to fracture, a condition that may allow the mirror to fall, possibly without warning, and present an unreasonable risk of accident, injury or death.

2. Install current production mirrors from kit.

CAUTION

Always use the specified torque when tightening acorn nuts. Over tightening can result in acorn nut or mirror stem thread stripping.

3. Adjust mirrors as necessary and tighten acorn nuts to 144 in-lbs (16 Nm).

Credit Procedures

Complete a Dealer Service Card for each motorcycle serviced. Write safety recall code "0108" on the card and place the letter "C" in the letter box.

Package the original mirrors, along with the properly completed Dealer Service Card, and send to: Harley-Davidson Motor Company, Warranty Return Dept., 3801 W. Juneau Avenue, Milwaukee, WI 53208.

Upon receipt of the parts and a properly completed Dealer Service Card, you will be credited 0.5 hours of labor for performing the recall procedure, which includes 0.1 hours for dealer administration time. You also will be credited the cost of return postage.

NOTE

The actual time for replacement of both mirrors, including dealer administration time, is 0.3 hours, but because of the disruption to your service operation, and as a small incentive to help achieve a high percentage of recall completion, the dealership will be compensated 0.5 hours for performing the recall service.

IMPORTANT NOTE

Dealers are not responsible for reimbursing customers who have replaced subject mirrors prior to this recall. Advise customers that they may apply directly to Harley-Davidson for reimbursement of their costs following the procedures outlined in the attached Harley-Davidson Pre-Notification Remedy Reimbursement Program. Provide customer with copy of said document upon request.

IMPORTANT NOTE

In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service.

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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DEALER ORDER	RC
ORDER DATE	
DEALER NO.	
ORDER TYPE	
WARRANTY CLAIM NO.	

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

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FOR OFFICE USE ONLY	
ACCT.	1744108
FRT. ACCT	1744108

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PLEASE USE PART NUMBERS

DO NOT USE FOR

CORRESPONDENCE

ALL ORDERS SUBJECT TO ACCEPTANCE AT MILWAUKEE, WI 53201

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 at their point of origin. If accepted, this order as accepted shall be subject to availability of goods to seller for delivery to purchaser. Any delay in shipment shall not relieve purchaser of responsibility for this order and seller shall not be liable for any loss or damage due to delay in shipment or 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 reconsignment or return of goods to seller, purchaser shall pay the entire cost connected therewith, plus zero, ten 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 retail sales.

PLEASE USE PART NUMBERS
DO NOT USE FOR
CORRESPONDENCE

F-1040

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