

# SERVICE BULLETIN



M-1146

Safety Recall Code 0110

February 13, 2004

## RECALL CODE 0110 - HELMETS

### Purpose

As recently advised in ML-386, Harley-Davidson has learned that there is a safety defect related to certain helmets. Helmets involved in this campaign may not comply with the penetration and impact attenuation test requirement of Federal Motor Vehicle Safety Standard FMVSS 218. Failure to meet this standard could mean that the helmets would not provide adequate protection in a crash situation. This failure could result in serious injury or death to the rider.

KBC, the helmet manufacturer, has voluntarily declared this a "defect related to motor vehicle safety" to allow Harley-Davidson to formally recall all affected helmets. See REQUIRED DEALER ACTION to perform the recall procedure.

### Helmets Affected

Table 1 refers to helmets that are being recalled. Table 2 refers to helmet models involved in the recall that are still produced. Table 3 contains comparable helmets that can be chosen when a helmet model involved in the recall is no longer offered.

#### NOTE

**Do not utilize information from decals other than shown in Figure 1.**

See Figure 1. Locate date of manufacture to determine if helmet is involved in recall.

1. Lift helmet liner to expose decal.
2. Date of manufacture is in year/month/day format. For example, 2003, 5, 25 is May 25, 2003.

**Table 1. Helmets Affected**

HELMET	PART NUMBER	EFFECTIVE DATES (year/month/day)
Trespasser	97157-01V	manufactured between 2000/04/01 and 2000/12/31
Phantom Flame	97208-02V	manufactured between 2001/08/01 and 2001/08/31
Titanium Flame	97224-03V	manufactured between 2002/05/01 and 2002/05/31
Midnight Flame: Medallion (previously called Black Flame)	97226-02VX	manufactured between 2001/07/01 and 2002/02/28
Midnight Flame: Decal-Black/Grey	97227-02VX	manufactured between 2001/07/01 and 2002/02/28
Blade	97231-01V	manufactured between 2000/05/01 and 2000/11/30
Defiance	97343-01V	manufactured between 2000/12/01 and 2001/01/31
Classic Cruiser-Gloss Black	98060-00V	manufactured between 1999/11/01 and 2000/11/30
Classic Cruiser-Flat Black	98061-00V	manufactured between 1999/11/01 and 2000/11/30

