

# SERVICE BULLETIN



M-1294B

April 6, 2011

## 2011 Softail Body Control Module (BCM) Safety Recall 0144

### Reason for Revision

This revision corrects an error in the Credit Procedure: All Markets Except Japan - Security System In Dealer Inventory or Sold But Not Installed.

### Purpose

Harley-Davidson Motor Company, Inc. has determined that a defect which relates to motor vehicle safety exists on certain 2011 Softail motorcycles built through October 14, 2010, as well as other 2011 Softail models which have had a certain Security System Kit (shipped to dealers in most markets through September 29, 2010) installed as an accessory.

On these vehicles and kits the Body Control Module (BCM), Part Numbers 69991-11, 69993-11 (also part of the Security System Kit Part No. 41000021) and 69997-11 (also part of Security BCM kit Part No. 41000043) has a case that may not be sealed to prevent water intrusion. Water intrusion of the BCM may lead to an engine stall. An engine stall while in traffic can result in a crash, which could lead to injury or death of the rider.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0144) 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. Do not sell or deliver any affected BCM kits (Part No. 41000021 or 41000043)

Please read this entire bulletin before taking any action or ordering any kits. See Required Dealer Action to perform the recall service.

### Motorcycles Affected

2011 Softail model motorcycles shipped worldwide through October 14, 2010, or Softail motorcycles fitted with accessory kit Part Number 41000021 shipped through September 29, 2010 or kit (Part No. 41000043) (Japan only) shipped through October 6, 2010. A VIN list specific to vehicles shipped to your dealership is available via h-dnet.com. This list may be found by following this path:

- h-dnet.com/Service Toolbox/Safety Campaign and Open VIN lists.

Select 0144 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.*

### Markets Affected

All markets are 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 inspection and service. A sample of the customer letter is attached. Customers outside the United States may receive this notification by other means.

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 models in your dealership inventory prior to delivering, renting or leasing those models.

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

### NOTE

*Because only registered owners will receive notification from us, we request that you contact any owners of affected motorcycles still listed as unregistered, and any customers that may have purchased one of the affected kits. Advise them of the recall and make arrangements for them to come in for recall service. We also require that you provide us with their names, addresses and VINs as soon as possible to enable us to mail them an owner's letter, as required by NHTSA or market specific government agency.*

### Ordering Information: U.S. Market

An initial wave shipment of the required kit will begin before or during the week of February 14, 2011. All kits will be shipped no charge, transportation paid via UPS1.

### 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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#### NOTE

No kit orders will be accepted prior to the termination of the wave shipment date. Once the wave shipments are terminated, a notification and the recall kit order form will be posted on [www.h-dnet.com](http://www.h-dnet.com).

### Ordering Information: Non-U.S. Market

Contact your local Harley-Davidson service area representative for authorization, ordering and return instructions.

**Table 1. Safety Recall Using Code 0144 Kit Part No. 91500004 Contents**

ITEMS IN KIT	PART NO.	QUANTITY
Base BCM	69991-11	1

**Table 2. Safety Recall Using Code 0144 Kit Part No. 91500005 Contents**

ITEMS IN KIT	PART NO.	QUANTITY
World Security BCM (excludes Japan) (accessory kit number 41000021)	69993-11	1

**Table 3. Safety Recall Using Code 0144 Kit Part No. 91500006 Contents**

ITEMS IN KIT	PART NO.	QUANTITY
Japan Only Security BCM (accessory kit number 41000043)	69997-11	1

### Required Dealer Action: Motorcycle

1. Confirm motorcycle is involved and program is "open".
2. Confirm the appropriate kit (base or security) required for the service. All 2011 ABS equipped Softail models require the security system module.

#### NOTE

*It is recommended to confirm if the motorcycle has a security system when the customer schedules the appointment, in the event that an accessory security system has been installed.*

3. Replace body control module (BCM) following the service manual procedure.

#### NOTE

*After replacing a BCM with security, you must enter a PIN and assign the FOBS to activate the security system.*

4. Tag removed BCM with VIN, mileage and claim number.

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

### Required Dealer Action: Accessory Kits in Inventory

#### NOTE

Accessory kits 41000021A and 41000043A are not involved in this program.

