

# SERVICE BULLETIN



B-086

Safety Recall Code 0837

October 27, 2008

## BUELL SAFETY RECALL 0837 XB12XT/P WINDSHIELD KIT

### Purpose

Buell Motorcycle Company has determined that a condition affecting motor vehicle safety exists on certain model year Buell XB12XT and XB12XP motorcycles built between October 09, 2007 and September 16, 2008. Windshields on these vehicles may become dislodged and allow the windshield to either strike or distract the rider while the vehicle is being ridden at a high rate of speed. This could result in a crash, which could cause injury or death to the rider.

In the interest of motor vehicle safety and customer satisfaction, Buell Motorcycle Company has elected to initiate a voluntary recall (Campaign 0837) to remedy this defect. As required by law, you may sell but **NOT DELIVER** any affected motorcycles to your customers until the remedy is completed.

See Required Dealer Action to perform the recall service.

### Motorcycles Affected

This recall applies to XB12XT and XB12XP model motorcycles built October 9th, 2007 through September 16th, 2008. A VIN list specific to vehicles shipped to your dealership is available via h-dnet.com and is no longer attached to mailed bulletins. This list may be found by following this path:

h-dnet.com/ServiceToolbox/Safety Campaign and Open VIN lists. Select 0837 campaign to view VIN list.

#### NOTE

*If the vehicle does not appear on your dealer VIN list, refer to Safety and Product Campaign History by VIN link to verify if vehicle is affected.*

### Customer Notification

In accordance with Federal regulations administered 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 the replacement service. Samples of the customer letters are attached. **Customers outside the United States market may not receive this notification.**

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 vehicles in your dealership inventory prior to delivering, renting or leasing those vehicles. If you are not sure that a safety recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com.

#### IMPORTANT NOTE

***Because only registered owners will receive notification from us, we request that you contact any owners of vehicles that your records show 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 V.I.N.s 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).***

#### IMPORTANT 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									

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## Kit Ordering Information

Initial wave shipments of Windshield recall kits (Part No. 94700Y) will be made the week of November 3, 2008. All kits will be shipped no charge, transportation paid via UPS1.

If additional kits are needed, fill in the attached order form and fax it to the Warranty department at 414-343-8346. You must include your dealer number.

### NOTE

No orders for kit 94700Y will be accepted prior to the termination of the wave shipment date. Orders received prior to the termination of the wave shipments **will be discarded**. Termination notice of wave shipments will be posted on h-dnet.

Upon completion of the recall on any vehicle, please be certain to follow the instructions listed under "Credit Procedure", and submit your recall claims promptly.

**Table 1. Safety Recall Code 0837  
Kit 94700Y Contents**

Quantity	Part No.	DESCRIPTION
2	4656Y	Screw
2	6484Y	Washer
2	6491Y	Steel Tube
2	6716	Zinc Washer
2	7624	Nylock Nut
2	M0231.1AKG	Bodywork Mount Grommet

## Required Dealer Action

Inspect and verify motorcycle qualifies for recall by checking VIN in h-dnet.com.

## Removal

### NOTES

See Figure 1. The windshield is secured to the windscreen using two screws (4) with well nuts (6) and two mounting pins (2).

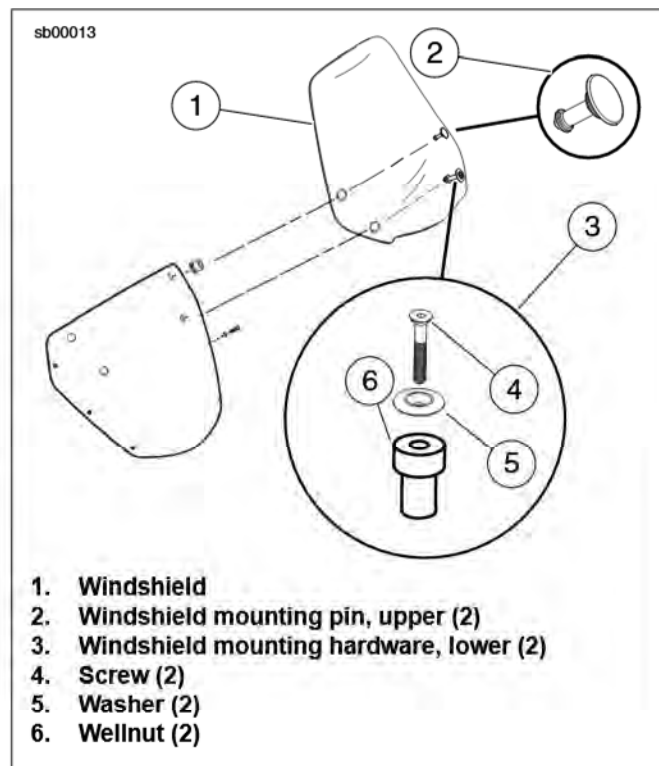
After removing the lower windshield mounting hardware, it will be necessary to pull the windshield loose from the windscreen by pulling upward sharply at the upper mounting pins.