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. Helmets Still Available**

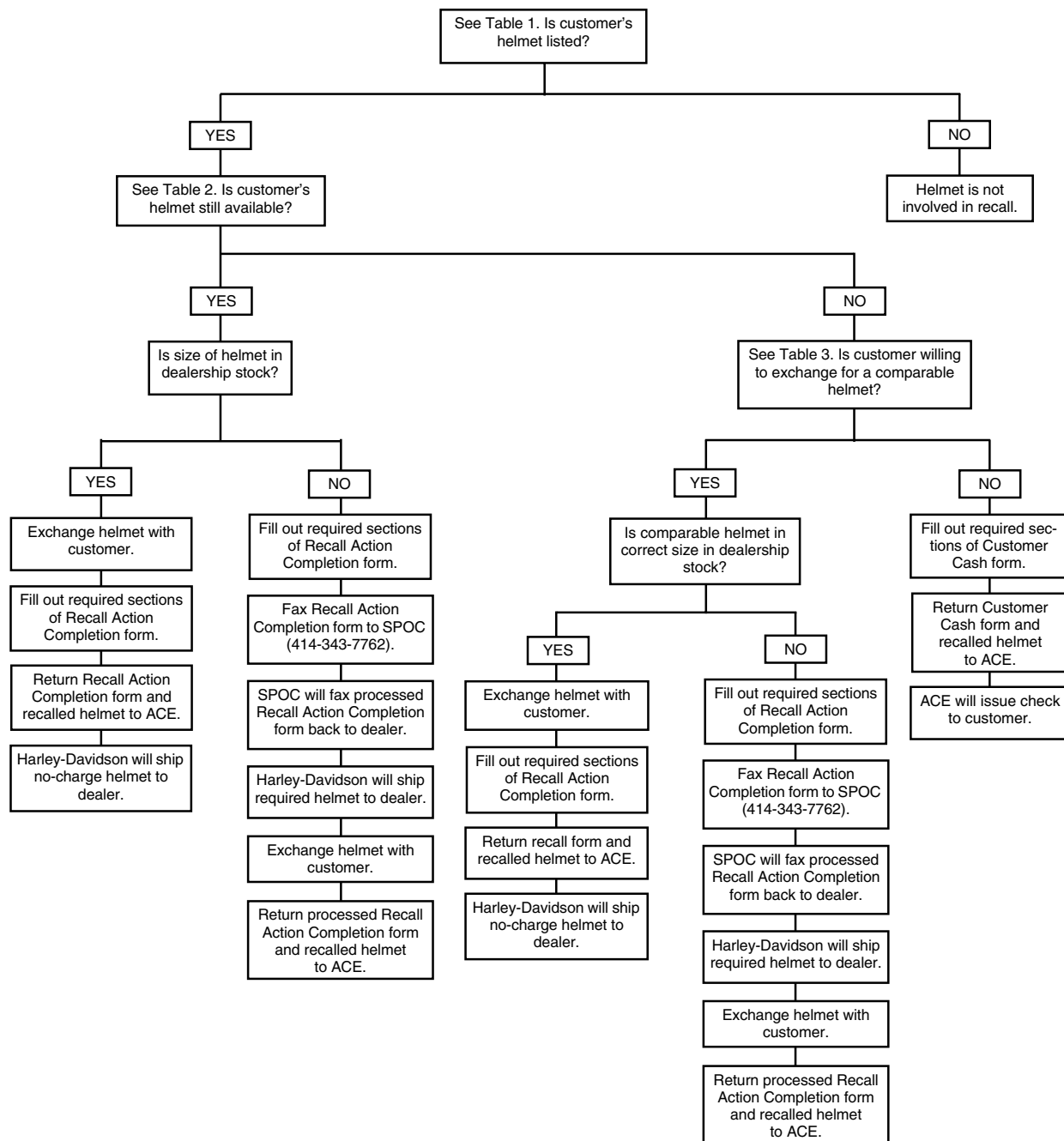
HELMET	PART NUMBER
Trespasser	97157-01V
Midnight Flame—Medallion (previously called Black Flame)	97226-02VX
Defiance	97343-01V
Classic Cruiser—Gloss Black	98060-00V

**Table 3. Comparable Helmets**

HELMET	PART NUMBER
Trespasser (half)	97157-01V
Midnight Flame: Medallion (half)	97226-02VX
Defiance (half)	97343-01V
Spoiler—Gloss Black (half)	97352-01V
Spoiler—Flat Black (half)	97353-01V
Classic Cruiser—Gloss Black (half)	98060-00V
Torque (half)	98813-03V
Road Classic—Titanium (3/4)	98815-03V
Road Classic—Gloss Black (3/4)	98816-03V
Super Glide (full face)	97350-01V

**Figure 1. Date of Manufacture**

## Recall Procedure Chart



## Dealer Parts Inventory

See Table 1. Do not sell any of the helmets listed that fall within the effective dates.

## Customer Notification

### **IMPORTANT NOTE**

***Because Harley-Davidson has no record of who may have received these helmets at the retail level, it is your responsibility to notify each of your customers. Attached please find a sufficient supply of owner notification letters to assist you with the notification process. Make additional copies as necessary.***

***Post attached poster in an area where customers will be able to see it upon entry into the dealership.***

Since the recall involves parts and not a vehicle on record, neither S.P.O.C., TALON or h-dnet.com will be of assistance with customer notification.

## Required Dealer Action

Consult Recall Procedure Chart for exchange and credit procedures. If the customer's helmet involved in recall is still offered, customer must choose same helmet. If the helmet involved in recall is not currently offered, the customer can choose a comparable helmet or request the cash value of the helmet.

Upon approval of the properly completed "Recall Action Completion" form, with the exception of the customer cash refund option, a replacement helmet will be shipped no charge, transportation paid.

## Credit/Exchange Procedure

Complete a "Recall Action Completion form" (attached) as it applies to the completion of the recall for customers and/or your dealer stock. Make additional copies or print copies from h-dnet.com as needed. Refer to the "Recall Procedure Chart" on the previous page.

