

# SERVICE BULLETIN



M-1157

June 25, 2004

## 2004 VRSCB MODEL INSTRUMENT HOUSING BEZEL PRODUCT PROGRAM NO. P12

### Purpose

Harley-Davidson has identified an issue with the instrument housing bezel, Part No. 67591-04, on 2004 VRSCB motorcycles. In the interest of customer satisfaction, we are offering to replace the original (old) bezel with a redesigned (new) bezel.

On some motorcycles, sunshine reflected by the bezel has cosmetically damaged the speedometer needle. The new bezel has a textured surface to prevent this damage. See Figure 1. The new bezel has a textured finish on the tapered band surrounding the speedometer.

### Motorcycles Involved

Involved motorcycles are identified on the attached VIN list. All VRSCB models built before 04-09-2004 are involved.

### 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

#### NOTE

*Required dealer action will consist of performing the following applicable procedures and checking dealer stock for old bezels. The old bezels must be returned to Harley-Davidson for credit.*

Order new bezels for each vehicle identified by the attached VIN list. The Part No. is 67591-04. Only order Instrument Clusters if speedometer needle has been cosmetically damaged and Instrument Cluster must be replaced.

### Replacing Instrument Housing Bezel Only

1. Refer to 8.19 INSTRUMENT CLUSTER: VRSCB in 2004 VRSC Service Manual.
2. Follow procedures given to remove old bezel and install new bezel.
3. Check that instruments and indicators are operating properly.
4. If speedometer needle is undamaged continue with:  
**Purge Dealer Stock Of Old Bezels.**

### Replacing Instrument Housing Bezel And Instrument Cluster

1. Refer to 8.19 INSTRUMENT CLUSTER: VRSCB in 2004 VRSC Service Manual.
2. Follow procedures given to remove instrument cluster that has damaged speedometer needle. Also remove old bezel.
3. Install new instrument cluster and new bezel.
4. Check that instruments and indicators are operating properly.

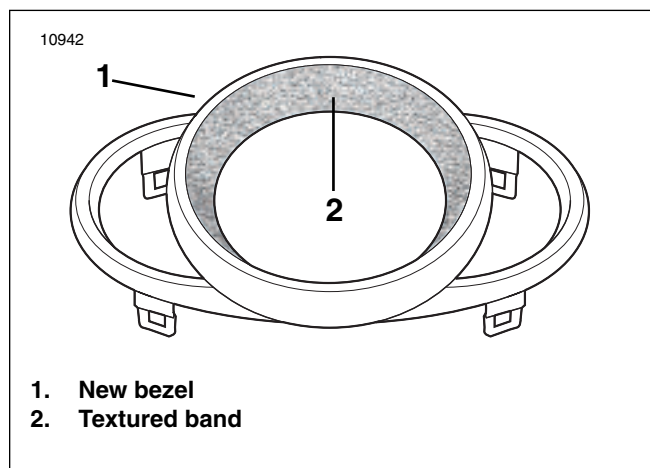


Figure 1. New Bezel

### Purge Dealer Stock Of Old Bezels

1. Check your stock for old (no textured band) Part No. 67591-04 bezels. Return all old bezels to Harley-Davidson for credit.
2. Refer to Table 3 for credit procedure.

#### 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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## Credit Procedure

Complete a regular warranty claim referencing Service Bulletin M-1157. Fill in the rest of the claim as follows:

**Table 1. Warranty Claim, Replace Bezel Only**

Claim Type	P12
Event 1, Problem Part No., Qty., Description	1-67591-04 Bezel
Customer Concern Code	9203
Condition Code	1517
Primary Labor Code, Time	6046-0.1

Upon receipt and processing of the properly completed claim, you will receive a bar coded label to return with each bezel. 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.

**Table 2. Warranty Claim, Replace Bezel And Instrument Cluster**

Claim Type	P12
Event 1, Problem Part No., Qty., Description	1-67591-04 Bezel
Event 1, Additional Part Nos., Qty., Description	1-67392-01A - Domestic, CA 1-67393-01A - Canada, Australia, Japan, HDI 1-67394-01A - England Instrument cluster
Customer Concern Code	9203
Condition Code	1517
Primary Labor Code, Time	6070-0.1

Upon receipt and processing of a properly completed claim, you will receive a bar coded label to return with each damaged instrument cluster. 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.

## Part In Dealer Inventory

Complete a regular warranty claim referencing Service Bulletin M-1157. Fill in the rest of the claim as follows:

**Table 3. Warranty Claim, Parts In Dealer Inventory**

Claim Type	P12
Event 1, Problem Part No., Description (Qty.-See note * below.)	67591-04 Bezel
Customer Concern Code	9203
Condition Code	1517

\*Quantity will vary depending on what you have in stock.

Upon receipt and processing of the properly completed claim, you will receive a bar coded label to return each bezel from your inventory. 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 parts and return postage.