# **SERVICE BULLETIN**



M1469 2018-06-26

### M1469: 2009 - 2018 TRIKE - REVERSE MOTOR REPAIR

#### Reason for Revision

Refer to Table 1.

**Table 1. Document History** 

| Date       | Revision Description   |
|------------|--|
| 2018-02-26 | Initial release  |
|            | Updated Purpose for Service Bulletin ,<br>Required Dealer Action |
| 2018-10-03 | Updated <b>Title</b> , Section Motorcycles Affected : Table 2    |

## **Purpose for Service Bulletin**

To inform dealers of a new reverse motor repair kit. This kit is used to replace a failed reverse motor assembly rather than replacing the entire reverse motor, including the gear housing. This kit contains several improvements for better motor durability. Refer to Table 3.

#### NOTE

This motor repair kit will only repair reverse motors that have failed electrically. Perform the reverse motor diagnostics and testing per the service manual supplement to ensure that the balance of the motor is operational. If there is physical damage to the gear housing, planetary gear set, pinion gear or cracked motor mounting bosses on the gear housing, this motor repair kit will not resolve the concern. A reverse motor assembly is required in those instances.

As a running change, the reverse motor and gear housing assembly (Part No. 83388-09B) will include these design improvements effective March 1, 2018.

## **Motorcycles Affected**

Refer to Table 2.

Table 2. Trike Models with Reverse

| Year        | Model    |
|-------------|----------|
| 2009 - 2018 | FLHTCUTG |
| 2010, 2011  | FLHXXX   |
| 2015 - 2018 | FLRT     |

### **Markets Affected**

All markets are affected.

## **Part Numbers**

Refer to Table 3.

#### **Table 3. Part Numbers**

| Reverse Motor<br>Assemblies<br>Part No. | Item Description  | New Reverse Motor<br>Kit Part No. |
|---|-------------------|-----------------------------------|
| 83388-09                                | Reverse Motor Re- | 31400129                          |
| 83388-09A                               | pair Kit          | 31400129                          |

# **Required Dealer Action**

- Add the **new** part number to all Trike parts manuals.
- Begin to use the updated motor kit to repair Trike vehicles with electrically failed reverse motors.

## **Credit Procedure**

# **Credit Procedure: Vehicles Within Factory Warranty Only**

#### NOTE

Enter bulletin number into comment section of claim.

**Table 4. Vehicles Within Factory Warranty Only** 

| ITEM                  | DATA        |
|-----------------------|-------------|
| Claim Type            | MC/Standard |
| Problem Part Number   | 83388-09A   |
| Quantity              | Leave blank |
| Labor Code            | 1821        |
| Time                  | 1 h         |
| Customer Concern Code | 7603        |
| Condition Code        | 4101        |
| Replacement Part No.  | 31400129    |
| Quantity              | 1           |

#### **Return Parts**

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

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

| Service.     |                    |               |               |                                |                             |                     |                |                |                |  |
|--------------|--------------------|---------------|---------------|--------------------------------|-----------------------------|---------------------|----------------|----------------|----------------|--|
| ROUTING      | SERVICE<br>MANAGER | SALES MANAGER | PARTS MANAGER | WARRANTY<br>PROCESS<br>MANAGER | LEAD<br>TECHN <b>I</b> CIAN | TECHNICIAN NO.<br>1 | TECHNICIAN NO. | TECHNICIAN NO. | RETURN THIS TO |  |
| INITIAL HERE |                    |               |               |                                |                             |                     |                |                |                |  |