For each helmet requiring exchange, you are required to return the affected helmet to ACE Distribution Center, using label 99364-98V (purple MotorClothes and Collectibles RMA label). Also, affix the "Helmet Recall" peel-off label identifying the shipment as the "0110 recall" to the outside of the carton. Additional labels can be ordered from SPOC.

Upon receipt of the helmet and form, and to minimize dealer paperwork, a warranty claim will be created by Harley-Davidson using the Recall Action Completion Form. Labor in the amount of 0.2 hours will be issued to cover return postage and administrative time. Please note, the claim number on your credit memo will reference the helmet recall and the first five letters of the customers last name, (e.g. HSMITH). Dealer stock helmets will reference HSTOCK. Harley-Davidson will order the replacement, exchanged helmet to replenish your stock. The part will be sent to you at no charge, freight pre-paid.

### *Notes*

- *If incorrect helmet is returned with "Recall Action Completion Form", you will be billed for the replacement helmet we order and ship to you.*
- *If a customer refuses to accept a comparable helmet and demands a cash refund, complete the "Recall Action Completion Form—Customer Cash Form". Return of the affected helmet is still required in order for customer to receive the refund.*

— RECALL ACTION COMPLETION —  
SERVICE BULLETIN M-1146 -- RECALL CODE 0110

DEALER #: \_\_\_\_\_ DEALER NAME: \_\_\_\_\_

DEALERSHIP EMPLOYEE COMPLETING FORM: \_\_\_\_\_

Please fill out form and only the appropriate section (either 1, 2 or 3) that applies to the completion of Recall Code 0110 for this customer or for your dealer stock.

**EXACT REPLACEMENT EXISTS:**

Recalled Helmet	Model Name	Size	Date of Manufacture
<input type="checkbox"/> 98060-00V	Classic Cruiser – Gloss Black		
<input type="checkbox"/> 97157-01V	Trespasser		
<input type="checkbox"/> 97343-01V	Defiance		
<input type="checkbox"/> 97226-02VX	Black / Midnight Flame		

☐ Customer was given exact replacement out of dealer stock

☐ Exact replacement not in dealer stock, HDMC to send replacement helmet (fax this form to SPOC)

**COMPARABLE HELMET REPLACEMENT:**

**Customer has the recalled helmet:**

Recalled Helmet	Model Name	Size	Date of Manufacture
<input type="checkbox"/> 97231-01V	Blade		
<input type="checkbox"/> 97208-02V	Phantom Flame		
<input type="checkbox"/> 97224-03V	Ttm. Flame		
<input type="checkbox"/> 97227-02VX	Midnight Flame Decal		
<input type="checkbox"/> 98061-00V	Classic Cruiser – Flat Black		

**Customer chooses one of these for replacement:**

Part #	Model Name	Size
<input type="checkbox"/> 97157-01V	Trespasser	
<input type="checkbox"/> 97226-02VX	Mid. Flame Medallion	
<input type="checkbox"/> 97343-01V	Defiance	
<input type="checkbox"/> 97350-01V	Superglide	
<input type="checkbox"/> 97352-01V	Spoiler – Gloss Blk	
<input type="checkbox"/> 97353-01V	Spoiler – Flat Blk	
<input type="checkbox"/> 98060-00V	Classic Cruis. – Gl. Blk	
<input type="checkbox"/> 98813-03V	Torque	
<input type="checkbox"/> 98815-03V	Road CL. – Anth.	
<input type="checkbox"/> 98816-03V	Road CL. – Ft. Blk	

**NOTE:** Any helmet received that is determined NOT to be affected by the recall will result in a billing for the cost of the replacement helmet that was shipped to you free of charge.

