

SERVICE BULLETIN



M-1357A

December 10, 2013

2014 TWIN-COOLED FILL NECK: PRODUCT PROGRAM 0916

Reason for Revision

This revision provides updated kit ordering instructions and an order form for the U.S. markets.

Purpose

Harley-Davidson has recently made an improvement to the coolant fill neck on 2014 Twin-Cooled motorcycles. The improvement eliminates deformation of the pressure cap portion of the fill neck while under thermal loads. The deformation may cause the pressure cap to not seal properly which may allow the coolant system to unexpectedly vent coolant.

Harley-Davidson has decided to conduct a Product Program (0916) offering a no charge replacement of the fill neck on affected vehicles for this non-safety issue.

Motorcycles Affected

This program applies to all Twin-Cooled motorcycles built 03/01/2013 through 11/18/2013.

A VIN list specific to motorcycles shipped to your dealership is available via h-dnet.com. This list may be found by following this path:

- h-dnet.com/Service Toolbox/Warranty Campaign Center.

Select "Product Campaign Open VIN List", then select 0916 campaign to view VIN list.

NOTE

If the motorcycle does not appear on your dealer VIN list, refer to the Vehicle Information link to verify if motorcycle is affected.

If you are not sure that this campaign has been completed on a particular motorcycle, check the campaign records available on TALON and h-dnet.com. Some dealers may not have an affected motorcycle.

Markets Affected

Most markets are affected.

Customer Notification

Harley-Davidson Motor Company, Inc. will send a letter to registered owners of affected products in the United States notifying them of this non-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 receive this notification through other means.

Program Duration

This program is effective beginning 11/25/2013. Please be advised that the services delivered under this product program will no longer be rendered at factory expense after 11/25/2015 (two years from the date of the original bulletin).

Ordering Information: U.S. Market

All domestic wave shipments have been completed. Confirm you have received the final shipment, then place orders for additional kits as required. Follow all ordering instructions on the order form.

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

Table 1. Fill Neck Kit (Part No. 91700037)

ITEM	PART NO.	QTY
Coolant fill neck	26800020A	1
Clamp	10800023	1

Ordering Information: Non-U.S. Market

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

Europe

Contact the After-Sales Manager for authorization, ordering and return instructions. Dealers will be notified when parts are available at the EDC by the After-Sales Manager.

Mexico

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

Japan

Contact the local service department at HDJ for authorization, ordering and return instructions.

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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Asia Pacific

Contact the District Service Manager (DSM) for authorization, ordering and return instructions.

Required Dealer Action

Remove Fill Neck

CAUTION

At operating temperature, radiators and oil coolers contain hot fluids. Contact with a radiator or oil cooler can result in minor or moderate burns. (00141b)

WARNING

Coolant mixture contains toxic chemicals, which may be fatal if swallowed. If swallowed, do not induce vomiting; call a physician immediately. Use in a well ventilated area. Irritation to skin or eyes can occur from vapors or direct contact. In case of skin or eye contact, flush thoroughly with water and go to hospital, if necessary. Dispose of used coolant according to federal, state and local regulations. (00092a)

1. Confirm the motorcycle is affected and that the program status is open.
2. Allow engine and cooling system to cool to room temperature.
3. Remove access panel from right fairing lower.

WARNING

Do not loosen or remove pressure cap when engine is hot. The cooling system is under pressure and hot coolant and steam can escape from pressure cap, which could cause severe burns. Allow engine to cool before servicing the cooling system. (00091b)

4. See Figure 1. Pull fill neck from retainer on coolant bottle. Remove pressure cap. Retain cap for assembly.
5. Bend the fill hose down and drain coolant into a clean container for reuse. Remove coolant until level is below lower end of fill neck.
6. Remove overflow hose (1) from fill neck.
7. Cut and remove clamp (5). See the service manual.
8. Remove the fill neck from the fill hose.

Install New Fill Neck

NOTE

See Figure 2. The **new** fill neck can be identified by an identification mark (3) located just above the hose.

1. See Figure 1. Place **new** clamp (5) over fill hose.
2. Install **new** fill neck (4) with overflow fitting facing toward the coolant bottle.
3. Crimp the clamp (5). See the service manual.
4. Install the overflow hose (1). Secure with spring clamp (2).
5. Top off coolant in fill neck with coolant removed earlier.

NOTE

See Figure 2. Verify pressure cap is completely tightened. Tab (2) must contact stop (1) for proper system operation.

6. Install pressure cap. Secure fill neck in retainer on coolant bottle.
7. Start and operate vehicle until cooling fans operate to verify there are no leaks.

NOTICE

Use only Genuine Harley-Davidson Extended Life Anti-freeze and Coolant. Use of other coolants/mixtures may lead to engine damage. (00179b)