1. Confirm if kit is involved by comparing package dates to date information provided below.

Refer to Table 4.

**Table 4. Affected Kit Package Dates**

ACCESSORY KIT NUMBER	PACKAGE DATE
Accessory Kit 41000021	September 29, 2010 or earlier
Accessory Kit 41000043	October 6, 2010 or earlier

2. Remove and replace Body Control Module (BCM) from accessory kit (using appropriate security BCM) if required.
3. Tag removed BCM with claim number and the word "inventory".

### Credit Procedure:

### Talon/h-dnet.com/Lightspeed Warranty Claim Users - Vehicles Without a Security System

For each vehicle serviced WITHOUT A SECURITY SYSTEM, file an electronic recall claim using the following table:

**Table 5. Safety Recall Using Code 0144: Vehicles Without a Security System**

ITEM	DATA
Claim Type	SRC
Problem Part No.	69991-11
Quantity	Leave Blank
Primary Labor Code*	5870
Time	0.2 hours/0.3 hours for FXCWC model (JK)
Customer Concern Code*	0144
Condition Code	9981
Replacement Part No.	91500004
Quantity	1
* These new codes may need to be downloaded to your system.	

Once your claim is approved, print a return label using the Warranty Part Return process on [h-dnet.com](http://h-dnet.com). Please be certain to match the BCM with the appropriate claim. Upon the receipt and inspection of the properly tagged part, you will be issued credit for labor plus appropriate market administrative time, as part is sent free of charge. 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.

### Credit Procedure:

### Talon/h-dnet.com/Lightspeed Warranty Claim Users - Vehicles With a Security System

For each vehicle serviced WITH A SECURITY SYSTEM, file an electronic recall claim using the following table:

**Table 6. Safety Recall Code 0144: Vehicles With a Security System**

ITEM	DATA
Claim Type	SRC
Problem Part No.	69993-11
Quantity	Leave Blank
Primary Labor Code*	5872
Time	0.3 hours/0.5 hours for FXCWC model (JK)
Customer Concern Code*	0144
Condition Code	9982
Replacement Part No.	91500005
Quantity	1
* These new codes may need to be downloaded to your system.	

Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Please be certain to match the BCM with the appropriate claim. Upon the receipt and inspection of the properly tagged part, you will be issued credit for labor only, as part is sent free of charge. 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.

### Credit Procedure: All Markets Except Japan - Security System Installed but not Registered to VIN

Follow table below for each SECURITY SYSTEM KIT (Part No. 41000021) INSTALLED, BUT NOT REGISTERED TO A VIN. Do NOT use a VIN when submitting the claim.

**Table 7. Safety Recall Using Code 0144: Security System Installed but not Registered to VIN**

ITEM	DATA
Claim Type	SNV
Problem Part No.	69993-11
Quantity	Leave Blank
Event Detail Labor Code	8888
Time	0.4 hours/0.6 hours for FXCWC Model (JK)
Customer Concern Code*	0144
Condition Code	9983
Replacement Part No.	91500005
Quantity	1
* These new codes may need to be downloaded to your system.	

Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Please be certain to match the BCM with the appropriate claim. 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.

### Credit Procedure: All Markets Except Japan - Security System in Dealer Inventory or Sold But Not Installed

USE THIS TABLE WHEN (PART NO. 41000021) HAS BEEN SOLD OVER THE COUNTER BUT NOT INSTALLED OR IS STILL IN DEALER INVENTORY. Do NOT use a VIN when submitting the claim.

**Table 8. Safety Recall Using Code 0144: Security System in Dealer Inventory or Sold But Not Installed**

ITEM	DATA
Claim Type	SNV
Problem Part No.	69993-11
Quantity	Leave Blank
Event Detail Labor Code	8888
Time	0.1 hours
Customer Concern Code*	0144
Condition Code	9984
Replacement Part No.	91500005
Quantity	Could Vary
* These new codes may need to be downloaded to your system.	