☐ Customer received helmet from dealer stock

☐ Comparable helmet not in dealer stock, HDMC to send replacement helmet (fax this form to SPOC)

**CUSTOMER'S NAME & ADDRESS (please print):**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CUSTOMER'S SIGNATURE:** \_\_\_\_\_

**DATE OF SIGNATURE:** \_\_\_\_\_

**ACE OFFICE USE ONLY:**

HELMET REC'D: ☐ Y ☐ N

DATE REC'D: \_\_\_\_\_

**SPOC USE ONLY:**

ORDER #: \_\_\_\_\_

INITIALS: \_\_\_\_\_ DATE: \_\_\_\_\_

**HARLEY-DAVIDSON KBC HELMET**  
**— RECALL ACTION COMPLETION —**  
**SERVICE BULLETIN M-1146**  
**RECALL CODE 0110**  
**CUSTOMER CASH FORM**

**DEALER #:** \_\_\_\_\_ **DEALER NAME:** \_\_\_\_\_

**DEALERSHIP EMPLOYEE COMPLETING FORM:** \_\_\_\_\_

Customer refused comparable replacement; reimbursement check to be issued to customer by ACE.

	Recalled Helmet	Model Name	Size	Date of Manufacture
<input type="checkbox"/>	97231-01V	Blade		
<input type="checkbox"/>	97208-02V	Phantom Flame		
<input type="checkbox"/>	97227-02VX	Midnight Flame Decal		
<input type="checkbox"/>	97224-03V	Titanium Flame		
<input type="checkbox"/>	98061-00V	Classic Cruiser – Flat Black		

**CUSTOMER'S NAME & MAILING ADDRESS**

(please print):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CUSTOMER'S SIGNATURE:**

**DATE OF SIGNATURE:**

\_\_\_\_\_

**CUSTOMER'S**

**PHONE NUMBER:**

\_\_\_\_\_

**ACE OFFICE USE ONLY:**

**HELMET REC'D:**

☐

**Y**

☐

**N**

**DATE REC'D:**

\_\_\_\_\_

**Check Issued:**

**CHECK #:**

\_\_\_\_\_

**DATE:**

\_\_\_\_\_

**INITIALS:**

\_\_\_\_\_

When check issued, fax (414/343-8346) or deliver this form to Lynette Schneider, Warranty Dept.



Harley-Davidson Motor Company, 3700 West Juneau Ave., P.O. Box 653, Milwaukee, WI 53201 414/342-4680

Dear Harley-Davidson Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Harley-Davidson Motor Company's helmet supplier, KBC America, has decided that a defect, which relates to customer motor vehicle safety, exists in certain motorcycle helmets marketed under the Harley-Davidson brand. Those helmets are:

HELMET	PART NUMBER	EFFECTIVE DATES
Classic Cruiser-Gloss Black	98060-00V	manufactured between 11/01/1999 and 11/30/2000
Classic Cruiser-Flat Black	98061-00V	manufactured between 11/01/1999 and 11/30/2000
Trespasser	97157-01V	manufactured between 04/01/2000 and 12/31/2000
Blade	97231-01V	manufactured between 05/01/2000 and 11/30/2000
Defiance	97343-01V	manufactured between 12/01/2000 and 01/31/2001
Phantom Flame	97208-02V	manufactured between 08/01/2001 and 08/31/2001
Black Flame-Black (previously called Midnight Flame)	97226-02VX	manufactured between 07/01/2001 and 02/28/2002
Midnight Flame-Black/Grey	97227-02VX	manufactured between 07/01/2001 and 02/28/2002
Titanium Flame	97224-03V	manufactured between 05/01/2002 and 05/31/2002

Harley-Davidson Motor Company is supporting KBC America's recall campaign to replace all referenced helmets through Harley-Davidson's dealer network.

KBC America has determined that the helmets may not comply with the penetration and impact attenuation test requirement of Federal Motor Vehicle Safety Standard FMVSS 218. As a result the helmets may not provide sufficient protection in the event of a crash.

Your dealer's records indicate you purchased one of the affected helmets.

Please bring your helmet to your Harley-Davidson dealer. If it is verified that your helmet has been manufactured within the dates covered by this recall, your helmet will be replaced at no cost to you. To verify that the appropriate recall action has been performed, your dealer will ask you to sign a recall action completion form, which will then be returned to Harley-Davidson Motor Company, along with your affected helmet.

**WE STRONGLY URGE YOU TO BRING YOUR HELMET IN FOR INSPECTION AND REPLACEMENT IF NECESSARY AS SOON AS POSSIBLE.**

If your dealer does not perform the required service to your satisfaction, please contact Harley-Davidson Motor Company for assistance immediately at the address or telephone number on this letterhead. If your dealer or Harley-Davidson Motor Company fails or is unable to perform the required service without charge within a reasonable time, you may wish to inform the Administration, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free auto safety hotline at 888/237-4326 (Washington, DC area residents may call 202/366-0123).