8. Check coolant level in coolant bottle and fill to cold fill line as necessary.
9. Install access panel.

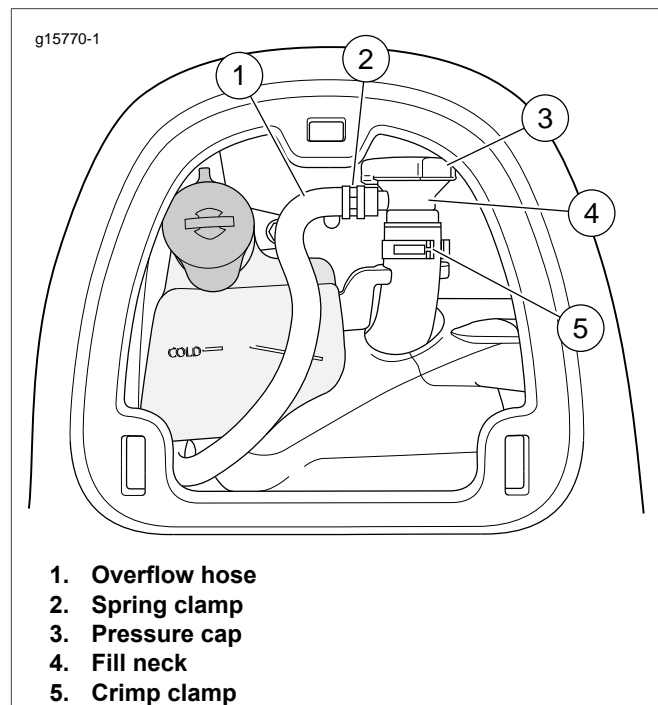


Figure 1. Fill Neck

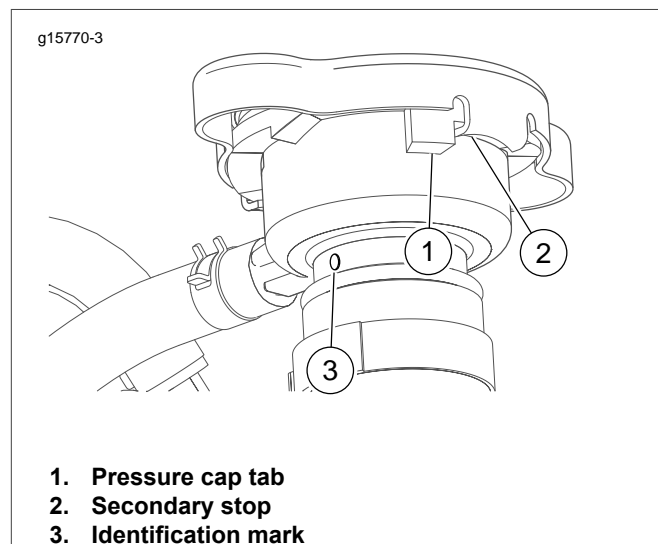


Figure 2. Pressure Cap Installation

Dealer Parts Inventory

See Figure 2. Original Fill Neck (Part No. 26800020) can be easily identified by **not having** the identification mark (3). Remove all inventory of Part No. 26800020 and return following the Additional Credit Procedure below.

Credit Procedure: All Non-SAP System Users

Complete an electronic warranty claim referencing this service bulletin number.

Table 2. Product Program 0916

ITEM	DATA
Claim Type	PPC
Event Problem Part Number	26800020
Primary Labor Code*	4558
Time	0.3 hrs **
Customer Concern Code*	0916
Condition Code	9981
Replacement Part No.	91700037
Quantity	1
* These items may need to be downloaded to your system. ** Labor time includes compensation for minimal coolant necessary for each repair.	

Credit Procedure: H-D SAP Dealers

Complete an electronic warranty claim referencing this service bulletin number.

Table 3. Product Program 0916

ITEM	DATA
Claim Type	Recall Claim
Fix ID (found in recall number)	C
Problem Part Number	26800020
Customer Concern Code*	0916
Condition Code	9981
* These items may need to be downloaded to your system.	

Upon submitting the properly completed claim, you will be credited for 0.3 hrs of labor time for performing the procedure. Submit campaign events on their own warranty claim. Do not mix them with other warranty events.

Additional Credit Procedure for Dealer Stock Part: Part No. 26800020

Submit a DFS (defective stock) warranty claim for all dealer stock of Part No. 26800020 Coolant Fill Neck. Use Customer Concern Code 9203 and Condition Code 3109. Also mention this bulletin number in the claim. A part return label will be issued for each part claimed.

Part Return Information: All Markets

Hold all replacement parts for 60 days from date of credit issue for possible field inspection and/or return to factory. After 60 days, destroy and discard parts.

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

M-1357A PRODUCT PROGRAM CODE 0916

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

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	91700037	Code 0916: Fill Neck Kit

PLEASE NOTE: For each kit ordered, you must provide a VIN of the motorcycle on which the kit will be installed. Orders without VINs or that exceed the maximum quantity of 5 kits will become invalid and will not be processed.

NOTES:

- VIN required in the **VEHICLE IDENTIFICATION NUMBER(S)** box for every kit ordered.
- Confirm all wave shipments have been received before placing order (per 10/23/2013 Dealer Communication).
- 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 414-343-8346. You must include 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.

December 10, 2013

Dear Harley-Davidson Motorcycle Owner:

Our records indicate you are the owner of a 2014 motorcycle equipped with a Twin-Cooled engine. Harley-Davidson has recently implemented a change to the coolant fill neck on Twin-Cooled equipped motorcycles to reduce the potential of unexpected coolant venting.

In the interest of customer satisfaction, Harley-Davidson is offering a no cost upgrade service (**Product Program 0916**) to the owners of affected 2014 Twin-Cooled equipped motorcycles built through November 18, 2013, for this non-safety issue. The upgrade service for motorcycles in Product Program 0916 will include a confirmation that the motorcycle is affected and a replacement of the coolant system fill neck if affected.

While this is not a safety issue, we urge you to contact your authorized Harley-Davidson dealer to schedule an appointment to have the product improvement service performed. The service will be performed at no cost to you if performed within two years from the program announcement date. The service will require less than one-half hour to perform, however, due to scheduling, your dealer may request to have your motorcycle for a longer period of time.

This no cost offer expires two years from the date of the program announcement (November 25, 2015).

To verify that the service has been completed, your dealer will ask you to sign an acknowledgement when you pick up your motorcycle.

We thank you for your cooperation. We regret any inconvenience this may cause, but we have taken this action in the interest of your continued satisfaction with our product.

Sincerely,

Harley-Davidson Motor Company