

# SERVICE BULLETIN



M-1163

Safety Recall Code 0116

December 16, 2004

## DYNA GLIDE P&A VOLTAGE REGULATOR COVER

### Purpose

As recently advised in ML-395, Harley-Davidson has learned that normal front suspension travel, under certain riding conditions, could allow the rear tip of the front fender to become locked in the voltage regulator cover installed on certain 2004-05 Dyna Glide motorcycles. By severely limiting front suspension travel and steering, this condition can 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 0116) to remove the P&A Voltage Regulator Cover Kit (Part No. 74593-04) from all affected motorcycles. See REQUIRED DEALER ACTION to perform the recall service.

### Motorcycles Affected

2004-05 FXD, FXDI, FXDX, and FXDXI Dyna Glide motorcycles, as well as 2005 FXDC and FXDCI Dyna Glide motorcycles, equipped with the P&A Voltage Regulator Cover Kit (Part No. 74593-04).

### Customer Notification

To protect the safety of our riders, it is our mutual responsibility to ensure that the recall service is performed on all affected motorcycles accessorized with the P&A Voltage Regulator Cover Kit. 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.

Attached please find copies of two owner notification letters. The first letter, with a corresponding VIN list, addresses owners who are on record as having the kit installed at the time of new vehicle delivery.

#### NOTE

*You may not receive a VIN list if you have not sold, installed and registered the kit at the time of new vehicle delivery.*

The second letter is for those owners of affected motorcycles that may have had the kit installed either outside or inside the dealer network, but for which no record or other documentation exists.

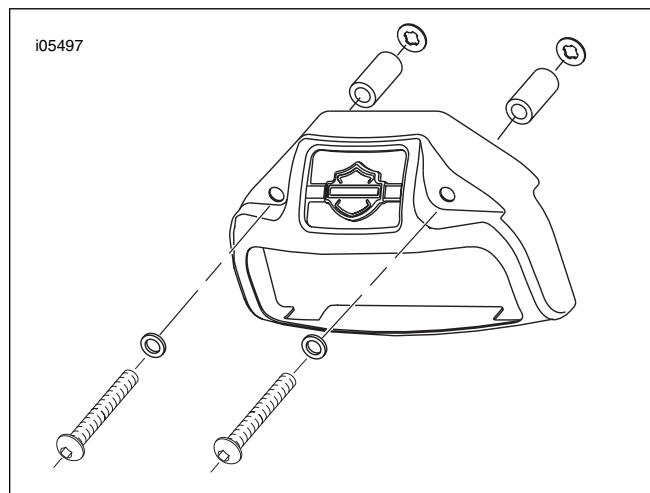


Figure 1. Dyna Glide P&A Voltage Regulator Cover Kit (Part No. 74593-04)

Since this recall involves an accessory and not a component of an original equipment vehicle on record, neither TALON nor hdnet.com will be of assistance to you with regard to the recall status of an affected motorcycle.

#### IMPORTANT NOTE

**Because only registered owners as shown on the attached VIN list will receive notification from us, we request that you contact any owners who may have purchased or received the kit at the retail level. Use the appropriate customer notification letter and make additional copies as required.**

#### NOTE

*Under certain conditions, and with the requisite documentation, owners of affected motorcycles who have already removed or replaced the kit may be reimbursed for their costs. See the attached **Harley-Davidson Pre-Notification Remedy Reimbursement Program** for details.*

#### IMPORTANT NOTE

**Although approximately 3,500 kits have been shipped to the field, they may be retained in dealer stock for safe installation on those Dyna Glide motorcycles with the 32° raked front fork. See CREDIT PROCEDURES-KITS IN DEALER STOCK for more information.**

#### 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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## Required Dealer Action

1. Remove two button head screws to remove voltage regulator and voltage regulator cover assembly from frame crossmember. Set cover assembly aside for return to Harley-Davidson.

### NOTE

*The cover assembly consists of two button head screws, two chrome plated washers, the voltage regulator cover, two zinc spacers, and two nylon retaining washers. See Figure 1.*

2. Reinstall voltage regulator using two **new** screws (Part No. 4740A) obtained from your inventory.
3. Alternately tighten screws to 60-80 **in-lbs** (6.8-9.0 Nm).

## Credit Procedures

### 1. Kits Installed at Time of Delivery and Registered

Because this is a recall, no electronic claims can be accepted. In order to credit you for removing the kit from an affected vehicle, please submit a paper claim form. You must provide the VIN (Vehicle Identification Number) and a separate Warranty Claim Form for each vehicle serviced. Reference Service Bulletin M-1163 in the "Description of Repair" section and fill in the rest of the claim form as follows:

CLAIM TYPE	HRS
QTY. EVENT 1	1
EVENT 1, PROBLEM PART NO.	74593-04
PART DESCRIPTION	Voltage Regulator Cover
PRIMARY LABOR CODE	5644
TIME (Includes administration time and cost of new screws)	0.5 hr.
CUSTOMER CONCERN	0116
CONDITION CODE	2106

Package the P&A Voltage Regulator Cover Kit, along with the properly completed Warranty Claim Form, 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 Warranty Claim Form, you will be credited 0.5 hours of labor for performing the recall procedure, which includes 0.1 hours for dealer administration time, and an additional 0.1 hours to offset the cost of hardware taken from your inventory. You also will be credited the cost of return postage.

### IMPORTANT NOTE

**Dealers are not responsible for reimbursing customers who have replaced subject P&A Voltage Regulator Cover Kit 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.**

### 2. Kits Installed After Time of Delivery and Not Registered

See CREDIT PROCEDURES- KITS INSTALLED AT TIME OF DELIVERY AND REGISTERED for the appropriate credit procedure.

### 3. Kits Sold Over the Counter

Since this is an accessory component, you may have had customers who purchased the P&A Voltage Regulator Cover Kit, but did not install it on a vehicle. For those kits returned, complete a Warranty Claim Form referencing Service Bulletin M-1163 in the "Description of Repair" section. Fill in the rest of the claim form as follows:

CLAIM TYPE	HRS
QTY. EVENT 1	*
EVENT 1, PROBLEM PART NO.	74593-04
PART DESCRIPTION	Voltage Regulator Cover
CUSTOMER CONCERN	0116
CONDITION CODE	2106
* Quantity will vary depending upon number returned by customers.	

Package the P&A Voltage Regulator Cover Kit(s), along with the properly completed Warranty Claim Form, and send to: Harley-Davidson Motor Company, Warranty Return Dept., 3801 W. Juneau Avenue, Milwaukee, WI 53208.

Upon receipt of the kit(s), which will vary depending upon the number returned by customers, and a properly completed Warranty Claim Form, you will be reimbursed for the cost of the kit(s) as well as the return postage.

### IMPORTANT NOTE

**We are requesting that P&A Voltage Regulator Cover Kits that have been installed or sold over the counter be returned in order to assist us in tracking completion rates for this recall.**

### 4. Kits in Dealer Stock

P&A Voltage Regulator Cover Kits that have **not** been previously installed or sold over the counter may be retained in dealer stock for safe installation on those Dyna Glide motorcycles with the 32° raked front fork, specifically, 2004-05 FXDL, FXDLI, FXDWG, and FXDWGI model motorcycles. Before any kit can be sold, however, the -J02814 Instruction Sheet must be replaced with the corrected version (REV. 12-01-2004), a copy of which can be printed through [hdnet.com](http://hdnet.com).