# SERVICE BULLETIN



M-1426A 2016-07-17

## SAFETY RECALL CODE 0169 - 2016 BLACK CLUTCH MASTER CYLINDER

## Reason for Revision

U.S. wave shipments have been terminated and kit orders are now being accepted. The kit order form is now available as "Attachment Safety Recall 0169" in the Service Information Portal, RECENT IMPORTANT DOCUMENTS. Follow all instructions on the order form to prevent delays in processing your orders. Dealer Inventory Instructions (no action required) have also been added. Original bulletin release date was July 11, 2016.

## **Purpose**

The hydraulic clutch system on certain 2016 Touring, CVO models and Softail motorcycles may not generate enough lift to completely disengage the clutch after being parked for an extended period. If this condition remains undetected, it could lead to a loss of control of the vehicle when started in gear or shifted into gear after starting.

The affected units were built July 17, 2015 through March 31,2016 in the U.S. plants and September 17, 2015 through May 20, 2016 outside the U.S.

## Some vehicles in the date range may not be included in the recall.

A chemical reaction inside the sealed clutch system creates gas bubbles which may cause loss of clutch lift. This chemical reaction can be neutralized only with distilled water. DO NOT use tap water.

#### Overview

- · Inspection required.
- Kits required : Only for motorcycles that fail inspection.
- · Kits release date: The week of 7/11.
- Affected component: Clutch Master Cylinder.
- Solution: Quarantine motorcycle 24 hours, perform inspection.
  - Pass inspection: Done, file claim.
  - Fail inspection: Perform Master Cylinder wash process.
  - If wash process is required: You must use distilled water.
- · Materials needed for wash process:
  - · Distilled water.

- Spray bottle with Isopropyl Alcohol (IPA) and distilled water (10/90) mix.
- · Clean, small container.
- Video review recommended before performing inspection.

## **Motorcycles Affected**

Refer to Table 1. Certain 2016 Touring, CVO models and Softail motorcycles are affected. The original population was built July 17, 2015 through March 31,2016 in the U.S. plants and September 17, 2015 through May 20, 2016 outside the U.S. The affected models are equipped with hydraulic clutch system having a black painted clutch master cylinder. **No chrome original or P&A master cylinders are included in this recall**.

A VIN list specific to motorcycles shipped to your dealership is available via h-dnet.com. Find this list by following this path:

 h-dnet.com/Service Toolbox/Warranty Campaign Center/Safety Campaign and Open VIN Lists.

Select 0169 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 that motorcycle is affected.

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 h-dnet.com. Navigate to My Tool Box / Vehicle Information.

**Table 1. Models Affected** 

MODEL		
FLHTCU	FLHTCU TC	
FLHTCUL	FLHTCUL TC	
FLHTK	FLHTKL	
FLTRU	FLSS	
FLHX	FLHXS	
FLTRX	FLTRXS	
FLSTFBS	FLHTP	
FXSE		
FLHXSE (with black painted clutch master cylinder only)		

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									

#### Markets Affected

All markets are affected.

## **Dealer Inventory Instruction**

Dealer inventory of related part numbers are not included in this recall. No action required.

#### **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 receive this notification through 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).

## Kit Ordering Information: U.S. and Canada Markets

#### NOTE

Some early 91500089 kits may have had label information that mentions Recall 0165 instead of the correct Recall 0169. These 91500089 kits have the correct contents and can be used to perform the 0169 Wash and Rebuild procedure.

Initial wave shipments have been terminated and kit orders are now being accepted. The kit order form is now available as "Attachment Safety Recall 0169" in the Service Information Portal, RECENT IMPORTANT DOCUMENTS. Follow all instructions on the order form to prevent delays in processing your orders.

Table 2. Safety Recall Kit Contents (Part No. 91500089)

PART NO.		QTY
37200140A	Master cylinder rebuild kit	1
	- Rebuild kit	1
	- Brake line sealing washers	2
	- Retaining ring	1
	- Lubricant	1
25418-06	Clutch inspection cover seal	1

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

#### NOTE

Some early 91500089 kits may have had label information that mentions Recall 0165 instead of the correct Recall 0169. These 91500089 kits have the correct contents and can be used to perform the 0169 Wash and Rebuild procedure.

