

SERVICE BULLETIN



M-1395

December 19, 2014

SAFETY RECALL CAMPAIGN 0163 - 2012 DYNA AND SOFTAIL FRONT BRAKE MASTER CYLINDER RECALL

Purpose

Harley-Davidson has determined that a condition affecting motorcycle safety exists on certain 2012 Dyna and Softail motorcycles built from August 22, 2011 through February 24, 2012.

The front brake master cylinder may have evidence of gel in the front brake master cylinder or corrosion on the banjo bolt threads. The thread corrosion can advance to the point of thread failure allowing the banjo bolt to loosen. If this condition remains undetected, it could result in a reduction in brake performance, possibly resulting in a crash.

In the interest of motorcycle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0163) 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 or ordering any kits. See Required Dealer Action to perform the recall service.

Overview

- **Kits required:** Yes
- **Wave shipments:** Begin the week of December 22, 2014.
- **Kits available for order:** When wave shipments are complete.
- **Inspect:** Repair if necessary.
- **Affected components:** Front brake master cylinder.
- **Solution:** Inspect master cylinder and banjo bolt. Replace as needed.

Motorcycles Affected

Certain 2012 Dyna and Softail motorcycles built from August 22, 2011 through February 24, 2012 are affected. 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/Safety Campaign and Open VIN Lists.

Select 0163 campaign to view the 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.

Canadian Dealers: To determine if a vehicle is affected by a recall, use the h-dnet.com vehicle information link found on the service tab of UltraComm.

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.

NOTE

Because only registered owners will receive notification from us, we request that you contact any owners of affected motorcycles still listed 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).

Ordering Information: U.S. Market

Initial wave shipments of recall inspection kits (Part No. 91500076) will begin the week of December 22, 2014. 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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NOTES

- No orders of inspection kit (Part No. 91500076) will be accepted prior to the termination of the wave shipments. Orders received prior to the termination of the wave shipments will be discarded. Termination notice of wave shipments of inspection kit (Part No. 91500076) will be initiated when the order form and a revised Bulletin has been posted.
- Due to limited replacement kit (Part No. 91500075) availability and the predicted low replacement rate, inspection must be done prior to ordering replacement kit (Part No. 91500075).
- If replacement kit (Part No. 91500075) is needed, fill in the attached order form and fax it to 414-343-8346. You must include your dealer number.

Table 1. Safety Recall Code 0163 Banjo Bolt Kit Contents (Part No. 91500076) Inspection-only Kit

ITEM	PART NO.	QTY
Banjo bolt	41739-84A	1
Sealing washer	41733-88	2

Table 2. Safety Recall Code 0163 Master Cylinder Replacement Kit Contents (Part No. 91500075)

ITEM	PART NO.	QTY
Banjo bolt	41739-84A	1
Sealing washer	41733-88	2
Master cylinder assembly	45029-11C	1

Ordering Information: Non-U.S. Market

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

Asia Pacific

Contact the District Service Manager (DSM).

Canada

An initial wave shipment of inspection kit (Part No. 91500076) will be sent based on retailers allocations of affected units. No orders of inspection kit (Part No. 91500076) will be accepted prior to the termination of the wave shipment. This bulletin will be revised with an order form when wave shipments have been terminated.

If replacement kit (Part No. 91500075) is needed, fill in the attached order form and fax it to the number on your markets order form.

Europe

Contact the After-Sales Manager.

India

Contact your District Service Manager (DSM).

Mexico

Contact the local service area representative at Harley-Davidson Mexico.

Japan

Contact the local service department at Harley-Davidson Japan.

Required Dealer Action

NOTE

Protect painted surfaces. DOT 4 brake fluid will damage painted surfaces.

1. Verify that the motorcycle is involved in this recall.
2. Inspect the master cylinder for gel in the reservoir or corrosion of the banjo bolt threads.
 - a. Remove the cover. Visually inspect for the presence of gel in the brake fluid. Figure 1 shows an extreme gel condition.
 - b. Remove the banjo bolt, sealing washers and fitting. Allow brake fluid to drain into container. Discard the banjo bolt and washers.
 - c. Clean the threads in the master cylinder using a 10/90 alcohol/water mixture. Dry using low-pressure compressed air.
 - d. See Figure 2. Inspect the banjo bolt threads in the master cylinder for evidence of corrosion. The threads should be bright aluminum. Corroded threads will appear black.



Figure 1. Fluid Gelling in Master Cylinder



Figure 2. Banjo Bolt Hole Thread Corrosion

3. If neither condition is found, assemble using the parts in Banjo Bolt Kit (Part No. 91500076).
4. If either condition is found, replace the master cylinder with the one provided in Master Cylinder Kit (Part No. 91500075). Follow the procedure in the service manual.
5. Upon completion of the recall on any motorcycle, be certain to follow the instructions listed under the appropriate Credit Procedure. Submit your recall claims promptly.

