

# SERVICE BULLETIN

B-100

December 7, 2009



## 2010 BUELL ULYSSES FOOTPEG MOUNT SAFETY RECALL 0840

### Purpose

Buell Distribution Company, LLC. has determined that a defect relating to motor vehicle safety exists on certain 2010 Ulysses XB12X and XB12XT motorcycles. These model motorcycles built during the date range below may experience a footpeg that moves significantly out of position. This condition 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 0840) 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 2010 Ulysses XB12X and XB12XT motorcycles built between August 20, 2009 and September 30, 2009. 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 0840 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.*

### Markets Affected

These motorcycles were manufactured for the U.S. and the Worldwide markets excluding Japan and Australia.

### 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.

#### 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 VINs 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

A single wave shipment will be performed the week of December 7, 2009. In the U.S. market, only dealers that received the affected motorcycles will receive kits during the wave shipment. All kits will be shipped no charge, transportation paid via UPS1.

### NOTE

*No kit orders will be accepted prior to the completion of the wave shipment. Orders received prior to the completion of the wave shipment will be discarded.*

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 and the VIN of the affected vehicle.

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 1-1. Safety Recall Code 0840  
Kit 94755Y Contents**

QUANTITY	PART NO.	DESCRIPTION
1	N0527.1AKZT	Foot rest support

## Required Dealer Action

Replace the right side foot rest support with the foot rest support from Safety Recall Code 0840 Kit (Part No. 94755Y). See the service manual.

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

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	N0527.1AKZT
Quantity	Leave Blank
* Primary Labor Code	2690
Time	0.4
* Customer Concern Code	0840
Condition Code	9981
Replacement Kit Part No.	94755Y
Quantity	1
*These new codes may need to be downloaded into your system.	

## 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 (0840)

Fix ID (C)

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-100 SAFETY RECALL CODE 0840**

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

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	94755Y	Code 0840: Buell 2010 Ulysses XB12X and XB12XT Footpeg Mount Recall
		<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.





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 2010 M.Y. Buell XB12X and XB12XT motorcycles built August 20, 2009 through September 30, 2009. Due to a manufacturing issue with our supplier, the right hand side footpeg mount (P/N N0527.1AKZT) may have been manufactured to incorrect specifications. This condition could allow the footpeg to move significantly out of position, which could lead to loss of control of the vehicle resulting 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 authorized Buell motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. Your dealer will replace the defective footpeg mount with a new footpeg mount that was manufactured to the correct specifications. 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, 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  
0840