

# SERVICE BULLETIN



M-1372

June 3, 2014

## SPORTSTER CHROME HAND CONTROL LEVER - SAFETY RECALL CAMPAIGN 0156

### Purpose

Harley-Davidson Motor Company, Inc. has determined that a defect related to motor vehicle safety may exist in some accessory Chrome Hand Control Lever Kits (Part No. 36700053) intended for dealer or customer installation on 2014 Sportster models.

The affected kits have a package date that is earlier than 5/08/2014. Some of these accessory kits may contain brake levers with excessive chrome plating. In extreme cases this could prevent complete return of the master cylinder piston. If the piston cannot completely return and uncover the port-timing hole, fluid pressure will not be relieved. If this condition remains undetected, it could cause the fluid pressure to increase, possibly resulting in a front wheel lock-up, which could lead to a crash.

In the interest of motorcycle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0156) to remedy this defect. As required by law you may sell but NOT deliver any motorcycles which have the affected kit installed until the remedy is performed. You may not sell or deliver any of the affected kits.

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

### Motorcycles Affected

2014 Sportster models with Chrome Hand Control Lever Kits (Part No. 36700053) installed, with a package date earlier than 5/08/2014.

- [h-dnet.com/ServiceToolbox/Warranty Campaign Center](http://h-dnet.com/ServiceToolbox/WarrantyCampaignCenter).

Select Safety Campaign Open VIN List. Select 0156 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 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 or affected kits.

**Canadian Retailers:** For vehicles with this affected component registered to the VIN, use the h-dnet vehicle information link found on the service tab of UltraComm.

### Markets Affected

Some but not all markets are affected.

### Customer Notification

Because only owners of vehicles in which the affected kits were installed and registered will receive notification from us, we request that you contact any owners of vehicles in which the kits were installed but not registered, and any customers that may have purchased an affected kit intended for installation by the customer. 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 make sure the recall service is performed on all affected motorcycles. Therefore, we strongly urge you to perform the recall service even if the motorcycle or accessory kit was not purchased from your dealership.

You are also required to perform the recall service on all motorcycles in your dealership inventory in which the affected kit may have been installed before delivering, renting, or leasing those motorcycles.

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 owners of vehicles in which the affected kits were installed and registered will receive notification from us, we request that you contact any owners of vehicles in which the kits were installed but not registered, and any customers that may have purchased an affected kit intended for installation by the customer. 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).*

#### 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

NOTE

Print the attached poster and display in a prominent location in your dealership.

Inspection

NOTE

Affects only 2014 Sportster model motorcycles which may have had accessory kit Part No. 36700053 installed.

- 1. See Figure 1. Squeeze the front brake lever (1) and observe area (2).
- 2. If two punch marks (3) are present, lever is not involved in recall. If the two punch marks are not present, replace lever with recall kit.

Recall Kit Installation

- 1. See Figure 2. Remove the nut (1) and pivot pin (2).
- 2. Remove the brake lever (3).
- 3. Lubricate the brake lever pivot pin hole and bushing with G40 BRAKE GREASE (Part No. 42820-04).
- 4. Install the **new** brake lever included in the recall kit.
- 5. Install the pivot pin. Tighten to 5-13 **in-lbs** (0.5-1.5 Nm).
- 6. Install the pin nut. Tighten to 44-61 **in-lbs** (4.9-6.9 Nm).

