# SERVICE BULLETIN



M-1408F 2017-03-01

## M1408F: 2014-2015 TOURING SADDLEBAG MOUNT - SAFETY RECALL 0166

#### Reason for Revision

Kit 91500084 that do not meet the inspection criteria described under "Required Dealer Action" no longer need to be returned. Kit 91500084 that do not meet the inspection criteria can be destroyed and discarded.

Previous revision information: No action is required on vehicles previously repaired with the 91500084 kit.

### **Purpose**

Harley-Davidson has determined that a condition affecting motorcycle safety exists on certain 2014 and 2015 Touring motorcycles built May 3, 2013 through May 26, 2015.

These model motorcycles built during the above date range may experience a failure of the saddlebag retaining receptacle. This may allow the mounting stud to disengage from the receptacle. If this condition remains undetected, the saddlebag may become separated from the motorcycle while it is in motion, possibly creating a hazard for other motorists.

In the interest of motorcycle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0166) to remedy this defect. As required by law you may sell but NOT deliver any affected new 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

- Wave shipments for the U.S. and Canadian markets have been terminated.
- U.S. and Canada dealers may now order kits (Part No. 91500084A) using the attached order form.
- Additional kit identification information is included.
- No action required on previous repairs made with 91500084 kits.

Table 3: Claims processing replacement kit part number is now 91500084A. If repair was made 08/03/2015 or earlier (based on when repair completed/Service End date in your claim), use part number 91500084 as your replacement part number. If repair was made 08/08/2015 or later (based on when repair completed/Service End date in your claim), use part number 91500084A as your replacement part number. Repairs made between 08/04/2015 and 08/07/2015 could have been made with either replacement part number.

## **Motorcycles Affected**

Certain 2014 and 2015 Touring models built from May 3, 2013 through May 26, 2015. 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 0166 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.

**U.S. Dealers:** If you are not sure that this 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.

Table 1, 2014-2015 Models Affected

MODEL		
FLHTCU	FLHTCU TC	
FLHTCUL	FLHTCUL TC	
FLHTK	FLHTKL	
FLHTK Shrine	FLHX Shrine	
FLHX	FLHXS	
FLTRX	FLTRXS	
FLHR	FLHRC	
FLHP	FLHTP	
FLHRSE	FLHTKSE	
FLHXSE	FLTRUSE	

### **Markets Affected**

All markets are affected.

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

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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									

#### **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. Harley-Davidson Canada will send a letter to registered owners of affected product in Canada. Other customers outside the United States may not receive this notification.

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 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. and Canada Markets

U.S. and Canadian wave shipments have terminated. U.S. and Canadian dealers may order additional 91500084A kits using the attached order form.

Table 2. Safety Recall Code [0166] Kit (Revised Part No. 91500084A) Contents

ITEM	PART NO.	QTY
Receptacle	10900009A	4

## Ordering Information: Non-U.S. Market

#### **Asia Pacific**

Contact your service and customization consultant.

#### Canada

Canada will follow the U.S. ordering process.

#### **Europe**

Follow standard H-Dnet order process. In case of questions or concerns, contact your local PAM (Parts, Accessories and Motorclothes) representative.

#### India

Contact your service and customization consultant.

#### Mexico

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

#### Japan

Contact the local service department at HDJ.

## **Required Dealer Action**

#### Inspection of 91500084 Kits

- 1. Inspect all dealer inventory of kit 91500084.
  - a. If package has a date code of 07/14/15 or earlier, parts are good. Add an "A" after the part number.
  - b. See Figure 1. Inspect all later date code inventory of kit 91500084 as shown in Figure 1.
  - c. Add an "A" to all kits that pass inspection.
- Kits that do not meet the inspection criteria, can be destroyed and discarded.

#### NOTE

Some kits have stud receptacles with a green paint mark. All kits (Part No. 91500084A) are approved for use, including those containing receptacles with a green paint mark.

