

# SERVICE BULLETIN



B-097

September 21, 2009

## BUELL 2009 XB12Ss SAFETY RECALL 0839

### Purpose

Buell Distribution Company, LLC has decided that a defect which relates to motor vehicle safety exists on certain 2009 model year XB12Ss model motorcycles. The front brake line on the subject motorcycles may contact the front tire. This contact could cause a hole to develop in the front brake line, allowing brake fluid to leak. This condition might cause an ineffective front brake and lead to a crash, which could result in 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 0839) 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 certain 2009 Buell XB12Ss motorcycles manufactured between June 30, 2008 and June 4, 2009.

A VIN list specific to vehicles shipped to your dealership is available via h-dnet.com. This list may be found by following this path:

h-dnet.com/ServiceToolbox/Safety Campaign and Open VIN lists. Select 0839 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 administrated by NHTSA, Buell Motorcycle Company 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. A sample of the customer letter is 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 in the United States 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).*

### Kit Ordering Information

There will be no wave shipments performed. Orders will be accepted and processed beginning the week of September 21, 2009. 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.

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 0839 Brake Line Guide Kit XB12Ss (Part No. 94750Y)**

QUANTITY	PART NO.	DESCRIPTION
1	Y0301.CB	Wire tie black
1	H0418.4AN	Guide, front brake line

**Table 2. Safety Recall Code 0839 Brake Line Kit XB12Ss (Part No. 94751Y)**

QUANTITY	PART NO.	DESCRIPTION
1	C0440.7AA	Rhino tape
1	H1531.5AN	Front brake line assembly
2	M0106.02A8A	Reflectors

#### 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									

©2009 Buell Motorcycle Company

## Required Dealer Action

### Inspect the Front Brake Line

Inspect the front brake line for tire contact damage.

- If the damage does not penetrate to the steel braided layer, re-route the front brake line using:  
**Brake Line Guide Kit XB12Ss (Part No. 94750Y)**
- If there is damage to the steel braided layer of the brake line, replace the front brake line using:  
**Brake Line Kit XB12Ss (Part No. 94751Y)**

### Re-route the Front Brake Line: Brake Line Guide Kit XB12Ss (Part No. 94750Y)

1. Remove the brake line P-clamp fastener on the lower fork clamp.
2. Remove the P-clamp from the brake line grommet.
3. See Figure 1. Turn the P-clamp around and install over the grommet at 180 degrees from its original position.

#### NOTE

*The tab on the brake line guide limits guide rotation. Index the tab on the lower surface of the lower triple-clamp.*

4. See Figure 2. Install the front brake line guide over the top of the P-clamp and install onto the lower fork clamp with the fastener.
5. Tighten the fastener to 36-60 in-lbs (4-7 Nm).
6. See Figure 3. Install the cable strap around the fork tube and brake line between the upper and lower fork clamps just below the turn signal.
7. Cut the excess cable strap and rotate the end to a point behind the headlamp module.

#### WARNING

Be sure that all lights and switches operate properly before operating motorcycle. Low visibility of rider can result in death or serious injury. (00316a)