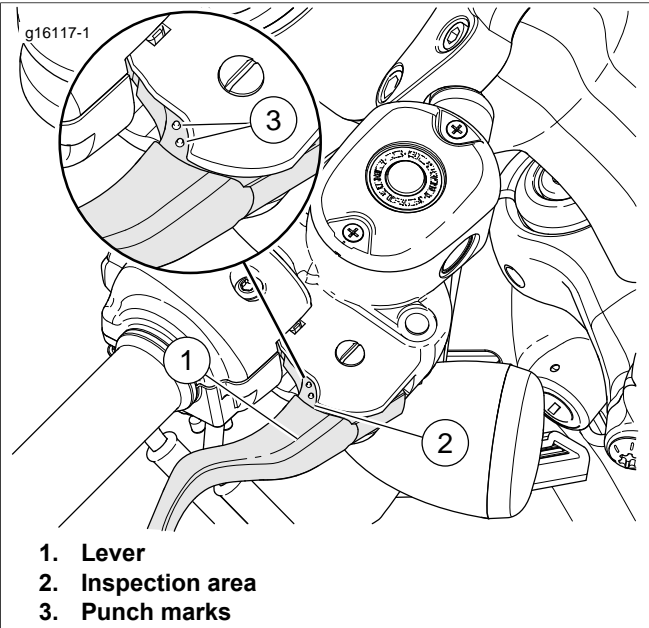


Figure 1. Hand Control Lever

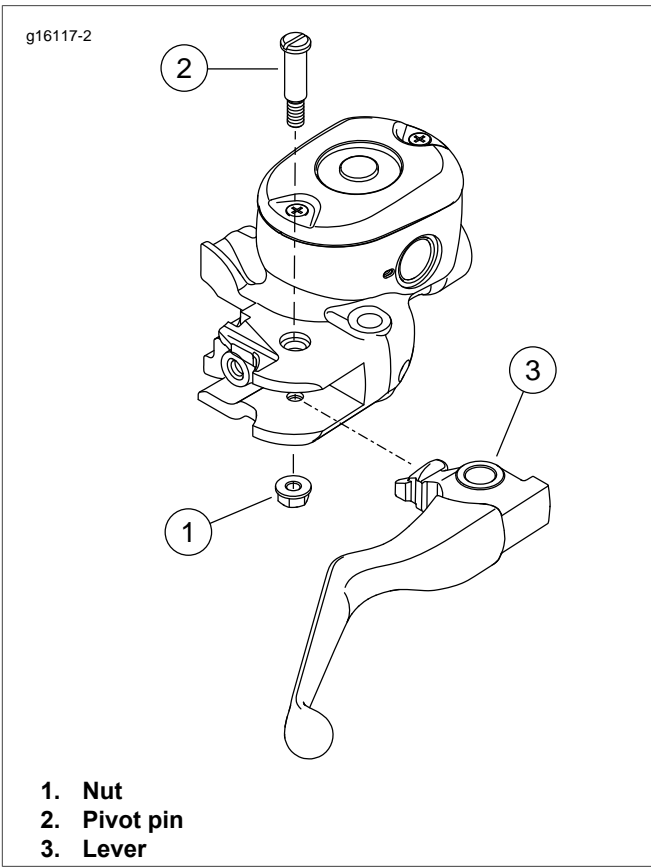


Figure 2. Recall Kit Installation

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.

Kit Ordering Information: U.S. Market

No wave shipments will be performed due to the low quantity of affected accessory kits in the field. Based on information our supplier has provided, recall kits (Part No. 91500066) which contain only a chrome front brake lever, will be available for order on or before June 9, 2014.

Order recall kits only if you have sold the affected accessory kit (Part No. 91500066). Refer to the Dealer Parts Inventory for instructions regarding accessory kits in your dealership inventory.

Table 1. Safety Recall Code 0156 Kit Part No. 91500066  
Contents

ITEM	PART NO.	QTY
Chrome Front Brake Lever	41700186	1

## Kit Ordering Information: Non-U.S. Markets

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

**Japan:** Contact your local service department at Harley-Davidson Japan for authorization, ordering and return instructions.

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

**Canada:** Contact your Regional Technical Service Manager for a replacement and return instructions.

## Credit Procedure: VIN Involved in Campaign

For each vehicle involved in this recall (involvement of VIN has been verified on h-dnet.com), submit a recall claim per the table below.

**Table 2. Safety Recall Code 0156 Vehicle Involved**

ITEM	DATA
Claim Type	SRC
Problem Part Number	36700053
Quantity	Leave Blank
Primary Labor Code*	2263
Customer Concern Code*	0156
Condition Code	9981
Replacement Part Number	91500066
Quantity	1
* These items may need to be downloaded to your system.	

## Credit Procedure: H-D Japan

For each vehicle involved in this campaign, file a claim supplying all necessary information as follows:

- Dealer number
- Claim Date
- Campaign Number (0156)\*
- FIX ID- ( C )
- Full Seventeen Character VIN

Upon submission of the properly completed claim, you will be credited for 0.1 hours of labor time for performing the procedure, plus appropriate administrative time. Submit campaign events on their own warranty claim. Do not mix them with other warranty events.

