

SERVICE BULLETIN



M-1169

Noncompliance Recall Code 0119

May 24, 2005

SOFTAIL CERTIFICATION LABEL

Purpose

Harley-Davidson Motor Company, Inc. has learned that certain 2002, 2003, 2004 and 2005 model year Softail motorcycles fail to comply with Part 567 Motor Vehicle Certification requirements. These vehicles have a VIN/certification label that contains incorrect tire size and inflation pressures for the front wheel. The label incorrectly states the front tire size is MT90B21 and the inflation pressure is 30 psi., whereas the correct front tire size is MT90B16, and the correct inflation pressure is 36 psi. All vehicles have been manufactured with the correct tire, and the owner's manual also contains the correct tire size/inflation pressure information. Only the certification portion of the label is incorrect. The VIN portion of the label is correct.

Harley-Davidson has voluntarily declared this an issue related to motor vehicle safety regulatory compliance (Campaign 0119) to allow us to formally recall all affected motorcycles.

Owners of affected vehicles will receive a label for their vehicle. They will also receive an instruction sheet (J03847) and letter detailing the recall.

Motorcycles Affected

This recall applies to all 2002, 2003 and 2004 Softail model years and 2005 models that were built on or before May 2nd, 2005. The vehicles involved include FLSTC, FLSTCI, FLSTF, FLSTFI, FLSTN and FLSTNI model motorcycles.

Dealer Action-Affected Vehicles

To determine if you have an affected vehicle in your dealer inventory, check the recall records available on TALON or hdnet.com. An initial shipment of 10 certification labels is included with this bulletin. To obtain additional certification labels, fax a copy of the attached order form to the Warranty Department at 414-343-8346. Your fax **must include** your dealer number and the VIN (Vehicle Identification Number) of the affected motorcycle in your inventory. Labels will be sent via U.S. mail only for affected units and only upon request.

NOTE

Because a VIN listing of registered owners is not being sent, it is recommended that the vehicle is inspected prior to installing label on affected vehicle. This will eliminate duplicate repairs being performed.

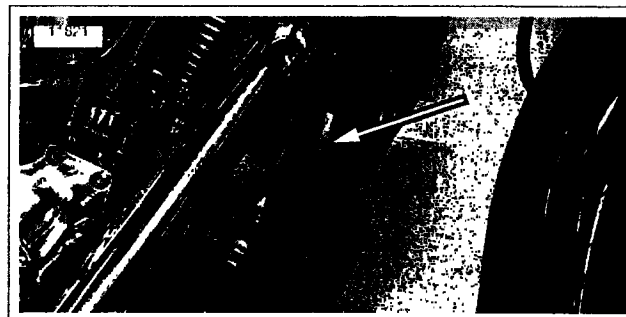


Figure 1. Vehicle Identification Number (VIN) Label Location

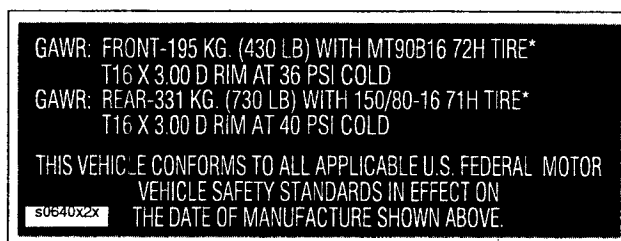


Figure 2. Certification Label

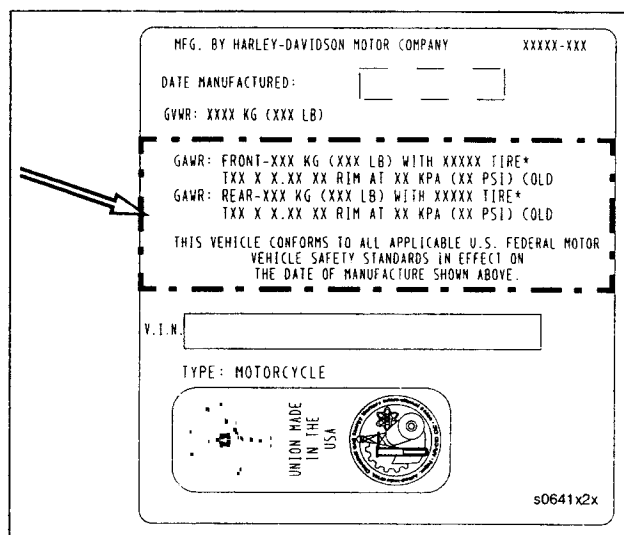


Figure 3. Certification Label Location: Indicated by Dotted Line

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 Action-Registered Units

Owners of affected vehicles will receive an instruction sheet on how to affix the label themselves. However, customers not comfortable with installing the label will be instructed to contact their local Harley-Davidson dealer for installation.

Instructions

See Instruction Sheet J03847 for installation procedure.

Credit Procedure

For each vehicle your dealership has remedied, fill out a Dealer Service Card. Be sure to list the appropriate recall (service code) number on the card. Place a "C" in the letter box. When Harley-Davidson receives your properly completed Dealer Service Card, you will be credited 0.2 hours of labor for performing the procedure, which includes 0.1 hour for administration time.



INSTRUCTIONS

-J03847

REV. 5-24-05

Part Number 94393

SOFTAIL CERTIFICATION LABEL

General

These instructions will show proper installation of the Certification Label.

