

SERVICE BULLETIN



M-1272

April 13, 2010

Harley-Davidson Accessory Tie-Down Straps / Safety Recall 0142

Purpose

Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety exists on the Harley-Davidson accessory Cam Buckle Tie-Down Straps, P/Ns 94690-10 and 94665-10 (Only these part numbers are affected). The Tie-Down Straps may slip at less than the rated 1200 lb. load specification. This may allow an unexpected shift or movement of a load being secured by the Tie-Down Straps which may lead to a risk of serious injury or death.

In the interest of customer safety and satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0142) to remedy this defect. As required by law you must NOT SELL OR DELIVER any of the affected Tie-Down Straps described below.

NOTES

- No vehicles are involved in this safety recall.
- This Safety Recall includes only the Tie-Down Strap part numbers described below. No other Harley-Davidson Tie-Down Strap kits are included.

Markets Affected

U.S., Canada and markets serviced by the European Distribution Center are affected.

Tie-Down Straps Affected

Refer to Table 1. This table lists the Tie-Down Straps that are being recalled.

Table 1. H-D Accessory Cam Buckle Tie-Down Straps

PART NO.	DESCRIPTION
*94665-10	Harley-Davidson Accessory Cam Buckle Tie-Down Straps
*94690-10	Harley-Davidson Accessory Cam Buckle Tie-Down Straps with Integrated Soft Hook

*The part numbers in Table 1 will become obsolete and existing back orders for those part numbers will be cancelled.

Customer Notification

Because Harley-Davidson Motor Company, Inc. has no record of who may have received these Tie-Down Straps at the retail level, it is your responsibility to notify each of your customers. Attached please find a copy of the Owner Notification Letter to assist you with the notification process. Make additional copies as necessary.

Display attached poster in an area where customers will be able to see it upon entry into the dealership.

NOTE

Since the recall involves parts and not a vehicle on record, neither Dealer Services (formerly S.P.O.C.), TALON or h-dnet.com will be of assistance with customer notification.

Required Dealer Action

Customer Returns

Any customer returning a kit listed in table 1, should be refunded the full purchase price. The Tie-Down Straps kit must be returned to Harley-Davidson following the appropriate credit procedure listed in this bulletin. Refer to Table 2 and Table 3.

Dealer Inventory

Refer to Table 1. Do not SELL OR DELIVER any Tie-Down Straps listed within the table.

Remove all affected stock from inventory and return following the appropriate credit procedure listed in this bulletin. Refer to Table 4 and Table 5.

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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Credit Procedure

Table 2. Safety Recall 0142 Retail Customer Return 94690-10

ENTRY FIELD	ENTER
Claim Type	SNV
Problem Part	94690-10
Quantity	1
Event Detail Labor Code	8888
Time	**0.2
Customer Concern Code*	0142
Condition Code	9981
*These new codes may need to be downloaded into your system.	
**This flat rate time has been increased to provide compensation for the margin on a retail refund.	

Table 3. Safety Recall 0142 Retail Customer Return 94665-10

ENTRY FIELD	ENTER
Claim Type	SNV
Problem Part	94665-10
Quantity	1
Event Detail Labor Code	8888
Time	**0.2
Customer Concern Code*	0142
Condition Code	9982
*These new codes may need to be downloaded into your system.	
**This flat rate time has been increased to provide compensation for the margin on a retail refund.	

U.S. Market: Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Upon the receipt and inspection of the properly tagged part, you will

be issued credit for parts and labor. Do not submit additional warranty events on these claims.

Non-US Markets: Hold all replaced parts for 60 days from date credit is issued for possible field inspection and/or request for return to the factory. After 60 days, destroy and discard the parts.

Table 4. Safety Recall 0142 Dealer Inventory 94690-10

ENTRY FIELD	ENTER
Claim Type	SNV
Problem Part	94690-10
Quantity	Can vary depending on stock
Customer Concern Code*	0142
Condition Code	9983
*These new codes may need to be downloaded into your system.	

Table 5. Safety Recall 0142 Dealer Inventory 94665-10

ENTRY FIELD	ENTER
Claim Type	SNV
Problem Part	94665-10
Quantity	Can vary depending on stock
Customer Concern Code*	0142
Condition Code	9984
*These new codes may need to be downloaded into your system.	

U.S. Market: Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Upon the receipt and inspection of the properly tagged part, you will be issued credit for parts only. Do not submit additional warranty events on these claims.

Non-US Markets: Hold all replaced parts for 60 days from date credit is issued for possible field inspection and/or request for return to the factory. After 60 days, destroy and discard the parts.

Notice

Harley-Davidson Safety Recall 0142

Genuine Motor Accessories Cam Buckle Tie-Down Straps

Harley-Davidson Motor Company, Inc. has decided that a defect relating to motor vehicle safety exists on certain Harley-Davidson accessory Cam Buckle Tie-Down Straps, P/Ns **94690-10** & **94665-10**. Some of these Tie-Down Straps may slip at less than the rated 1200 Lb. load specification. This may allow unexpected movement of a load being secured by the Tie-Down Straps which may lead to a risk of serious injury or death.

Harley-Davidson is recalling the subject Tie-Down Straps and will provide a full refund to customers who have purchased the suspect straps.

If you believe you may have purchased one of the Tie-Down Strap kits described above please contact your authorized Harley-Davidson dealer for refund information.

Dear Harley-Davidson Accessory Customer:

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 which relates to motor vehicle safety exists on the Harley-Davidson accessory Cam Buckle Tie-Down Straps, P/Ns 94690-10 & 94665-10 (Only these part numbers are affected). The straps may slip at less than the rated 1200 lb. load specification. This may allow an unexpected shift or movement of a load being secured by the Tie-Down, which may increase the risk of serious injury or death.

Our dealer sales records indicate that you may have purchased one of the affected accessory Cam Buckle Tie-Down Straps.

We strongly urge you to contact your dealer to make arrangements to return the Cam Buckle Tie-Down Straps for a full refund as soon as possible.

Please visit your authorized Harley-Davidson motorcycle dealer immediately to return the Cam Buckle Tie-Down accessory. Your dealer will refund your full purchase cost of the affected Tie-Down straps.

To verify that the refund has been completed, your dealer will ask you to sign a recall claim.

If you have purchased replacement Cam Buckle Tie-Down straps 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 use your current Cam Buckle Tie-Down Straps prior to this return, we urge you to be aware of this condition.

If you take your Cam Buckle Tie-Down Straps to your dealer and they do not provide a refund, 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 provide a refund within a reasonable time, you may wish to inform the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 (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.
0142