

SERVICE BULLETIN



M-1238

Safety Recall Code 0137

December 18, 2008

2009 DYNA JIFFY STAND SPRING ANCHOR SAFETY RECALL 0137

Purpose

Harley-Davidson has determined that a condition affecting motor vehicle safety exists on certain 2009 model year Dyna FXD, FXDF, FXDC, FXDL, FXDB vehicles. These motorcycles have a jiffy stand Spring Anchor Part No. 47318-98, that may have been made with a defective weld that may allow the jiffy stand assembly to not retract as intended. This condition could lead to an accident which could cause injury or death to the rider.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0137) to remedy this defect. As required by law you may sell but NOT DELIVER any affected motorcycles to your customers until the recall is performed.

See Required Dealer Action to perform the recall service.

Motorcycles Affected

This recall applies to 2009 model year FXD, FXDF, FXDC, FXDL, FXDB vehicles built July 24, 2008 through August 28, 2008. A VIN list specific to vehicles shipped to your dealership is available via h-dnet.com and is no longer attached to mailed bulletins. This list may be found by following this path:

h-dnet.com / Service Toolbox / Safety campaign and Open VIN lists. Select 0137 campaign to view VIN list.

NOTE

If the vehicle does not appear on your dealer VIN list, refer to Safety and Product Campaign History by VIN link to verify if vehicle is affected.

Customer Notification

In accordance with Federal regulations administrated by NHTSA, Harley-Davidson Motor Company, Inc. will send a letter to registered owners of affected products in the United States notifying them of this safety-related condition and instructing them to contact their dealer for the replacement service. A sample of the customer letter is attached. Customers outside the United States market may not receive this notification. To protect the safety of our riders, it is our mutual responsibility to ensure the recall service is performed on all affected motorcycles. Therefore, we strongly urge you to perform the recall service even if the motorcycle was not purchased from your dealership

You are also required to perform the recall service on all affected vehicles in your dealership inventory prior to delivering, renting or leasing those vehicles. If you are not sure that a safety recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com

IMPORTANT NOTE

Because only registered owners in the United States will receive notification from us, we request that you contact any owners of vehicles that your records show as unregistered. Advise them of the safety recall and make arrangements for them to come in for recall service. We also require that you provide us with their names, addresses and V.I.N.s as soon as possible to enable us to mail them an owner's letter, as required by the National Traffic and Motor Vehicle Safety Act (as amended).

Kit Ordering Information

An initial wave shipment of recall kits (Part No. 94720) will be made available the week of December 22, 2008. All kits will be shipped no charge, transportation paid via UPS¹. If additional kits are needed, fill in the attached order form and fax it to the Warranty department at 414-343-8346. You must include your dealer number.

NOTE

No kit orders will be accepted prior to the termination of the wave shipment date. Orders received prior to the termination of the wave shipments will be discarded. Termination notice of wave shipments will be sent.

Upon completion of the recall on any vehicle, please be certain to follow the instructions listed under Credit Procedure and submit your recall claims promptly.

**Table 1. Safety Recall Code 0137
Kit 94720 Contents**

Item	Part No.	Quantity
Anchor plate	47318-98	1
Pretzel clip	554A	1
Screw, pan head torx	3655A	1

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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Required Dealer Action

1. Verify motorcycle is involved in recall and recall is open.
2. Remove jiffy stand assembly. See Chapter 2 of the 2009 DYNA Models Service Manual.

NOTE

See Figure 1. Do not disassemble jiffy stand assembly once removed from chassis.

3. Remove the anchor plate (5) from frame.
4. Install **new** anchor plate from the recall kit.
5. Install jiffy stand assembly using **new** screw (3) provided in kit. See Chapter 2 of the 2009 DYNA Models Service Manual.

