

SERVICE BULLETIN



M-1154

May 08, 2004

2004 FXSTS/I MODEL THROTTLE/IDLE CABLE GUIDE PRODUCT PROGRAM NO. P10

Purpose

Harley-Davidson has identified an issue with the throttle/idle cable guide on 2004 FXSTS/I Springer Softail motorcycles. In the interest of customer satisfaction, we are offering to replace cable guides and inspect and if necessary replace throttle/idle cables.

Some 2004 FXSTS/I models are equipped with a throttle/idle cable guide that may abrade throttle/idle cables. This condition will affect the cosmetic appearance of the cables but will not affect their functionality.

Motorcycles Involved

See Figure 1. 2004 FXSTS/I models built prior to February 2, 2004 and which are identified by the attached VIN list.

Customer Notification

Harley-Davidson will send letters to registered owners notifying them of this condition and instructing them to contact their dealer for repair.

A copy of the letter is attached.

Required Dealer Action

Replace cable guide. Inspect throttle/idle cables where they pass through throttle/idle cable guide. Replace throttle/idle cables if abrasion is considered excessive.

Order cable guide for each vehicle identified by the attached VIN list. New cable guide part number is 10263A (package quantity 2). Order throttle/idle cables only if they are to be replaced.

NOTES

Do not bend throttle/idle cable clip to install throttle/idle cables. Damage to clip or cables may result.

Refer to the instructions under Throttle Control in the 2004 Softail Service Manual (Part No. 99482-04) for throttle/idle cable removal/installation.

1. Remove throttle/idle cables from right switch housing.
2. See Figure 2. Pull throttle/idle cables through throttle/idle cable guide (2).
3. Remove fastener (1), clamp (3) and **old** throttle/idle cable guide from front fork.

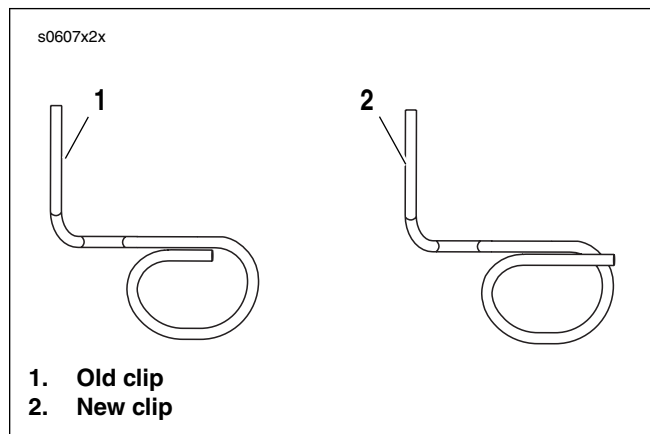


Figure 1. Cable Guide

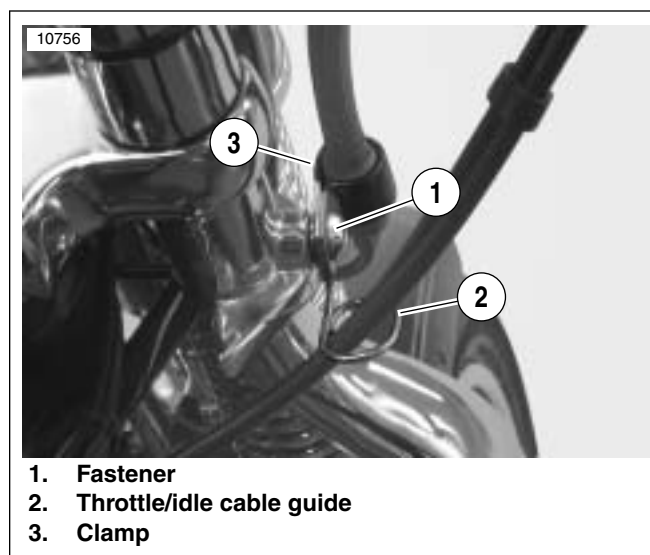


Figure 2. Cable Guide Removal

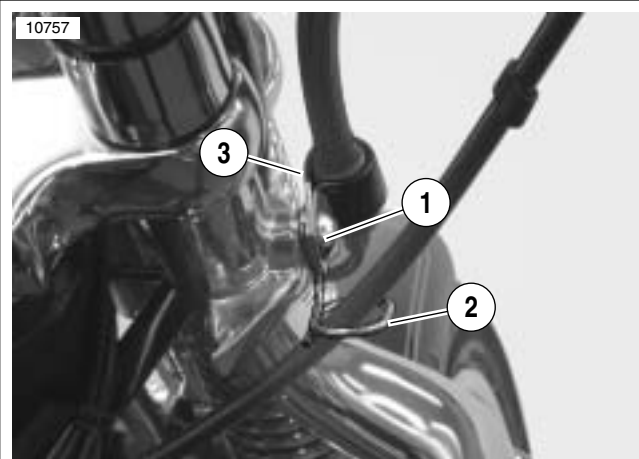
IMPORTANT NOTE

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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4. Inspect throttle/idle cables. Replace if wear is determined to be excessive.
5. If throttle/idle cables are to be replaced, continue with throttle/idle cable removal/installation.
6. Slide **new** cable guide over switch housing ends of throttle/idle cables.
7. See Figure 3. Install **new** cable guide (2), existing clamp (3) and fastener (1) on front fork. Tighten fastener to 96-144 **in/lbs** (10.8-16.3 Nm).
8. Install throttle/idle cables in switch housing. Adjust as necessary according to Service Manual instructions.
9. Check for throttle/idle cable binding and cable guide to tank clearance by turning handlebars from left fork stop to right fork stop.



1. Fastener
2. New throttle/idle cable guide
3. Clamp

Figure 3. New Cable Guide

Credit Procedure

Complete a regular warranty claim referencing Service Bulletin M-1154. Fill in the rest of the claim as follows:

Table 1. Warranty Claim, No Cable Damage

Claim Type	P10
Event 1, Problem Part No., Qty., Description	10263 Cable guide
Event 1, Additional Part No., Qty., Description	1-10263A New cable guide
Customer Concern Code	9203
Condition Code	2107
Primary Labor Code, Time	2240-0.2

Upon receipt and processing of the properly completed claim, you will be credited the appropriate amount for labor and the clip. No parts are required to be returned.

Table 2. Warranty Claim, One or Both Cables Damaged

Claim Type	P10
Event 1, Problem Part No., Qty., Description	10263 Cable guide
Event 1, Additional Part Nos., Qty., Description	1-10263A New cable guide 1-56343-01 Throttle cable 1-56342-01 Idle cable
Customer Concern Code	9203
Condition Code	1508
Primary Labor Code, Time	2242-0.6

Upon receipt and processing of a properly completed claim, you will receive a bar coded label to return with each damaged cable. Be sure to tag each part separately and to return before the due date on the parts return tag. Upon timely receipt of the properly tagged parts to the correct location, you will be credited the appropriate amount for labor, parts and return postage.