1. Remove windshield mounting hardware (3) securing the windshield to the windscreen and pull windshield from windscreen. Discard lower windshield mounting hardware.
2. Pull windshield loose from the windscreen by pulling upward sharply at upper mounting pins.
3. Remove six fasteners from windscreen, and remove windscreen from motorcycle.

## Installation

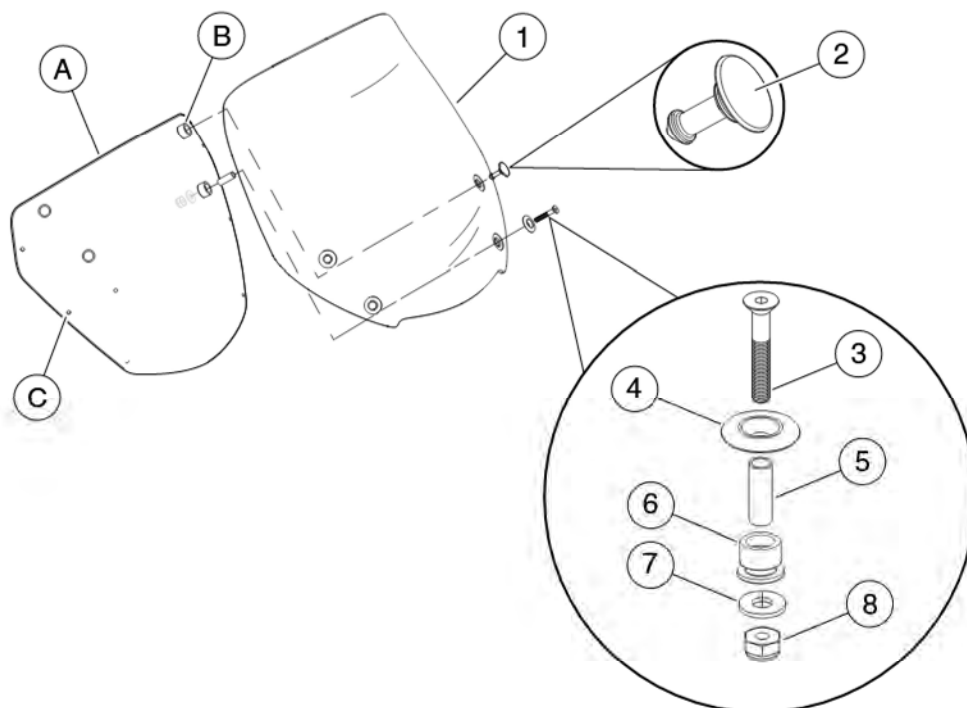
### NOTE

Windshield **MUST** be installed to windscreen while both components are off motorcycle. Lower fasteners can not be installed if windscreen is installed on motorcycle.



**Figure 1. Windshield Removal**

1. See Figure 2. Install windshield (1) by pushing upper mounting pins (2) into place. Verify upper mounting pins on windshield locate properly into upper bodywork mounting grommets (B) of windscreen (A).
2. Align lower windscreen (A) and windshield holes. For left and right side lower holes, insert finish washer (4) and spacer (5) onto screw (3) and place through windshield, grommet, and windscreen holes.
3. Install bodywork mount grommets (6) from kit into lower holes in windscreen.
4. From inside of windscreen, place washer (6) onto screw (3) and thread lock nut (7) onto screw. Tighten screw to 25-30 in-lbs (2.8-3.4 Nm).
5. Install windscreen (A) (with windshield attached) using six screws removed earlier. Tighten screws to 10-12 in-lbs (1.1-1.4 Nm).



