



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)

## 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.*

Kit availability will be limited for several months. No mass order/wave shipments will be conducted. The kit order form is 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.	ITEM	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.*

Kit availability will be limited for several months.

### 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. Video will be updated at a future date to include assembly date information in step 1.
  - 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 or any other cleaning agent not specified in this bulletin.
  - Chrome original or chrome P&A (Parts and Accessories) master cylinders require no action.
1. Confirm the motorcycle is involved (via h-dnet) in Safety Recall 0169 and check the vehicle assembly date.
    - **Motorcycles with an assembly date of March 25, 2016 or later:** These motorcycles may not have had time (less than 5 months since vehicle assembly date) for the chemical reaction to occur, and may provide a false "pass" to the bubble check inspection.
    - Motorcycles with an assembly date that is greater than 5 months old, go to Quarantine and Inspection Process.

- Motorcycles with an assembly date that is less than 5 months old, go to Wash and Rebuild Process.
- **Motorcycles with an assembly date of March 24, 2016 or earlier:** Go to Quarantine and Inspection Process.

## Quarantine and Inspection

1. Verify that the motorcycle has a black painted clutch master cylinder.

### NOTE

*Chrome original or chrome P&A master cylinders require no action.*

2. Before the motorcycle is quarantined, turn handlebar to the right so clutch master cylinder is elevated. Do not remove master cylinder cover. Tap clutch lever several times and then pull clutch full stroke. Repeat once. This will help to evacuate any residual air in the system and will reduce the number of false "fail" inspection results.
3. Print and attach (from bulletin) "Do Not Touch Clutch Lever" sheet to the left handlebar with date and time noted on sheet.
4. **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) owners who cannot wait 24 hours, go to the **Wash and Rebuild Process** and submit a **Repair Only** claim.*
- *If kit availability is a concern at the time the appointment is scheduled and the owner desires to continue riding, refer them to the pre-ride instructions in their Owner Notification letter.*

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

### NOTE

**Do not touch clutch lever until step 8.**

6. 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.
8. If needed rotate the hand control to position the master cylinder level to prevent DOT4 spillage during inspection.
9. 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.
11. Repeat several times to ensure all potential air bubbles appear.
12. Are bubbles present?
  - **Yes.** Perform **Wash and Rebuild Process**.
  - **No.** Go to next step.
13. Wipe gasket surface of the master cylinder to ensure that it is free of DOT4 fluid.

14. Reinstall the master cylinder cover. Torque per service manual.
15. Wipe master cylinder with isopropyl alcohol (IPA) to remove any DOT4 fluid
16. Reposition hand control if moved. Torque per service manual.
17. Release motorcycle and file appropriate **Inspect Only** claim.

## Wash and Rebuild Process

1. Verify that the motorcycle has a black painted clutch master cylinder.

### NOTE

*Chrome original or chrome P&A master cylinders require no action.*

2. Remove the clutch master cylinder. See the service manual.
3. 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.*

4. Thoroughly clean master cylinder parts.
  - a. Fill clean small container with enough fresh distilled water to cover master cylinder.
  - b. Agitate master cylinder parts in distilled water for 30 seconds.
  - c. Fill a spray bottle with a mixture of 10% Isopropyl Alcohol and 90% distilled water.
  - d. 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.
5. Inspect banjo bolt threads in master cylinder for corrosion.
6. 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.
  - c. 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.*

7. Assemble master cylinder using 0169 Recall Kit (Part No. 91500089). See the service manual.
8. Fill and bleed clutch fluid system. See the service manual.

9. Measure clutch lift to verify it is a minimum of 0.078 in (0.198 mm). See HYDRAULIC CLUTCH RELEASE BEARING AND PUSHROD in the service manual.
10. Install the clutch inspection cover with **new** seal provided. See the service manual.
11. Follow local regulations to dispose of all fluids, including distilled water.
12. File appropriate Repair Only or 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, 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.	
**Labor time includes compensation of 0.1 hour for brake fluid.	

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

**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.	
**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 and 0.2 hour for cleaning solution.	

**Table 7. Repair Only**

ITEM	DATA
Claim Type	SRC
Problem Part Number	36700056B
Quantity	Leave Blank
Primary Labor Code*	4071
Time**	1.2 hrs
Customer Concern Code*	0169
Condition Code	9985
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 and 0.2 hour for cleaning solution.	

**Table 8. Repair Only, Customer Requested Pickup and Delivery**

ITEM	DATA
Claim Type	SRC
Problem Part Number	36700056B
Quantity	Leave Blank
Primary Labor Code*	4077
Time**	3.2 hrs
Customer Concern Code*	0169
Condition Code	9986
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 and 0.2 hour for cleaning solution.	

**US Dealers:** Upon submission of the properly completed recall claim, you will be credited for the part and labor plus the applicable market administrative time.

**All Other Markets:** 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

**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, file the appropriate Inspected Only claim – no bubble check inspection or repair required.

**Table 9. Inspected Only**

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	I
Problem Part Number	36700056B
Customer Concern Code*	0169
Condition Code	9981
*These items may need to be download into your system.	
**Labor time includes compensation of 0.1 hour for brake fluid.	

**Table 10. Inspected Only, Customer Requested Pick Up and Delivery**

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	F
Problem Part Number	36700056B
Customer Concern Code*	0169
Condition Code	9982
*These items may need to be download into your system.	
**Labor time includes compensation of 0.1 hour for brake fluid.	

**Table 11. Inspected and Repaired**

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	C
Problem Part Number	36700056B
Customer Concern Code*	0169
Condition Code	9983
*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 12. Inspected and Repaired, Customer Requested Pick Up and Delivery**

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	R
Problem Part Number	36700056B
Customer Concern Code*	0169
Condition Code	9984
*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 13. Repair Only**

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	D
Problem Part Number	36700056B
Customer Concern Code*	0169
Condition Code	9985
*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 14. Repair Only, Customer Requested Pickup and Delivery**

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	W
Problem Part Number	36700056B
Customer Concern Code*	0169
Condition Code	9986
*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.	

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

- 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 \*\*
- Fix ID ( D ) Repair 1.2 hours\*\*
- Fix ID ( W ) Repair, with customer requested pick up and delivery 3.2 hours\*\*
- Full seventeen character VIN

\*Labor time includes compensation of 0.1 hour for brake fluid.

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

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.