Thank you for your cooperation. We regret that this recall may cause you some inconvenience. We have taken this action, however, in the interest of your personal safety and satisfaction with our products.

Sincerely,

Harley-Davidson Motor Company



# Harley-Davidson/KBC Motorcycle Helmet Safety Recall

KBC America is recalling Harley-Davidson brand motorcycle helmet models which do not comply with certain impact and penetration requirements of Federal Motor Vehicle Safety Standard 218

If you own a:



**Trespasser**  
Part number 97157-01V  
Manufactured between  
2000/04/01 and 2000/12/31

You will receive a:



**Trespasser**  
Part number 97157-01V

If you own a:



**Midnight Flame: Medallion  
(previously called Black Flame)**  
Part number 97226-02VX  
Manufactured between  
2001/07/01 and 2002/02/28

You will receive a:



**Midnight Flame: Medallion**  
Part number 97226-02VX

If you own a:



**Defiance**  
Part number 97343-01V  
Manufactured between  
2000/12/01 and 2001/01/31

You will receive a:



**Defiance**  
Part number 97343-01V

If you own a:



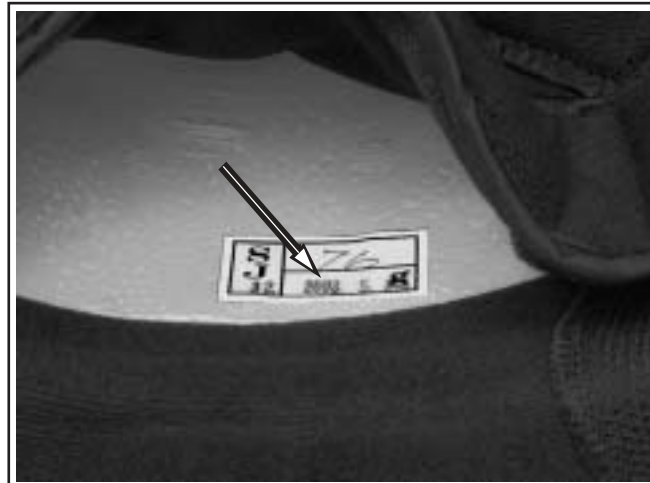
**Classic Cruiser-Gloss Black**  
Part number 98060-00V  
Manufactured between  
1999/11/01 and 2000/11/30

You will receive a:



**Classic Cruiser-Gloss Black**  
Part number 98060-00V

Date of Manufacture Decal Location



Decal is located under helmet liner.

**Do not** use information that may be contained on other decals.

Date code is in year/month/day format.

If you have any questions, please  
contact your Harley-Davidson dealer.

Post until August 31, 2004

If you own one of  
the following helmets:



**Phantom Flame**  
Part number 97208-02V  
Manufactured between  
2001/08/01 and 2001/08/31



**Titanium Flame**  
Part number 97224-03V  
Manufactured between  
2002/05/01 and 2002/05/31



**Midnight Flame: Decal**  
Part number 97227-02VX  
Manufactured between  
2001/07/01 and 2002/02/28



**Blade**  
Part number 97231-01V  
Manufactured between  
2000/05/01 and 2000/11/30



**Classic Cruiser-Flat Black**  
Part number 98061-00V  
Manufactured between  
1999/11/01 and 2000/11/30

\*You can choose from one  
of the comparable helmets below:



**Trespasser**  
Part number 97157-01V



**Midnight Flame: Medallion**  
Part number 97226-02VX



**Defiance**  
Part number 97343-01V



**Spoiler-Gloss Black**  
Part number 97352-01V



**Spoiler-Flat Black**  
Part number 97353-01V



**Torque**  
Part number 98813-03V



**Classic Cruiser-Gloss Black**  
Part number 98060-00V



**Road Classic-Titanium**  
Part number 98815-03V



**Road Classic-Gloss Black**  
Part number 98816-03V



**Superglide®**  
Part number 97350-01V

\* If comparable helmet is not acceptable, the suggested retail price of the helmet will be refunded.