

SERVICE BULLETIN



M-1163

Safety Recall Code 0116

December 16, 2004

DYNA GLIDE P&A VOLTAGE REGULATOR COVER

Purpose

As recently advised in ML-395, Harley-Davidson has learned that normal front suspension travel, under certain riding conditions, could allow the rear tip of the front fender to become locked in the voltage regulator cover installed on certain 2004-05 Dyna Glide motorcycles. By severely limiting front suspension travel and steering, this condition can present an unreasonable risk of accident, injury or death.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0116) to remove the P&A Voltage Regulator Cover Kit (Part No. 74593-04) from all affected motorcycles. See **REQUIRED DEALER ACTION** to perform the recall service.

Motorcycles Affected

2004-05 FXD, FXDI, FXDX, and FXDXI Dyna Glide motorcycles, as well as 2005 FXDC and FXDCI Dyna Glide motorcycles, equipped with the P&A Voltage Regulator Cover Kit (Part No. 74593-04).

Customer Notification

To protect the safety of our riders, it is our mutual responsibility to ensure that the recall service is performed on all affected motorcycles accessorized with the P&A Voltage Regulator Cover Kit. Therefore, we strongly urge you to perform the recall service even if the motorcycle was not purchased from your dealership. You also are required to perform the service on all affected motorcycles in your dealership inventory prior to delivering or leasing those motorcycles.

Attached please find copies of two owner notification letters. The first letter, with a corresponding VIN list, addresses owners who are on record as having the kit installed at the time of new vehicle delivery.

NOTE

You may not receive a VIN list if you have not sold, installed and registered the kit at the time of new vehicle delivery.

The second letter is for those owners of affected motorcycles that may have had the kit installed either outside or inside the dealer network, but for which no record or other documentation exists.

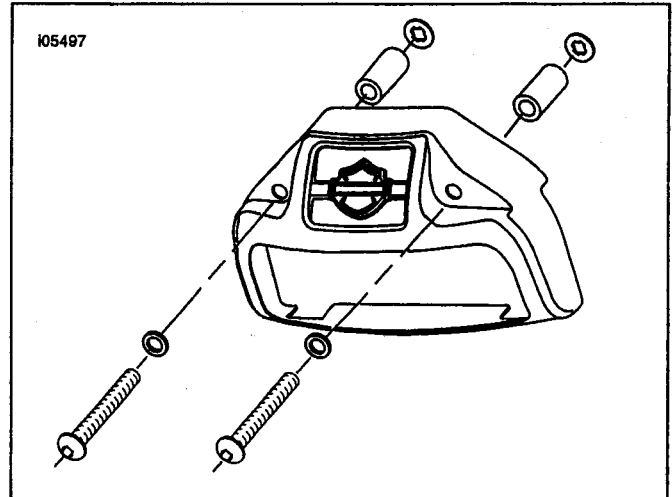


Figure 1. Dyna Glide P&A Voltage Regulator Cover Kit (Part No. 74593-04)

Since this recall involves an accessory and not a component of an original equipment vehicle on record, neither TALON nor hdnet.com will be of assistance to you with regard to the recall status of an affected motorcycle.

IMPORTANT NOTE

Because only registered owners as shown on the attached VIN list will receive notification from us, we request that you contact any owners who may have purchased or received the kit at the retail level. Use the appropriate customer notification letter and make additional copies as required.

NOTE

Under certain conditions, and with the requisite documentation, owners of affected motorcycles who have already removed or replaced the kit may be reimbursed for their costs. See the attached Harley-Davidson Pre-Notification Remedy Reimbursement Program for details.

IMPORTANT NOTE

Although approximately 3,500 kits have been shipped to the field, they may be retained in dealer stock for safe installation on those Dyna Glide motorcycles with the 32° raked front fork. See **CREDIT PROCEDURES-KITS IN DEALER STOCK** for more information.

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	LEAD TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	TECHNICIAN NO. 4	RETURN THIS TO
INITIAL HERE									

©2004 HARLEY-DAVIDSON MOTOR COMPANY

Required Dealer Action

1. Remove two button head screws to remove voltage regulator and voltage regulator cover assembly from frame crossmember. Set cover assembly aside for return to Harley-Davidson.

NOTE

The cover assembly consists of two button head screws, two chrome plated washers, the voltage regulator cover, two zinc spacers, and two nylon retaining washers. See Figure 1.

2. Reinstall voltage regulator using two new screws (Part No. 4740A) obtained from your inventory.
3. Alternately tighten screws to 60-80 in-lbs (6.8-9.0 Nm).