8. Test ride the motorcycle and test the brake lights.

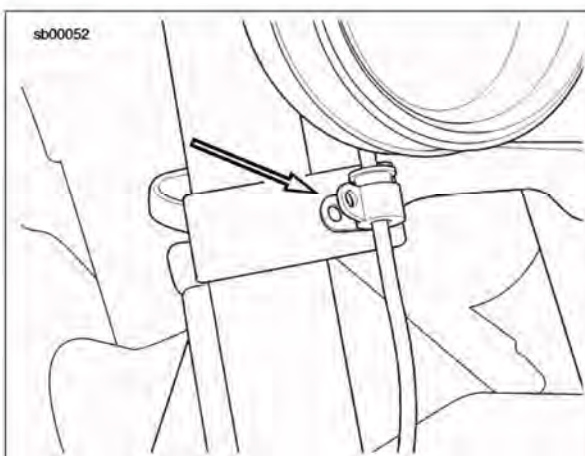


Figure 1. P-clamp Installed at 180 Degrees

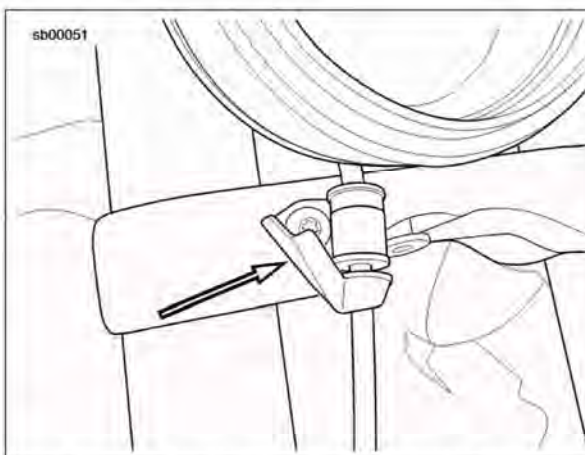


Figure 2. Front Brake Line Guide over P-clamp

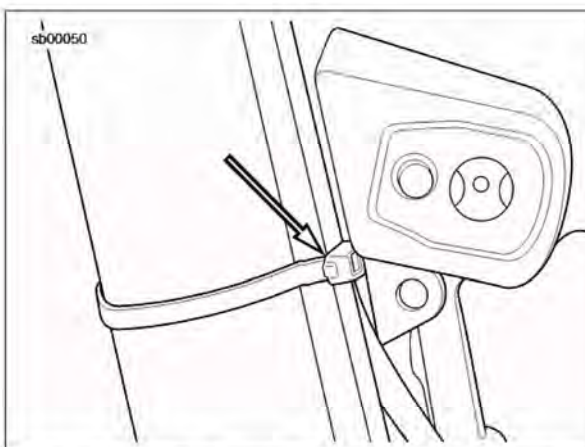


Figure 3. Cable Strap Location (turn signal removed)



## Replace the Front Brake Line: Brake Line Kit XB12Ss (Part No. 94751Y)

1. Remove and discard the reflectors on the outer fork tubes.
2. See Figure 4. Install the **new** reflectors (1) pressed up against the lower triple clamp.

### NOTE

Discard used fluid according to local laws.

3. Drain the brake fluid. See the service manual.

### NOTE

The XB12Ss requires partial disassembly of the front lighting module. See the service manual.

4. Remove the banjo bolt at the master cylinder/reservoir. Discard the copper washers.
5. Remove the banjo bolt at the front brake caliper. Discard the copper crush washers.
6. Remove the upper P-clamp from the headlamp module and the lower P-clamp from the fork clamp. Discard the brake line.
7. Fit the rhino tape (2) against the lower edge of the outer fork tube and press into place.
8. Route the **new** brake line (3) behind the headlamp module and around the outside of the front fork along side the rhino tape.
9. Install both banjo bolts with **new** copper crush washers. Tighten to 16-20 ft-lbs (22-27 Nm).
10. Install the upper P-clamp to the headlamp module and tighten to 36-60 in-lbs (4-7 Nm).
11. See Figure 5. Install the front brake line guide and tighten to 36-60 in-lbs (4-7 Nm). Fill and bleed the front brake. See the service manual.

### ⚠ WARNING

After repairing the brake system, test brakes at low speed. If brakes are not operating properly, testing at high speeds can cause loss of control, which could result in death or serious injury. (00289a)

### ⚠ WARNING

Be sure that all lights and switches operate properly before operating motorcycle. Low visibility of rider can result in death or serious injury. (00316a)

