

SERVICE BULLETIN



M-1228

July 31, 2008

2008-2009 TOURING MODEL REAR BRAKE PAD SERVICE

Purpose

This service bulletin is to inform dealers of updated parts and service procedures to minimize rear brake noise on 2008 Touring Models. Normal warranty applies for service performed.

Motorcycles Affected

- All 2008 Touring Models including CVO
- 2009 Touring Models including CVO, built prior to 07/07/2008

Required Dealer Action

If customer is experiencing excessive rear brake noise, obtain the ANTI-NOISE PASTE KIT 42551-08. This kit is designed to address rider complaints of a high frequency rear brake squeal under light load and low speed braking conditions. Perform the service procedure as explained in instruction sheet -J04817 (included in the kit). Complete a warranty claim form following the Credit Procedure table. You may submit a claim on vehicles **in warranty only**, following the instructions in the Credit Procedure table.

NOTE

If rear brake pad friction material of either pad is worn to 0.016 in. (0.4 mm) or less above the backing plate, obtain the ANTI-NOISE PAD & PASTE KIT 41852-08A. Perform the service procedure as explained in the included instruction sheet. The need for an ANTI-NOISE PAD & PASTE KIT is considered normal wear and is not covered under warranty.

Credit Procedure

Complete a warranty claim for each vehicle serviced. Reference Service Bulletin M-1228 in the "Comments" or "Notes" section. Fill in the rest of the claim as follows:

Claim Type*	MC
Event Problem Part Number	41852-08
Part Description	Rear Brake Pad Kit
Quantity	Leave blank
Additional Part Numbers/ Quantities	42551-08 (1)
Part Description	Anti-noise Paste Kit
Labor Code**	2650
Time	0.5 hr.
Customer Concern Code	9203
Condition Code	3109
* VIN requires verification of date of purchase to determine if vehicle is under warranty. This repair will only be honored while the vehicle is within factory warranty.	
** This code may need to be downloaded into your system.	

Upon receipt of the properly completed claim, you will receive credit for parts and labor shown above.

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	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

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