

SERVICE BULLETIN



M-1395A

January 15, 2015

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

Reason for Revision

All wave shipments have been completed. This revision includes an order form for additional inspection kits (Part No. 91500076) if required.

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
- **Kits available for order:** The week of January 12, 2015.
- **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

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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them an owner's letter, as required by the National Traffic and Motor Vehicle Safety Act (as amended).

Ordering Information: U.S. Market

Wave shipments have completed. The order form for inspection kit (Part No. 91500076) is attached to this bulletin. All kits will be shipped no charge, transportation paid via UPS¹.

NOTES

- Order kits only for repairs that are scheduled.
- 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).
- Complete the attached order form and fax it to 414-343-8346. You must include your dealer number, VIN and a copy of the inspection repair order for each kit ordered.

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

Submit a completed order form to the fax number listed on your markets service bulletin.

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.



DEALER COMMUNICATIONS

HARLEY-DAVIDSON MOTOR COMPANY

Safety Recall Campaigns 0163 and 0164

HIGHLIGHTS

- Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist on certain model year 2012 Dyna Model and Softail Model motorcycles built 08/22/2011 through 02/24/2012 for the U.S. and some world markets.
- On some of these motorcycles, the front brake master cylinder may experience corrosion in the threads for the brake line banjo bolt. If this condition remains undetected, it could result in a sudden loss of brake fluid, which could lead to a loss of front brake function, possibly resulting in a crash.

KEY DATES

- December 22: Service Bulletin expected to post on or before this date.
- December 22: Recall kit wave shipments begin on or before this date.

CONTACT

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

December 16, 2014

Dear Dealer:

Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist on certain model year 2012 Dyna Model and Softail Model motorcycles built 08/22/2011 through 02/24/2012 for the U.S. and some world markets.

On some of these motorcycles, the front brake master cylinder may experience corrosion in the threads for the brake line banjo bolt. If this condition remains undetected, it could result in a sudden loss of brake fluid, which could lead to a loss of front brake function, possibly resulting in a crash.

We have voluntarily declared this a defect related to motor vehicle safety (Campaign 0163 for the Softail model and Dyna model motorcycles and 0164 for the FXDF/FXDF103 model motorcycles) to allow us to formally recall all affected motorcycles. Two recalls are needed to cover all affected models because of the differences in the kit component content required for the two populations.

The remedy is to first confirm that the motorcycle is affected by this recall. If the motorcycle is affected, dealers will flush and inspect the front brake master cylinder and if necessary, replace

the master cylinder using the recall kit provided. A recall kit will also be provided to replace the parts required for motorcycles that pass the inspection. A Service Bulletin outlining the repair and credit procedures will follow within seven days; please reference the bulletin for a detailed description of the defect and a comprehensive model list. Based on supplier information, we expect to begin wave shipments of the recall inspection kits on or before December 22. Master cylinder replacement kits will be available for order in very limited quantities on or before December 22. Based on warranty information, the prediction for motorcycles requiring master cylinder replacements is extremely low.

In the interest of the safety of our mutual customers and as required by law, you may sell but NOT DELIVER any affected motorcycles until the remedy is complete. **Please refer to *h-dnet* / *Service Toolbox* / *Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0163 (or 0164) Campaign to view the VIN list.**

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.
(Recall 0163 and 0164)

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

Sent to: All Dealers (Worldwide)

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

M-1395A SAFETY RECALL CODE 0163

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	91500076	Code 0163: Banjo Bolt (Inspection) Kit

NOTES:

- **Due to the small quantity of vehicles requiring replacement, a maximum of **four** kits per order per day.**
- For each kit ordered, **you must provide the VINs** of the motorcycles on which the kit will be installed. Orders without VINs or that exceed the maximum quantity of **4** kits will become invalid and **will not be processed**.
- 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 outlined 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.

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

M-1395A SAFETY RECALL CODE 0163

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
1	91500075	Code 0163: Front Master Cylinder (Replacement) Kit

NOTES:

- **Due to the small quantity of vehicles requiring replacement, a maximum of **one** kit per order per day.**
- 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 **1** kit will become invalid and **will not be processed**.
- 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 outlined 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.



Harley-Davidson Motor Company
3700 West Juneau Ave., P.O. Box 653, Milwaukee, WI 53201

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN # _____

Date 1/22/2015
Harley-Davidson Recall No. 0163
NHTSA Recall No. 14V-794

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 model year 2012 Softail model and Dyna model motorcycles. We are notifying you because our records indicate that you own one of the affected motorcycles.

What is the Issue?

On some of these motorcycles, the front brake master cylinder may experience corrosion in the threads for the brake line banjo bolt. If this condition remains undetected, it could result in a sudden loss of brake fluid, which could lead to a loss of front brake function, possibly resulting in a crash.

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 flush and inspect the front brake master cylinder and if necessary, replace the master cylinder at no cost to you. The repair will take less than two hours 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 0163)