



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 15-015
Date Opened: 04/20/2015
Investigator: Robert Young
Approver: Otto Matheke
Subject: Inconsistent Throttle Response
Date Closed: 08/18/2015
Reviewer: Bruce York-B

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Harley-Davidson Motor Company
Products: 2015 XG500 and XG750
Population: 10,580
Problem Description: Substantial engine stumble and/or stall when accelerating from a stop.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	51	0	51
Crashes/Fires:	6	0	6
Injury Incidents:	2	0	2
Number of Injuries:	2	0	2
Fatality Incidents:	0	0	0

ACTION / SUMMARY INFORMATION

Action: With recall 15V-474, this PE is closed

Summary:

This investigation was opened on April 20, 2015 to investigate reports of inconsistent throttle control on all MY 2015 HD XG750 and XG500 motorcycles. At the time, ODI had 14 consumer complaints and no crashes reported. At the time of closing this investigation ODI has 51 reports (6 of which allege a crash occurred).

In addition to requesting information from Harley-Davidson (HD), ODI interviewed complainants and dealer service/parts department personnel. ODI staff also test rode one of the "crash" bikes to experience the alleged condition first-hand.

At low fuel levels (typically below .8 gallon), the engine may stumble and/or stall when fuel flow from the pump to engine is interrupted. This is due to a poor seal at the fuel pump inlet.

Ultimately, HD decided to recall (15V-474) the affected motorcycles (MY 2015 XG500 and XG750 produced 1-20-14 through 6-24-15) to install a new fuel pump assembly. With the recall, our information request is moot and this PE is closed.