## Vehicle NOT Involved In Recall

**Part has been sold over the counter and installed.  
Do NOT enter a VIN when entering the claim.**

**Table 3. Credit Procedure: All non-SAP system users**

ITEM	DATA
Claim Type	SNV
Problem Part Number	36700053
Quantity	Leave Blank
Primary Labor Code	Leave Blank
Detail Labor Code	8888
Time	0.2 hours
Customer Concern Code*	0156
Condition Code	9982
Replacement Part No.	91500066
Quantity	1
* These items may need to be downloaded to your system.	

**Table 4. Credit Procedure: SAP system users**

ITEM	DATA
Claim Type	PAM - Sold
Problem Part Number	36700053
Customer Concern Code*	0156
Condition Code	9982
Labor Code	8888
Time allowance	0.2
Replacement Part Number	91500066
Quantity	1
* These items may need to be downloaded to your system. **Submit recall events on their own warranty claim, do not mix them with other warranty events. Upon submission of the properly completed recall claim, you will be credited for labor time for performing the recall procedure. Credit for the parts is not issued as they are sent free-of-charge to the dealers.	

## Dealer Stock

For each kit in dealer inventory, submit a claim as follows:

**Table 5. Credit Procedure: SAP System Users**

ITEM	DATA
Claim Type	PAM - Stock
Problem Part Number	36700053
Customer Concern Code*	0156
Condition Code	9983
Quantity	1

**Table 6. Credit Procedure: All non-SAP system users**

ITEM	DATA
Claim Type	SNV
Part Number	36700053
Quantity	May vary
Customer Concern Code*	0156
Condition Code	9983
* These items may need to be downloaded to your system. Upon receipt of the properly completed recall claim, you will be credited for each affected kit.	

## **Part Return Information: U.S. Markets**

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, your claim will be issued credit.

## **Part Return Information: Non-U.S. Markets**

See information listed under "Kit ordering information" for part return process.



## **DEALER COMMUNICATIONS**

### **HARLEY-DAVIDSON MOTOR COMPANY**

#### **Safety Recall Campaign 0156**

##### **HIGHLIGHTS**

- Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist in certain accessory Chrome Hand Control Lever Kits, P/N 36700053, intended for dealer or customer installation on model year 2014 XL Sportster® models. The affected kits will have a package date that is earlier than 5/08/2014.
- Some of these accessory kits may contain brake levers with excessive chrome plating. In extreme cases this could prevent complete return of the master cylinder piston. If the piston cannot completely return and uncover the port-timing hole, fluid pressure will not be relieved. If this condition remains undetected, it could cause the fluid pressure to increase, possibly resulting in a front wheel lock-up, which could lead to a crash.

##### **KEY DATES**

- May 26-30: Service Bulletin expected to post during this week
- Monday, June 9: Based on information provided by our supplier, recall repair kits (contains front lever only) should be available for order on or before this date

##### **CONTACT**

- Call (800) 664-7762 and select the appropriate prompts

May 19, 2014

Dear Dealer:

Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist in certain accessory Chrome Hand Control Lever Kits, P/N 36700053, intended for dealer or customer installation on model year 2014 XL Sportster® models. The affected kits will have a package date that is earlier than 5/08/2014, although not all of these accessory kits may contain the defect.

Some of these accessory kits may contain brake levers with excessive chrome plating. In extreme cases this could prevent complete return of the master cylinder piston. If the piston cannot completely return and uncover the port-timing hole, fluid pressure will not be relieved. If this condition remains undetected, it could cause the fluid pressure to increase, possibly resulting in a front wheel lock-up, which could lead to a crash.

We have voluntarily declared this a defect related to motor vehicle safety (Campaign 0156) to allow us to correct this condition in model year 2014 XL Sportster model motorcycles in which affected accessory kits have been installed. The remedy is to first inspect motorcycles with the affected kit to confirm coverage and replace the affected front brake lever with the recall lever kit. Affected kits that have not yet been installed on motorcycles must be returned and non-affected replacement kits can be ordered per instructions in the Service Bulletin. The Service Bulletin, also outlining the repair and credit procedures, will follow within 10 days; please reference the bulletin for a detailed description of the defect. Based on information provided by our supplier, recall repair kits (contains front lever only) should be available for order on or before June 9, 2014.