### **Asia Pacific**

Contact your Service and Customization Consultant.

### **Europe**

Contact your Service and Customization Consultant.

#### 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**

#### NOTE

- It is important to watch the 0169 Bubble Check and Wash Process video (located on H-Dnet under the AUDIO/VIDEO tab, and on the Service Page under ShopTalk),to ensure that the inspection and the wash process (if required) are performed successfully.
- A chemical reaction inside the sealed clutch master cylinder creates gas bubbles which may cause loss of clutch lift. This chemical reaction can be neutralized only with distilled water. DO NOT use tap water.
- 1. Confirmed the motorcycle is involved in Safety Recall 0169.
- Verify that the motorcycle has a black painted clutch master cylinder.

#### NOTE

Chrome original or chrome P&A (Parts and Accessories) master cylinders require no action.

- Print and attach (from bulletin) "Do Not Touch Clutch Lever" sheet to the left handlebar with date and time noted on sheet.
- Quarantine motorcycle by ensuring the clutch lever will not be disturbed for 24 hours. Store vehicle on the jiffy stand with the handlebars at full left position.

#### NOTE

For traveling or long-distance (3 hours or more from dealership) customers who can not wait 24 hours. Go to the **Wash and Rebuild Process**.

5. After 24 hours, remove "Do Not Touch Clutch Lever" sheet.

#### NOTE

Do not touch clutch lever until step 10.

- Position motorcycle and handlebar so master cylinder is level (on some vehicles handlebar configurations the use of a flat jack may help position the vehicle).
- 7. Protective coverings should be placed on the fuel tank and surrounding areas.
- If needed rotate the hand control to position the master cylinder level to prevent DOT4 spillage during inspection.
- Remove the master cylinder cover and gasket.
- 10. Perform bubble check by lightly tapping clutch lever four times and then slowly (to avoid spillage) pulling full stroke.
- Repeat several times to ensure all potential air bubbles appear.
- 12. Are bubbles present?
  - a. Yes. Perform Wash and Rebuild Process.
  - b. No. Go to next step.
- Wipe gasket surface of the master cylinder to ensure that it is free of DOT4 fluid.
- Reinstall the master cylinder cover. Torque per service manual.
- Wipe master cylinder with Isopropyl Alcohol (IPA) to remove any DOT4 fluid
- Reposition hand control if moved. Torque per service manual.
- Release motorcycle and file appropriate "inspect-only" claim.

## Wash and Rebuild Process

- Remove the clutch master cylinder. See the service manual.
- Disassemble the clutch master cylinder. See the service manual.

#### NOTE

Always start with fresh distilled water. Do not use water to clean more than one master cylinder.

- 3. Thoroughly clean master cylinder parts.
  - a. Fill clean small container with enough fresh distilled water to cover master cylinder.
  - Agitate master cylinder parts in distilled water for 30 seconds.
  - Fill a spray bottle with a mixture of 10% Isopropyl Alcohol and 90% distilled water.
  - Spray liberally all internal surfaces of the reservoir, piston bore and banjo bolt hole threads with the spray mixture.
  - e. Spray banjo bolt with the spray mixture.
  - f. Dry all parts using low-pressure compressed air.
- 4. Inspect banjo bolt threads in master cylinder for corrosion.
- 5. Replace master cylinder if corrosion is found.
  - a. If the motorcycle is out of the O.E. warranty period, file a part-only claim for the master cylinder. Follow the standard warranty/goodwill claims processing procedures for your market or country.

- b. If the motorcycle is in the O.E. warranty period, file a part-only claim using the "MC" claim type for the master cylinder.
- Also file a recall claim to cover the master cylinder replacement labor and to close this recall for the vehicle.

#### NOTE

Do not reuse any parts removed from the master cylinder piston bore. Use only the parts from the recall kit.

- Assemble master cylinder using 0169 Recall Kit (Part No. 91500089). See the service manual.
- 7. Fill and bleed clutch fluid system. See the service manual.
- Measure clutch lift to verify it is a minimum of 0.198 mm (0.078 in). See HYDRAULIC CLUTCH RELEASE BEARING AND PUSHROD in the service manual.
- Install the clutch inspection cover with **new** seal provided. See the service manual.
- Follow local regulations to dispose of all fluids, including distilled water.
- 11. File appropriate "Inspect and Repair" claim.