Credit Procedures

1. Kits Installed at Time of Delivery and Registered

Because this is a recall, no electronic claims can be accepted. In order to credit you for removing the kit from an affected vehicle, please submit a paper claim form. You must provide the VIN (Vehicle Identification Number) and a separate Warranty Claim Form for each vehicle serviced. Reference Service Bulletin M-1163 in the "Description of Repair" section and fill in the rest of the claim form as follows:

CLAIM TYPE	HRS
QTY. EVENT 1	1
EVENT 1, PROBLEM PART NO.	74593-04
PART DESCRIPTION	Voltage Regulator Cover
PRIMARY LABOR CODE	5644
TIME (Includes administration time and cost of new screws)	0.5 hr.
CUSTOMER CONCERN	0116
CONDITION CODE	2106

Package the P&A Voltage Regulator Cover Kit, along with the properly completed Warranty Claim Form, and send to: Harley-Davidson Motor Company, Warranty Return Dept., 3801 W. Juneau Avenue, Milwaukee, WI 53208.

Upon receipt of the parts and a properly completed Warranty Claim Form, you will be credited 0.5 hours of labor for performing the recall procedure, which includes 0.1 hours for dealer administration time, and an additional 0.1 hours to offset the cost of hardware taken from your inventory. You also will be credited the cost of return postage.

IMPORTANT NOTE

Dealers are not responsible for reimbursing customers who have replaced subject P&A Voltage Regulator Cover Kit prior to this recall. Advise customers that they may apply directly to Harley-Davidson for reimbursement of their costs following the procedures outlined in the attached Harley-Davidson Pre-Notification Remedy Reimbursement Program. Provide customer with copy of said document upon request.

2. Kits Installed After Time of Delivery and Not Registered

See CREDIT PROCEDURES- KITS INSTALLED AT TIME OF DELIVERY AND REGISTERED for the appropriate credit procedure.

3. Kits Sold Over the Counter

Since this is an accessory component, you may have had customers who purchased the P&A Voltage Regulator Cover Kit, but did not install it on a vehicle. For those kits returned, complete a Warranty Claim Form referencing Service Bulletin M-1163 in the "Description of Repair" section. Fill in the rest of the claim form as follows:

CLAIM TYPE	HRS
QTY. EVENT 1	*
EVENT 1, PROBLEM PART NO.	74593-04
PART DESCRIPTION	Voltage Regulator Cover
CUSTOMER CONCERN	0116
CONDITION CODE	2106
* Quantity will vary depending upon number returned by customers.	

Package the P&A Voltage Regulator Cover Kit(s), along with the properly completed Warranty Claim Form, and send to: Harley-Davidson Motor Company, Warranty Return Dept., 3801 W. Juneau Avenue, Milwaukee, WI 53208.

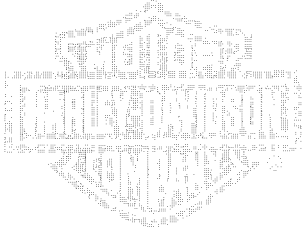
Upon receipt of the kit(s), which will vary depending upon the number returned by customers, and a properly completed Warranty Claim Form, you will be reimbursed for the cost of the kit(s) as well as the return postage.

IMPORTANT NOTE

We are requesting that P&A Voltage Regulator Cover Kits that have been installed or sold over the counter be returned in order to assist us in tracking completion rates for this recall.

4. Kits in Dealer Stock

P&A Voltage Regulator Cover Kits that have not been previously installed or sold over the counter may be retained in dealer stock for safe installation on those Dyna Glide motorcycles with the 32° raked front fork, specifically, 2004-05 FXDL, FXDLI, FXDWG, and FXDWGI model motorcycles. Before any kit can be sold, however, the -J02814 Instruction Sheet must be replaced with the corrected version (REV. 12-01-2004), a copy of which can be printed through hdnet.com.



Harley-Davidson Motor Company, 3700 West Juneau Ave., PO Box 653, Milwaukee, WI 53201 414/342-4680

SAMPLE COPY

December 22, 2004

Dear Harley-Davidson Motorcycle Owner:

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

Harley-Davidson Motor Company, Inc. has decided that a defect, which relates to motor vehicle safety exists in an Accessory Voltage Regulator Cover (part number 74593-04) when installed on certain 2004 and 2005 FXD, FXDX, FXDI, FXDXI Dyna Glide model motorcycles, or 2005 FXDC and FXDCI Dyna Glide models. If the chrome accessory Voltage Regulator Cover is installed on the vehicles listed above, it could contact the fender under certain riding conditions, and possibly cause the cover and front fender to become locked together. If this should occur, suspension travel and steering would be severely limited, thereby presenting the risk of injury or death to the rider. [Note: Installation and use of this part on other Dyna model motorcycles not listed above will not cause a safety problem due to differences in design in those models.]

Our records indicate that you have the accessory Voltage Regulator Cover identified in this safety recall installed on your vehicle.

We strongly urge you to take your motorcycle to your dealer to have the cover removed as soon as possible. Your dealer will remove the part free of charge, and reimburse you for the retail cost of the part. Should you choose to ride your motorcycle with this part installed, we urge you to be aware of this condition. If you had this repair 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 Harley-Davidson at 1-414-343-4056.