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

Complete an electronic recall claim referencing this service bulletin number.

Table 3. ABS Models: Inspection Only - Safety Recall Code 0163

ITEM	DATA
Claim Type	SRC
Event Problem Part Number	45029-11B
Quantity	Leave blank
Primary Labor Code*	2766
Time**	0.9 hrs
Customer Concern Code*	0163
Condition Code	9981
Replacement Part No.	91500076
Quantity	1
* These items may need to be downloaded to your system. ** Labor time includes compensation for brake fluid.	

Table 4. ABS Models: Master Cylinder Replacement - Safety Recall Code 0163

ITEM	DATA
Claim Type	SRC
Event Problem Part Number	45029-11B
Quantity	Leave blank
Primary Labor Code*	2771
Time**	0.9 hrs
Customer Concern Code*	0163
Condition Code	9982
Replacement Part No.	91500075
Quantity	1
* These items may need to be downloaded to your system. ** Labor time includes compensation for brake fluid.	

Table 5. Non-ABS Models: Inspection Only - Safety Recall Code 0163

ITEM	DATA
Claim Type	SRC
Event Problem Part Number	45029-11B
Quantity	Leave blank
Primary Labor Code*	2773
Time**	0.5 hrs
Customer Concern Code*	0163
Condition Code	9983
Replacement Part No.	91500076
Quantity	1
* These items may need to be downloaded to your system. ** Labor time includes compensation for brake fluid.	

Table 6. Non-ABS Models: Master Cylinder Replacement - Safety Recall Code 0163

ITEM	DATA
Claim Type	SRC
Event Problem Part Number	45029-11B
Quantity	Leave blank
Primary Labor Code*	2776
Time**	0.5 hrs
Customer Concern Code*	0163
Condition Code	9984
Replacement Part No.	91500075
Quantity	1
* These items may need to be downloaded to your system. ** Labor time includes compensation for brake fluid.	

Credit Procedure: SAP Users

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

Table 7. ABS Models: Inspection Only - Safety Recall Code 0163

ITEM	DATA
Claim Type	Recall claim
FIX ID-Found in Recall Number	I
Problem Part Number	45029-11B
Customer Concern Code*	0163
Condition Code	9981
* These items may need to be downloaded to your system. Labor time includes compensation for brake fluid.	

Table 8. ABS Models: Master Cylinder Replacement - Safety Recall Code 0163

ITEM	DATA
Claim Type	Recall claim
FIX ID-Found in Recall Number	C
Problem Part Number	45029-11B
Customer Concern Code*	0163
Condition Code	9982
* These items may need to be downloaded to your system. Labor time includes compensation for brake fluid.	

Table 9. Non-ABS Models: Inspection Only - Safety Recall Code 0163

ITEM	DATA
Claim Type	Recall claim
FIX ID-Found in Recall Number	F
Problem Part Number	45029-11B
Customer Concern Code*	0163
Condition Code	9983
* These items may need to be downloaded to your system. Labor time includes compensation for brake fluid.	

Table 10. Non-ABS Models: Master Cylinder Replacement - Safety Recall Code 0163

ITEM	DATA
Claim Type	Recall claim
FIX ID-Found in Recall Number	R
Problem Part Number	45029-11B
Customer Concern Code*	0163
Condition Code	9984
* These items may need to be downloaded to your system. Labor time includes compensation for brake fluid.	

Table 12. ABS Models: Master Cylinder Replacement: Safety Recall Code 0163

DATA
Claim Date
Campaign Number (0163)
FIX ID - (C)
Full Seventeen Character VIN
Labor time includes compensation for brake fluid.

Table 13. Non-ABS Models: Inspection Only - Safety Recall Code 0163

DATA
Claim Date
Campaign Number (0163)
FIX ID - (F)
Full Seventeen Character VIN
Labor time includes compensation for brake fluid.

Table 14. Non-ABS Models: Master Cylinder Replacement - Safety Recall Code 0163

DATA
Claim Date
Campaign Number (0163)
FIX ID - (R)
Full Seventeen Character VIN
Labor time includes compensation for brake fluid.

Upon submitting the properly completed claim, you will be credited labor time plus appropriate market administrative time for performing the procedure. The safety recall record will be updated. Each recall completion must be filed on an individual claim. Do not submit additional warranty events on these claims.

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.

Credit Procedure: All Other System Users

Table 11. ABS Models: Inspection Only - Safety Recall Code 0163

DATA
Claim Date
Campaign Number (0163)
FIX ID - (I)
Full Seventeen Character VIN
Labor time includes compensation for brake fluid.