# SERVICE BULLETIN



M1438 2017-01-25

# M1438: NEUTRAL SWITCH INVENTORY REMOVAL

#### **Problem Part**

#### Table 1.

PART NUMBER	DESCRIPTION	QTY.
33926-06B	Neutral Switch	1

## **Purpose**

Bulletin M1438 notifies that Harley-Davidson has determined that a variance in assembly tolerances may affect the functional performance of certain Neutral Switches (Part No. 33926-06B) causing no or inconsistent neutral light illumination while the transmission is in neutral.

In an effort to reduce to the potential of repeat issues by the installation of a suspect replacement neutral switch, Harley-Davidson is requesting that dealers file a Defective Stock (DFS) claim on any existing neutral switches with the identification numbers described in Required Dealer Action, and remove the switches from inventory.

#### Overview

- · Kits required: No.
- · Inspect: Replace if necessary.
- Affected component: Neutral switch (Part No. 33926-06B) in dealer inventory.
- Solution: Remove all inventory with the identification numbers described in Required Dealer Action.

#### **Motorcycles Affected**

No motorcycles are affected. Switches on motorcycles require no action.

#### **Markets Affected**

All markets affected.

#### Parts Affected

Neutral Switch (Part No.33926-06B) with the assembly code marking that begins with the number "6" or lower.

#### Required Dealer Action

1. Inspect inventory of any switch with Part No. 33926-06B.

- 2. See Figure 1. Inspect the assembly code.
  - Switches with the 3-digit assembly code that begin with the number "6" or lower should be removed from inventory.
  - b. Switches with the 3-digit assembly code that begin with a "7" or greater can remain in inventory and be used for repair.
- 3. File a warranty claim for switches that failed the inspection. Use the appropriate table in Credit Procedure.
- Order replacement switches (Part No. 33926-06B) using the standard part ordering process for your market. Suspect inventory has been removed from HDMC warehouses.

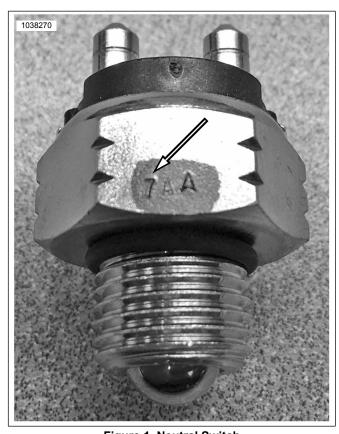


Figure 1. Neutral Switch

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									

### **Credit Procedure**

For each switch that fails inspection, file an electronic claim using the appropriate table.

Table 2. Credit Procedure: Non-SAP System Users

ITEM	DATA			
Claim Type	DFS			
Problem Part No.	33926-06B			
Quantity	Could vary			
Customer Concern Code	9203			
Condition Code	1518			
Note: Enter this bulletin number into the comment section of				
the claim.				

Table 3. Credit Procedure: SAP System Users

ITEM	DATA			
Claim Type	PAM stock			
Problem Part No.	33926-06B			
Quantity	Could vary			
Customer Concern/Symptom	9203			
Code				
Condition/Defect Code	1518			
Note: Enter this bulletin number into the comment section of				
the claim.				

Hold all replaced parts for 60 days from date credit was issued for possible field inspection and/or request for return to factory. After 60 days, destroy and discard the parts.

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