

SERVICE BULLETIN



M-1369

April 16, 2014

FXSB/SE FUEL GAUGE ACCURACY - SAFETY RECALL CAMPAIGN 0155

Purpose

Harley-Davidson has determined that a condition affecting motorcycle safety exists on certain 2013 and 2014 FXSB, FXSB103 and FXSBSE motorcycles.

These motorcycles may run out of fuel while the fuel range indicator shows miles/km remaining. In some cases, they may run out of fuel before the low fuel warning lamp illuminates. If these conditions remain undetected it could cause the engine to stop running unexpectedly. While in traffic, a stall can possibly lead to a crash.

In the interest of motorcycle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0155) 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.

Read this entire bulletin before taking any action. See Required Dealer Action to perform the recall service.

Motorcycles Affected

This recall applies to certain 2013 and 2014 FXSB, FXSB103 and FXSBSE motorcycles built from 3/20/2012 through 3/10/2014. 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 "Safety Campaign Open VIN List". Then select 0155 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 unsure that a safety recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com. Many dealers will not have an affected motorcycle.

Canadian Retailers:

To determine if a vehicle has an open recall use the h-dnet vehicle information link found on the service tab of UltraComm.

Markets Affected

This safety recall campaign affects most markets.

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. Samples of the customer letters are attached. Owners outside the United States market may receive this notification by other means. Deeley Harley-Davidson Canada will send a letter to registered owners of motorcycles in Canada.

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 before delivering, renting or leasing those vehicles.

If you are unsure 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 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 VINs 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).

Required Dealer Action

NOTE

*The recall solution requires a speedometer reflash from Digital Technician. It does **NOT** require speedometer replacement.*

1. Confirm that the motorcycle is involved and that the recall is open.
2. Reflash the speedometer using Digital Technician II.
3. Verify that the speedometer part number has been updated to the **new** part number. Refer to Table 1.

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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Upon completion of the recall on any motorcycle, be certain to follow the instructions listed under the appropriate credit procedure and submit your recall claims promptly.

Calibration Information: All Markets

NOTE

The part numbers below are expected to be available as of 4/17/2014.

Table 1. Safety Recall Code 0155 Speedometer Part Numbers

CONFIGURATION	MODEL YEAR	NEW PART NO.
DOM, CAL	2013-2014	70900369B
ENG		70900371A
HDI, AUS, APC, JPN, BRZ		70900370A
CVO		70900275B

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

For each motorcycle serviced, file an electronic recall claim using the following table:

Table 2. Safety Recall Code [0155]

ITEM	DATA
Claim Type	SRC
Problem Part Number	75276-08A
Quantity	Leave Blank
Primary Labor Code*	7833
Time	0.2 Hrs
Customer Concern Code*	0155
Condition Code	9981
* These items may need to be downloaded to your system.	

Credit Procedure: SAP System Users

Complete an electronic warranty claim referencing this service bulletin number.

Table 3. Safety Recall Code 0155

ITEM	DATA
Claim Type	Recall Claim
FIXID - Found in Recall Number	C
Problem Part Number	75276-08A
Customer Concern Code*	0155
Condition Code	9981
* This new code may need to be downloaded to your system.	

Credit Procedure: Canada

For each motorcycle serviced, file a recall claim on UltraComm supplying all necessary information as follows:

- Recall Number 0155
- Full seventeen character VIN
- Date Completed
- Fix ID (C) Corrected (0.2 Hrs)

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

Credit Procedure: All Other Warranty Claim Users

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

- Dealer Number
- Repair Order Number
- Claim Date
- Campaign Number (0155)
- Fix ID (C) Corrected (0.2 Hrs)
- Full seventeen character VIN

Upon submitting the properly completed claim, you will be credited for 0.2 Hrs of labor time for performing the procedure, plus appropriate market administrative time. Submit campaign events on their own warranty claim. Do not combine them with other warranty events.

DRAFT SUBJECT TO NHTSA APPROVAL

IMPORTANT SAFETY RECALL

This notice applies your vehicle, VIN # **XXXXXXXXXXXXXXXXXXXX**

Date 4/28/2014

Harley-Davidson Recall No. 0155

NHTSA Recall No. **14VXXX**

Dear Harley-Davidson Motorcycle Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety exists on certain model year 2013 - 2014 FXSB and FXSBSE models. We are notifying you because our records indicate that you own one of the affected motorcycles.

What is the Issue?

Some of these motorcycles may exhibit a condition that may cause the motorcycle to run out of fuel while the fuel range indicator shows miles remaining, in some cases before the low fuel warning lamp illuminates. If this condition remains undetected it could cause the engine to stop running unexpectedly. While in traffic, a stall can possibly lead to a crash.

Harley-Davidson has initiated this recall to correct this condition in the affected motorcycles.

What Should You Do?

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. Your dealer will confirm that your motorcycle is covered by this recall. If covered, the dealer will perform a software program update to recalibrate the fuel level sensor signal. The inspection and repair will take less than one hour to perform, however, due to scheduling, the dealer may require your motorcycle for a longer period of time. To verify that the service has been completed, your dealer will ask you to sign a recall claim.

If you have sold your motorcycle and have an address for the current owner, it is important that you forward this notice to the new owner. Alternatively, you may contact us at the Harley-

Davidson phone numbers listed below and provide us the contact information for your purchaser so that we may notify the new owner 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.

What If You Have Additional Questions or Concerns?

If you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at 1-800-258-2464 in the U.S. or 1-414-343-4056 world-wide.

If you are still having difficulty getting your vehicle repaired in a reasonable time, you may write 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 go to <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.
Recall 0155