12. Test ride the motorcycle and test the brake lights.

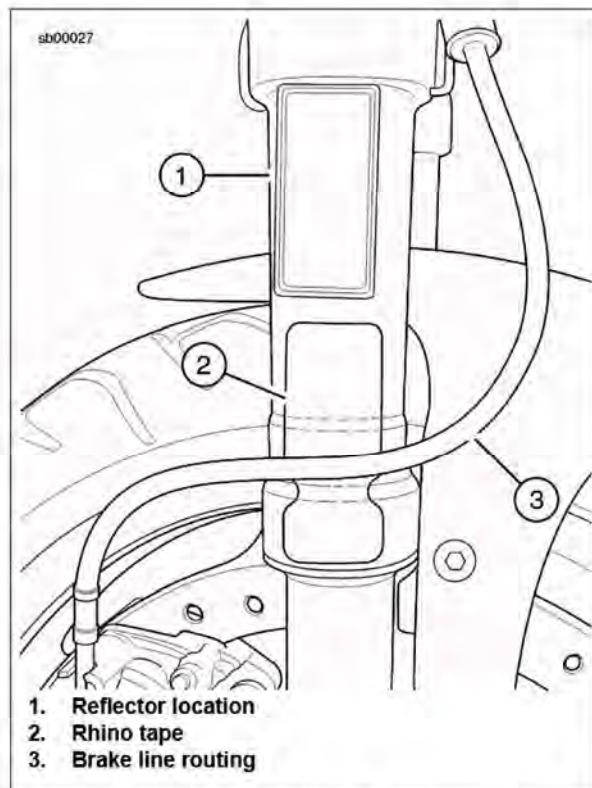


Figure 4. Reflector/Rhino Tape Locations

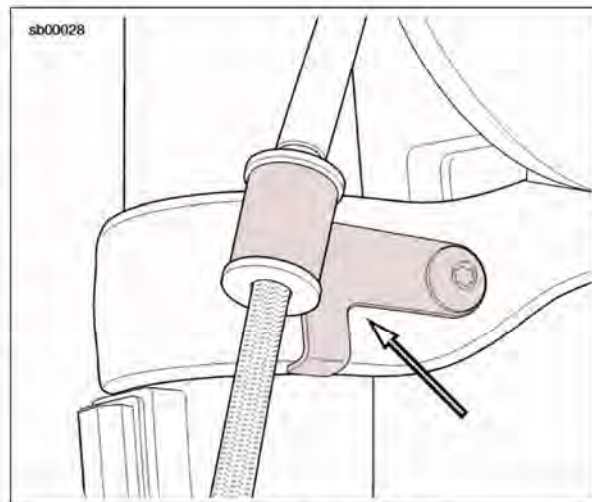


Figure 5. Front Brake Line Guide

## Credit Procedures for Talon/ h-dnet.com/Lightspeed Users:

**Table 3. Inspect and Re-route**

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	H1531.4AN
Quantity	Leave Blank
* Primary Labor Code	2750
Time	0.2
* Customer Concern Code	0839
Condition Code	9981
Replacement Kit Part No.	94750Y
Quantity	1
*These new codes may need to be downloaded into your system.	

**Table 4. Inspect and Replace**

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	H1531.4AN
Quantity	Leave Blank
* Primary Labor Code	2755
Time**	1.0
* Customer Concern Code	0839
Condition Code	9982
Replacement Kit Part No.	94751Y
Quantity	1
*These new codes may need to be downloaded into your system.	
**Includes coverage for brake fluid.	

## Credit Procedures for all other Warranty Claim System Users

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

Dealer Number

Repair Order Number

Claim Date

Campaign Number (0839)

Fix I.D. (F) Inspect/Install Guide Kit

Fix I.D. (C) Inspect/Install Brake Line Kit

Full seventeen-character VIN

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-097 SAFETY RECALL CODE 0839**

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

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	94750Y	Code 0839 Brake Line Guide Kit XB12Ss
	94751Y	Code 0839 Brake Line Kit XB12Ss
		<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 (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.





## DEALER COMMUNICATIONS

Harley-Davidson Motor Company

### Dealer Department Routing

<input checked="" type="checkbox"/> Dealer Principal	<input type="checkbox"/> General Merchandise	<input checked="" type="checkbox"/> Service
<input checked="" type="checkbox"/> General Manager	<input type="checkbox"/> Buell	<input checked="" type="checkbox"/> Parts
<input type="checkbox"/> Office Manager	<input type="checkbox"/> F&I Manager	
<input checked="" type="checkbox"/> Vehicle Sales Manager	<input type="checkbox"/> HOG Director	

September 8, 2009

ML – 451

**Subject: SAFETY RECALL CAMPAIGN 0839**

Dear Buell Dealer:

Buell Distribution Company, LLC. has decided that a defect which relates to motor vehicle safety exists on certain 2009 model year XB12Ss model motorcycles built June 30, 2008 through June 4, 2009. The front brake line on the subject motorcycles may contact the front tire. This contact could cause a hole to develop in the front brake line, allowing brake fluid to leak. This condition might cause an ineffective front brake and lead to a crash, which could result in injury or death of the rider.

We have voluntarily declared this a defect related to motor vehicle safety (Campaign 0839) to allow us to formally recall all affected motorcycles. The remedy for this defect is to inspect the front brake line and, if undamaged, install a guide on the line. If the line is damaged, it will be replaced and re-routed using the 2010 model year style brake line. A service bulletin outlining the repair and credit procedure will follow within ten days. Based on the schedule our supplier has provided we expect to begin shipping repair kits on or before the week of September 21, 2009. Please reference the Service Bulletin for a detailed description of the defect.

In the interest of the safety of our mutual customers and as required by law, you may sell but NOT DELIVER any motorcycles equipped with the defective front brake line routing to your customers until the remedy is completed. **Please refer to h-dnet.com on the Service Page/Safety and Product Campaign/Open Safety Campaign Instructions and the Safety Campaign and Open VIN Lists in the Service Toolbox for an updated list of affected VINs for this recall. Select the appropriate campaign number link (0839) to view any outstanding vehicles involved.**

In accordance with Federal regulations administered by NHTSA, Harley-Davidson Motor Company, Inc. will provide notice to all owners of record of affected products with direction to bring the vehicle in for the recall service.

Sincerely,  
Buell Distribution Company, LLC.  
0839







**BUELL MOTORCYCLE COMPANY**  
3700 WEST JUNEAU AVE. MILWAUKEE, WI 53201  
414.342.4680 | buell.com

September 22, 2009

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 which relates to motor vehicle safety exists on certain 2009 model year XB12Ss model motorcycles built June 30, 2008 through June 4, 2009. The front brake line on the subject motorcycles may contact the front tire. This contact could cause a hole to develop in the front brake line, allowing brake fluid to leak. This condition might cause an ineffective front brake and lead to a crash, which could result in injury or death of the rider.

Our records indicate that you purchased one of the affected motorcycles.

**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. 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.

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 law 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 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, The National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 (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.  
0839