Upon completion of the recall, follow the instructions listed under the appropriate Credit Procedure. Submit recall claims promptly. Note the unique tables if the customer requested vehicle pick up and delivery by the dealership.

## 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.

For confirmed involved VIN motorcycles that have been fitted with a chrome P&A master cylinder you may file the appropriate "Inspected Only" claim – no bubble check inspection or repair required.

Table 3. Inspected Only

ITEM	DATA	
Claim Type	SRC	
Problem Part Number	36700056B	
Quantity	Leave Blank	
Primary Labor Code*	4055	
Time**	0.9 hrs	
Customer Concern Code*	0169	
Condition Code	9981	
*These items may need to be download into your system.		
441 1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		

\*\*Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution.

Table 4. Inspected Only, Customer Requested Pick Up and Delivery

ITEM	DATA
Claim Type	SRC
Problem Part Number	36700056B
Quantity	Leave Blank
Primary Labor Code*	4060
Time**	2.9 hrs
Customer Concern Code*	0169

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Table 4. Inspected Only, Customer Requested Pick Up and Delivery

ITEM	DATA	
Condition Code	9982	
*These items may need to be download into your system.		
**Labor time includes compensation of 0.1 hour for brake fluid		
and 0.2 hour for cleaning solution.		

Table 5. Inspected and Repaired

ITEM	DATA
Claim Type	SRC
Problem Part Number	36700056B
Quantity	Leave Blank
Primary Labor Code*	4063
Time**	2.1 hrs
Customer Concern Code*	0169
Condition Code	9983
Replacement Part Number	91500089
Quantity	1
*These items may need to be	download into your system

\*These items may need to be download into your system.

\*\*Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution.

Table 6. Inspected and Repaired, Customer Requested Pick Up and Delivery

ITEM	DATA	
Claim Type	SRC	
Problem Part Number	36700056B	
Quantity	Leave Blank	
Primary Labor Code*	4067	
Time**	4.1 hrs	
Customer Concern Code*	0169	
Condition Code	9984	
Replacement Part Number	91500089	
Quantity	1	
*These items may need to be download into your system. **Labor time includes compensation of 0.1 hour for brake fluid		

us Dealers: Upon submission of the properly completed recall claim, you will be credited for the part and labor plus the

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

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

applicable market administrative time.

Asia Pacific: Please follow the h-dnet order process. Your PAM order type is recall and all orders are VIN specific. Each ordered kit will be charged to the dealer. See credit procedure SAP system users. In case of questions or concerns, contact your local PAM (Parts, Accessories and Motor-Clothes) representative, market SCC or your local warranty representative.

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.

For confirmed involved VIN motorcycles that have been fitted with a chrome P&A master cylinder you may file the appropriate "Inspected Only" claim – no bubble check inspection or repair required.

**Table 7. Inspected Only** 

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Num-	I
ber	
Problem Part Number	36700056B
Customer Concern Code	0169
Condition Code	9981

Table 8. Inspected Only, Customer Requested Pick Up and Delivery

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Num-	F
ber	
Problem Part Number	36700056B
Customer Concern Code	0169
Condition Code	9982

Table 9. Inspected and Repaired

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Num-	C
ber	
Problem Part Number	36700056B
Customer Concern Code	0169
Condition Code	9983

Table 10. Inspected and Repaired, Customer Requested Pick Up and Delivery

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Num-	R
ber	
Problem Part Number	36700056B
Customer Concern Code	0169
Condition Code	9984

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

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

NOTE

Labor time includes compensation of 0.1 hour for brake fluid and 0.2 hour for cleaning solution.

- Claim Date
- Campaign Number (0169)
- Fix ID ( I ) Inspect Only 0.9 hours
- Fix ID ( F ) Inspect Only, with customer requested pick up and delivery 2.9 hours
- Fix ID ( C ) Inspect and Repair 2.1 hours
- Fix ID (R) Inspect and Repair, with customer requested pick up and delivery 4.1 hours
- · Full seventeen character VIN

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

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