#### Replace Receptacle

- 1. Verify that the motorcycle is involved in this recall.
- See Figure 2. Remove saddlebags.
- 3. Remove receptacles (1).
  - Insert a small screwdriver between receptacle clip and edge of saddlebag support.
  - b. Pry receptacle from saddlebag support.
- 4. Install new receptacles supplied in kit.
- 5. Install saddlebags using original studs (2) and washers.
- Confirm that stud has been rotated a full 90 degrees to ensure complete engagement.
- When returning the motorcycle, remind the owner of the importance reading and following the saddlebag installation instructions provided in the owner's manual.

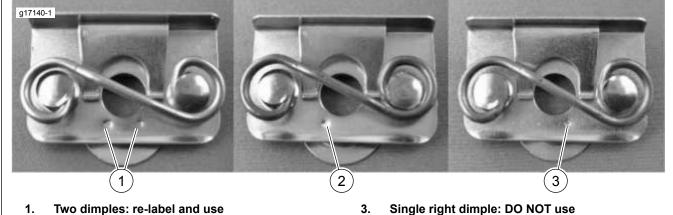
#### NOTE

If the customer paid to have this defect repaired before this recall notice, they may be eligible to receive reimbursement for the cost of that repair. Assist them to complete a copy of the attached reimbursement form.

- U.S. Customers: Fax it to the number on the reimbursement form
- All but U.S. Customers: Submit the form to the Regional Office for review.

Upon completion of the recall, follow the instructions listed under the appropriate Credit Procedure. Submit recall claims promptly.

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- Single left dimple: re-label and use

Figure 1. Saddlebag Stud Receptacles (shown inverted from installed position)

Some kits have stud receptacles with a green paint mark. All kits (Part No. 91500084A) are approved for use, including those containing receptacles with a green paint mark.

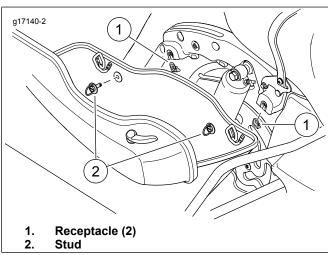


Figure 2. Saddlebag Stud Receptacles

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

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

Table 3. Talon/h-dnet.com Warranty Claim System Users

ITEM	DATA	
Claim Type	SRC	
Problem Part Number	10900009	
Quantity	Leave blank	
Primary Labor Code*	6290	
Time	Touring: 0.1 hours	
	CVO: 0.2 hours	
Customer Concern Code*	0166	
Condition Code	9981	
Replacement Part Number	91500084A	
Quantity	1	
* These items may need to be downloaded to your system.		

## **Credit Procedure: SAP System Users**

**Table 4. SAP System Users** 

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	C
Problem Part Number	10900009
Customer Concern Code*	0166
Condition Code	9981

## **Credit Procedure: All Other System Users**

- · Claim Date
- Campaign Number (0166)
- Fix ID (C) (Touring: 0.1 hr; CVO: 0.2 hr)
- · Full seventeen character VIN

Upon submitting the properly completed claim, you will be credited for labor time for performing the procedure plus appropriate market administrative time.

- Each recall completion must be filed on an individual claim.
- · Do not submit additional warranty events on these claims.

## Credit Procedure: Dealer Stock of 10900009 Receptacle

Submit a warranty claim for all dealer stock of receptacle (Part No. 10900009) using the appropriate table below. Do not include a VIN for parts inventory claims.

Table 5. Non-SAP System Users: Dealer Stock Parts

ITEM	DATA	
Claim Type	SNV	
Problem Part Number	10900009	
Quantity	Will vary	
Customer Concern Code*	0166	
Condition Code	9982	
* These items may need to be downloaded to your system.		

Table 6. SAP System Users: Dealer Stock Parts

ITEM	DATA
Claim Type	PAM-Stock
Problem Part Number	10900009
Quantity	Will vary

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Table 6. SAP System Users: Dealer Stock Parts

ITEM	DATA
Customer Concern Code*	0166
Condition Code	9982

Upon receipt of the properly completed claim, you will be credited for each part number 10900009 in dealer stock.

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