In the interest of the safety of our mutual customers and as required by law, you may sell but NOT DELIVER any (model year 2014 XL Sportster model) motorcycles in which affected accessory kits have been installed until the remedy is complete. You also must not sell, deliver or install any Accessory XL Chrome Lever Kits, P/N 36700053. **Please refer to *h-dnet* / *Service Toolbox* / *Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0156 Campaign to view the VIN list.** Please note that only motorcycle VINs that have registered P/N 36700053 will be visible. In the Service Bulletin, dealers will be instructed to contact customers that have purchased the affected accessory, based on dealership sales records.

In accordance with federal regulations administered by NHTSA and other appropriate market specific government agencies, Harley-Davidson Motor Company, Inc. or authorized Harley-Davidson® dealers will provide notice to all owners of record of affected products with direction to arrange for the recall service.

Sincerely,  
Harley-Davidson Motor Company, Inc.  
0156

**For:** Dealer Operator, General Manager, All P&A Roles, All Service Roles, Vehicle Sales Manager

**Sent to:** All Dealers (Worldwide)

***DRAFT SUBJECT TO NHTSA APPROVAL***

## **IMPORTANT SAFETY RECALL**

This notice applies your vehicle, VIN # \_\_\_\_\_

Date 6/2/2014

Harley-Davidson Recall No. 0156

NHTSA Recall No. 14E-???

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 which relates to motor vehicle safety exists in certain Parts & Accessories Chrome Hand Control Lever Kits, P/N 36700053, intended for dealer or customer installation on Model Year 2014 XL Sportster models.

We are notifying you because our accessory registration records indicate that you purchased one of the affected Parts & Accessories Chrome Lever Kits. We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.

### **What is the Issue?**

The front brake levers in these kits may have excessive chrome plating. In extreme cases this could prevent complete return of the master cylinder piston. If the piston cannot completely return and uncover the port-timing hole, fluid pressure will not be relieved. If this condition remains undetected it could cause the fluid pressure to increase and possible front wheel lock-up, increasing the risk of 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 inspect your motorcycle to confirm if your accessory Chrome Lever Kit is included in this recall. If it is included, the dealer will remove the affected accessory front brake lever and replace it with a new front brake lever,

included in the recall kit. Actual dealer labor time to perform this service will be less than one half hour; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. The part 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 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 0156



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

**M-1372 SAFETY RECALL CODE 0156**

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

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	<b>91500066</b>	Code <b>0156: LEVER KIT, XL</b>
		Note: Orders without a dealer number will be discarded.

**Please note: Due to the very low quantity of affected kits, maximum order quantity is 1 recall kit per order. If you have not sold an affected kit, please do not order a recall kit for inventory.**

**NOTE:** All orders are subject to approval. Fax orders to 414-343-8346.

**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.

**Important Safety Recall Notice**  
**Harley-Davidson Safety Recall 0156**  
**Accessory Chrome Lever kits Part No. 36700053**

Harley-Davidson Motor Company, Inc. has initiated a Voluntary Safety Recall Campaign on certain accessory Chrome Hand Control Lever Kits, **P/N 36700053**, intended for dealer or customer installation on model year 2014 XL Sportster® models..

Some of these accessory kits may contain brake levers with excessive chrome plating. In extreme cases this could prevent complete return of the master cylinder piston. If the piston cannot completely return and uncover the port-timing hole, fluid pressure will not be relieved. If this condition remains undetected, it could cause the fluid pressure to increase, possibly resulting in a front wheel lock-up, which could lead to a crash.

Harley-Davidson has recalled the subject Accessory Kits and dealers will perform an inspection of 2014 XL model motorcycles that have had the affected accessory chrome lever kit installed, and replace the front brake lever if necessary.

**If you believe you may have one of the affected vehicles described above, please contact your authorized Harley-Davidson dealer who will confirm if your motorcycle is affected and perform the inspection/replacement if required.**

5/30/2014