SERVICE BULLETIN



M1444 2017-03-27

M1444: 2016 TOURING, TRIKE, CVO CENTER FILL FUEL CAPS - OWNER NOTIFICATION OF DIFFICULT TO REMOVE OR INSTALL FUEL CAPS

Purpose

Harley-Davidson has determined that some 2016 Touring, CVO Touring or Trike models equipped with center-fill fuel tanks may develop a swelling issue between the fuel tank fill neck and the threads on the fuel cap when exposed to certain types of fuel and environmental conditions. Harley-Davidson is conducting a notification by mail to U.S. and Canadian owners of record to inform them that if they have a fuel cap that requires extreme effort to install or remove outside of the original two-year Harley-Davidson Limited Warranty, it may qualify for repair coverage under the Harley-Davidson Emission Control System Limited Warranty.

Read this entire service bulletin for directions on responding to customer inquiries related to the owner notification letter.

Overview

- Read and understand all limitations (including the 5 year/18,641 miles limitation) of the Harley-Davidson Emissions Control System Limited Warranty before taking any action.
- No action required if the customer is not experiencing a difficult to install/remove condition with the fuel cap.
- Follow the Harley-Davidson Emissions Control System Limited Warranty policy if the customer/owner has a complaint related to a difficult to install/remove condition with the fuel cap.
- Part number involved: 61274-92 Fuel Cap
- This is not a recall or product program action. No VIN lists have been created.

Mototcycles Affected

Certain, but not all 2016 Touring, CVO Touring or Trike models equipped with center-fill fuel tanks may be affected.

Markets Affected

The following markets are affected:

- United States
- Canada

Customer Notification

Harley-Davidson Motor Company, Inc. will send a letter to registered owners of affected motorcycles. The letter will explain what to do if the owner has a fuel cap that requires extreme effort to install or remove. The letter instructs the owner to contact an authorized dealer only if they experience the described condition. A copy of the letter is visible via the Service Information Portal.

Program Duration

Coverage period is OE warranty and coverage provided by the Harley-Davidson Emission Control System Limited Warranty

Ordering Information: U.S. and Canada Markets

Order parts through your normal channels. No kits have been developed for this effort.

Required Dealer Action

If the customer has not experienced a difficult to remove or install condition with the fuel cap, no action is required.

If the fuel cap is replaced, file a warranty claim through the normal process.

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			17					7	