Once your claim is approved, print a return label using the Warranty Part Return process on h-dnet.com. Please be certain

to match the BCM with the appropriate claim. Upon the receipt and inspection of the properly tagged part, you will be issued credit for labor 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.

### Credit Procedure: Japan Dealers Only - Installed But Not Registered to a VIN

Follow table below for each SECURITY SYSTEM (PART NO. 41000043) INSTALLED, BUT NOT REGISTERED TO A VIN. Do NOT use a VIN when submitting the claim.

**Table 9. Safety Recall Using Code 0144: Security System Installed But Not Registered to VIN**

ITEM	DATA
Claim Type	SNV
Problem Part No.	69997-11
Quantity	Leave Blank
Event Detail Labor Code	8888
Time	0.4 hours/0.6 hours for FXCWC Model (JK)
Customer Concern Code*	0144
Condition Code	9985
Replacement Part No.	91500006
Quantity	1
* These new codes may need to be downloaded to your system.	

Upon receipt of the properly completed recall claim, you will be credited for labor time.

### Credit Procedure: Japan Dealers Only - Security System in Dealer Inventory or Sold But Not Installed

Use this table when (Part No. 41000043) has been sold over the counter but NOT installed or is still in Dealer inventory. Do NOT use a VIN when submitting the claim.

**Table 10. Safety Recall Code 0144: Security System in Dealer Inventory or Sold But Not Installed**

ITEM	DATA
Claim Type	SNV
Problem Part No.	69997-11
Quantity	Leave Blank
Event Detail Labor Code	8888
Time	0.1 hours
Customer Concern Code*	0144
Condition Code	9986
Replacement Part No.	91500006
Quantity	Could Vary
* These new codes may need to be downloaded to your system.	

Upon receipt of the properly completed recall claim, you will be credited for labor time.

### Credit Procedure: All International Dealers Except SAP Users

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

- Dealer number
- Repair order number
- Claim date
- Campaign number
- Fix I.D. (C) -Corrected, vehicle - no security
- Fix I.D. (F) -Corrected, vehicle - with security
- Full seventeen character VIN

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.

### Credit Procedure: H-D SAP Dealers Only - Vehicles Without Security Systems

Complete an electronic warranty claim referencing this service bulletin number. Fill in the rest of the form as follows:

**Table 11. Safety Recall Using Code 0144 - Vehicles Without Security Systems**

ITEM	DATA
Claim Type	Recall Claim
Fix ID - Found in Recall Number	C
Problem Part No.	69991-11
Customer Concern Code	0144
Condition Code	9981

Upon receipt of the properly completed recall claim, you will be credited 0.2 hours/0.3 hours for FXCWC model, plus appropriate market administrative time.

## Credit Procedure: H-D SAP Dealers Only - Vehicles With Security Systems

Complete an electronic warranty claim referencing this service bulletin number. Fill in the rest of the form as follows:

**Table 12. Safety Recall Using Code 0144 - Vehicles With Security Systems**

ITEM	DATA
Claim Type	Recall Claim
Fix ID - Found in Recall Number	F
Problem Part No.	69993-11
Customer Concern Code	0144
Condition Code	9982

Upon receipt of the properly completed recall claim, you will be credited 0.3 hours/0.5 hours for FXCWC model, plus appropriate market administrative time.

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

**M-1294B SAFETY RECALL CODE 0144**

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

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	91500004	Code 0144: Base BCM
	91500005	Code 0144: World Security BCM (Excluding Japan)
		<b>NOTE:</b> 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.

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 which relates to motor vehicle safety exists on certain model year 2011 Softail family vehicles built through 10/08/10, as well as other 2011 Softail models which have had a certain "Security System Kit" (shipped to dealers through 9/29/10) installed as an accessory. On these vehicles and accessory kits, the case of the Body Control Module (BCM), P/Ns 69991-11, 69993-11 may not be sufficiently sealed to prevent water intrusion. Water intrusion of the BCM may lead to an engine stall. An engine stall while in traffic can result in a crash, which could lead to injury or death of the rider.

Our records indicate that you purchased one of the affected motorcycles or accessory kits.

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

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your motorcycle 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.

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 and advise that person of this recall. Also, Federal law 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, 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.  
0144