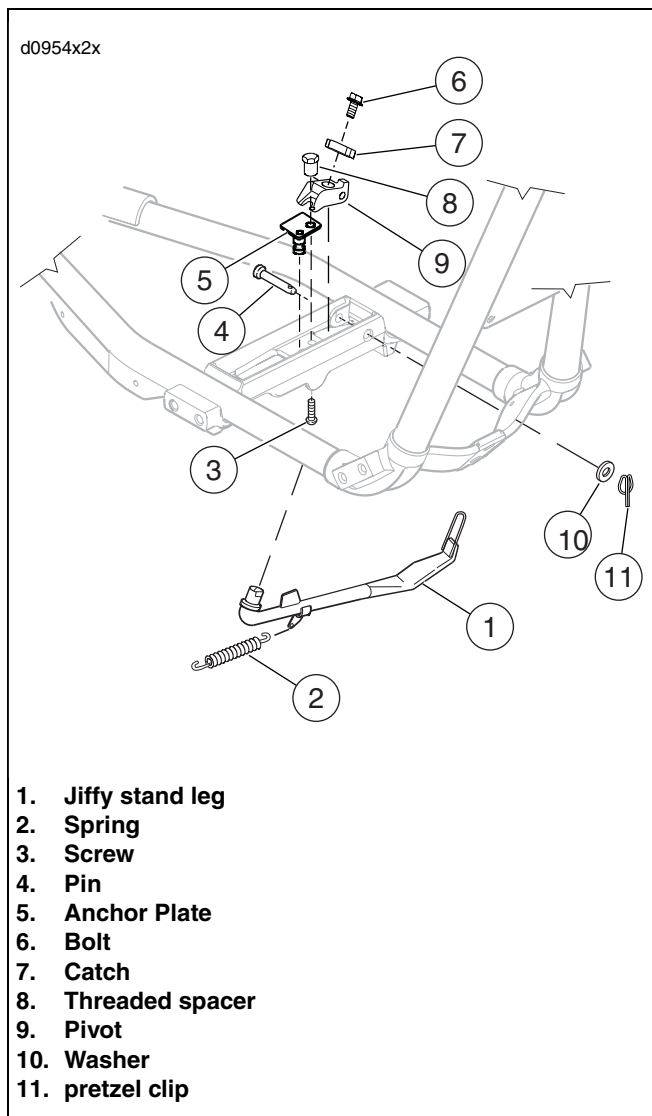


Figure 1. Jiffy Stand Assembly

Credit Procedure - Talon/ h-dnet.com/Lightspeed Warranty Claim Users

For each vehicle serviced, file an electronic recall claim using the table that follows.

Table 1-1. Safety Recall Code 0137

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	47318-98
Quantity	Leave Blank
Primary Labor Code*	2270
Time	0.3
Customer Concern Code*	0137
Condition Code	9981
Replacement Kit Part No.	94720
Quantity	1

*These new codes may need to be downloaded into your system.

Credit Procedure - All Other Warranty Claim Users

For each vehicle serviced, file a claim supplying all necessary information as follows:

- Dealer Number
- Repair Order Number
- Claim Date
- Campaign Number (0137)
- Fix ID (C) - Corrected
- Full Seventeen Character VIN

Credit Procedure - Dealer Inventory (All Markets)

No affected components were shipped as service parts. Dealer inventory components are not involved in this recall. Upon receipt of the properly completed recall claim, you will be credited 0.3 hours of labor for performing the procedure, plus appropriate market administrative time. Hold all replaced parts for 60 days from date credit issued for possible field inspection and/or request for return to factory. After 60 days, destroy and discard the parts.

NOTE

Each vehicle recall inspection/correction must be filed on an individual claim. Please do not submit additional warranty events on the claims.

HARLEY-DAVIDSON MOTOR COMPANY
P.O. BOX 594, MILWAUKEE, WI U.S.A 53201
RECALL AND PRODUCT CAMPAIGN ORDER FORM

M-1238 SAFETY RECALL CODE 0137

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	
PC	PRODUCT CAMPAIGN	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	94720	Code 0137 Dyna Jiffy Stand Spring Anchor
		NOTE: All orders are subject to approval. You may not receive the total quantity of kits ordered due to parts availability. If this happens, please submit another order for the balance, following all order procedures indicated in the Service Bulletin. Fax orders to the warranty department: 414-343-8346. You must include VIN number (if required) and your dealer number.

ALL ORDERS SUBJECT TO ACCEPTANCE AT MILWAUKEE, WI USA 53201

NOTE: An order acknowledgement is automatically generated and faxed to your dealership's fax number as listed in GDIS the same day as your order is entered at HDMC. This acknowledgement will provide you with the order status and order number. To retrieve order information based on the Harley-Davidson order number, go to P&A Order Inquiry on h-dnet.com under the Parts and Accessories link, select H-D Order Number, enter the order number and click "Submit". At the bottom of the page, click on "Track Part" to view tracking information for the order.

SAMPLE

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 a defect relating to motor vehicle safety exists on certain 2009 model year Dyna FXD, FXDF, FXDC, FXDL and FXDB motorcycles built July 24, 2008 through August 28, 2008.

These 2009 model motorcycles have a jiffy stand Spring Anchor P/N 47318-98, which may have been built with a defective weld that may allow the jiffy stand assembly to not retract as intended. This condition could lead to a crash which could cause injury or death to the rider.

Our records indicate that you purchased one of the model motorcycles listed above that may have the condition involved in this recall.

We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.

Please contact your Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your vehicle repaired. Actual dealer labor time to perform this service will be less than one hour; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. The parts and labor will be free of charge to you. Shipping of recall kits to the dealerships will begin the week of December 22, 2008.

To verify that the service has been completed, your Dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward 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 have had this defect repaired before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with

this recall. For more information contact Harley-Davidson at 1-414-343-4056. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do 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, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.
0137