1. Windshield
2. Windshield mounting pin (2)
3. Screw (2)
4. Finish washer (2)

5. Spacer (2)
6. Bodywork mount grommet (2)
7. Washer (2)
8. Lock nut (2)

Figure 2. Windshield Installation

Table 2. Credit Procedures for Talon/  
h-dnet.com/Lightspeed

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	M0251.1AV
Quantity	Leave Blank
* Primary Labor Code	6216
Time	0.4
* Customer Concern Code	0837
Condition Code	9981
Replacement Kit Part No.	94700Y
Quantity	1
*These new codes may need to be downloaded into your system.	

### Credit Procedures for all other Warranty Claim Systems Users

For each vehicle serviced, file a claim supplying all necessary information as follows:

- \* Dealer Number
- \* Repair Order Number
- \* Claim Date
- \* Product Campaign (837)
- \* FIX I.D. (C)
- \* Full Seventeen Digit V.I.N.

#### NOTE

*Upon receipt of the properly completed recall claim, you will be credited for labor time for performing the recall procedure plus appropriate market administrative time. The recall record will be updated. Each vehicle recall completion must be filed on an individual claim. Please do not submit additional warranty events on these claims.*

**HARLEY-DAVIDSON MOTOR COMPANY**  
**P.O. BOX 594, MILWAUKEE, WI U.S.A 53201**  
**RECALL AND PRODUCT CAMPAIGN ORDER FORM**

**B-086 SAFETY RECALL CODE 0837**

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	
PC	PRODUCT CAMPAIGN	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	94700Y	Code 0837 XB12XT/P WINDSHIELD KIT
		<b>NOTE:</b> All orders are subject to approval. You may not receive the total quantity of kits ordered due to parts availability. If this happens, please submit another order for the balance, following all order procedures indicated in the Service Bulletin. Fax orders to the warranty department: 414-343-8346. You must include VIN number (if required) and your dealer number.

**ALL ORDERS SUBJECT TO ACCEPTANCE AT MILWAUKEE, WI USA 53201**

**NOTE:** An order acknowledgement is automatically generated and faxed to your dealership's fax number as listed in GDIS the same day as your order is entered at HDMC. This acknowledgement will provide you with the order status and order number. To retrieve order information based on the Harley-Davidson order number, go to P&A Order Inquiry on h-dnet.com under the Parts and Accessories link, select H-D Order Number, enter the order number and click "Submit". At the bottom of the page, click on "Track Part" to view tracking information for the order.

**SAMPLE COPY**

October 27, 2008

Dear Buell Motorcycle Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Buell Distribution Company, LLC. has decided that a defect relating to motor vehicle safety exists on certain 2008 & 2009 model year XB12XT and 2009 model year XB12XP model motorcycles built October 9, 2007 through September 16, 2008.

The windshields on these model motorcycles, built during the above date range and mounted with a rubber-mounted nut part number M0251.1AV, may become dislodged and allow the windshield to either strike or distract the rider while the vehicle is being ridden at high speed. This could result in a crash, which could cause injury or death to the rider.

Our records indicate that you purchased one of the model motorcycles listed above that may have the condition involved in this recall.

**We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.**

Please contact your Buell motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. The actual dealer labor time to perform this service will be less than one hour; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. The parts and labor will be free of charge to you. Recall kits will be available at your dealership beginning the week of November 3, 2008.

To verify that the service has been completed, your Dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate information about your purchaser. This will enable us to contact him/her and advise that person of this recall. Also, Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have had this defect repaired before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Buell Distribution Company, LLC at 1-414-343-8400. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact Buell Distribution Company, LLC. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Buell Distribution Company, LLC. fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Sincerely,

Buell Distribution Company, LLC.  
0837