See Figure 1. The label is located on the front right downtube just above oil filter.

Do not remove the present label.

Installation

1. See Figure 1. Clean existing label to prepare surface for new label.
 - a. Using clean soft cloth, clean existing label surface with glass cleaner.
 - b. Using clean soft cloth wipe area dry.
2. See Figure 2. Remove backing from new label.
3. See Figure 3. Place new label over existing label in location indicated by dotted line.



Figure 1. Vehicle Identification Number (VIN) Label Location

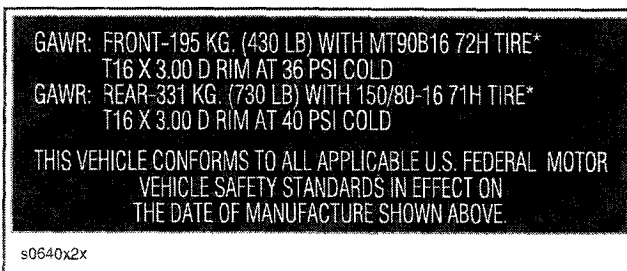


Figure 2. Certification Label

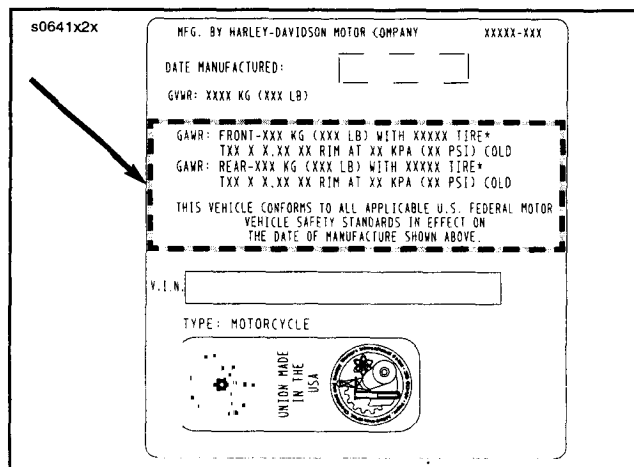
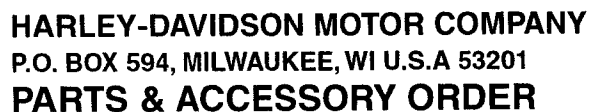


Figure 3. New Certification Label Location: Indicated by Dotted Line



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

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

S
H
I
P
T
O

NAME _____
ADDRESS _____
CITY/STATE/ZIP _____

SAME

FOR OFFICE USE ONLY	
ACCT.	1744119
FRT. ACCT	1744119

[illegible]

**DO NOT USE FOR
CORRESPONDENCE**

ALL ORDERS SUBJECT TO ACCEPTANCE - 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 or other point of origin. If accepted, this order as accepted shall be subject to availability of goods to seller for delivery to purchaser. Delay in shipment shall not relieve purchaser of responsibility for his accepted order and shall not be a basis for liability for 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.

**DO NOT USE FOR
CORRESPONDENCE**

PRINTED
IN U.S.A.

SAMPLE COPY

Dear Harley-Davidson Motorcycle Owner:

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

Harley-Davidson Motor Company, Inc. has decided that certain 2002, 2003, 2004 and 2005 model year Softail motorcycles built before May 2nd, 2005 fail to comply with Part 567 Motor Vehicle Certification requirements. The vehicles involved include FLSTC, FLSTCI, FLSTF, FLSTFI, FLSTN AND FLSTNI models. These vehicles have a VIN/certification label that contains incorrect tire size and inflation pressures for the front wheel. The label states the tires size is MT90B21 and the inflation pressure as 30 psi., whereas the correct tire size is MT90B16, and the correct inflation pressure is 36 psi. All vehicles have been manufactured with the correct tire, and your owner's manual also contains the correct tire size/inflation pressure information. Only the certification label is incorrect.

Dealer records indicate that you have purchased one of these vehicles involved in this safety recall as identified by the VIN (Vehicle Identification Number) shown on this letter.

We have enclosed a corrected federal certification label for replacement. You can apply the new label if you so desire or contact an authorized Harley-Davidson dealer to apply it for you. Affix the replacement label over the top of the existing tire information on the VIN/certification label, which is located on the right front downtube of the motorcycle frame. Be certain the area is thoroughly cleaned before application. Peel the replacement label off the backing and apply it to the frame. The adhesive on the label adheres to the surface on contact. Once in place, the label cannot be removed without being destroyed so be sure to correctly position it before starting to apply. Attached is an installation "Instruction" sheet which also shows the label location on the motorcycle and the placement of the new certification label.

If you choose to have a Harley-Davidson dealer replace the label, please contact an authorized Harley-Davidson dealer to have the appropriate service performed as soon as possible. The dealer labor time to perform this service takes less than 1/2 hour and will be free of charge to you. Please take the enclosed dealer service card and label with you to the dealer. If you misplace your label replacement labels should be available at your dealership the week of May 23, 2005. If you have sold your motorcycle, please forward to us the appropriate information about your purchaser. This will enable us to contact him/her and advise that person of this recall. Also, Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you take your motorcycle to your dealer on a mutually agreed upon date and he does not perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Harley-Davidson Motor Company, Inc. fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, The National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 25090, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT or contact NHTSA at www.NHTSA.DOT.GOV.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of insuring that your vehicle complies with federal regulations. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.