Please contact your Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your Voltage Regulator Cover removed. The dealer labor time to perform this service takes approximately 1 hour. You will be reimbursed at full retail for the cost of the regulator. The labor to remove the part will be free of charge to you.

To verify that the service has been completed, 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.

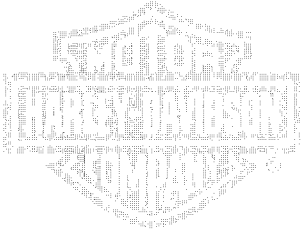
If you take your motorcycle to your dealer on a mutually agreed upon date and he does not perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Harley-Davidson Motor Company, Inc. 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, 400 Seventh Street, SW, Washington, DC 25090, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT or contact NHTSA at www.NHTSA.DOT.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,

Harley-Davidson Motor Company, Inc.

0116 reg.



Harley-Davidson Motor Company, 3700 West Juneau Ave., PO Box 653, Milwaukee, WI 53201 414/342-4680

SAMPLE COPY

December 22, 2004

Dear Harley-Davidson Motorcycle Owner:

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

Harley-Davidson Motor Company, Inc. has decided that a defect, which relates to motor vehicle safety exists in an Accessory Voltage Regulator Cover (part number 74593-04) when installed on certain 2004 and 2005 FXD, FXDX, FXDI, FXDXI Dyna Glide model motorcycles, or 2005 FXDC and FXDCI Dyna Glide models. If the chrome accessory Voltage Regulator Cover is installed on the vehicles listed above, it could contact the fender under certain riding conditions, and possibly cause the cover and front fender to become locked together. If this should occur suspension travel and steering would be severely limited, thereby presenting the risk of injury or death to the rider. (Note: Installation and use of this part on any other Dyna model motorcycle not listed above will not cause a safety problem due to differences in the designs of those other models.)

Our records indicate that you purchased one of the Dyna model motorcycles listed above which will present a safety risk if fitted with the Voltage Regulator Cover involved in this recall.

If this accessory has been installed on your motorcycle, we strongly urge you to take your motorcycle to your dealer to have the cover removed as soon as possible. Your dealer will remove the part free of charge, and reimburse you for the retail cost of the part. If you have purchased the accessory, which is subject of this letter, but have not installed it on your motorcycle, do not install it on your vehicle, and return it to your dealer for full reimbursement. Should you choose to ride your motorcycle with this part installed, we urge you to be aware of this condition. We strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. If you had this repair 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 Harley-Davidson at 1-414-343-4056.

Please contact your Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your Voltage Regulator Cover removed. The dealer labor time to perform this service

takes approximately 1 hour. You will be reimbursed at full retail for the cost of the regulator. The labor to remove the part, if necessary, will be free of charge to you.

To verify that the service has been completed, 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 take your motorcycle to your dealer on a mutually agreed upon date and he does not perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at the address or telephone number listed on this letterhead. If your dealer or Harley-Davidson Motor Company, Inc. 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, 400 Seventh Street, SW, Washington, DC 25090, or call the toll-free Auto Safety Hotline at 1-888-DASH-2DOT or contact NHTSA at www.NHTSA.DOT.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,

Harley-Davidson Motor Company, Inc.

0116 Dyna

Harley-Davidson Pre-Notification Remedy Reimbursement Program

Recall Summary

(1) Harley-Davidson Motor Company, Inc. is recalling an accessory Voltage Regulator Cover (part number 74593-04) that will present a safety hazard if mounted on any of the following Dyna model motorcycles: 2004 or 2005 model year FXD, FXDX, FXDI, and FXDXI models; and 2005 model year FXDC AND FXDCI models. Although this Voltage Regulator Cover can be safely used on other Dyna models motorcycles not listed, if it is used on one of the listed models it may contact and lock on to the front fender under some riding conditions. This could cause a loss of suspension and steering which could result in an accident with serious injuries or death

Reimbursement Program

(2) Our program for reimbursing a claimant who incurred costs prior to this recall for a remedy involving the defect which is the subject of this recall is as follows: subject to the limitations and qualifications noted below, we will reimburse the lesser of the dollar amount you paid for the remedy or your cost of remedy parts [at the

Harley-Davidson list price for related, authorized parts], labor at local rates, and associated costs such as taxes and disposal fees.

Our remedy is this removing and returning the Voltage Regulator Cover, and this is the only type of pre-notification remedy eligible for reimbursement consideration.

Time Limitation

(3) The covered pre-recall remedy of your motorcycle must have occurred no later than December 31, 2004.

Exclusions

(4) Harley-Davidson's Pre-Notification Remedy Reimbursement Program does not include reimbursement:

(a) for costs incurred while our original warranty, or an extended warranty as to which we gave written notice in either case, was in effect and would have provided a free remedy (without any consumer payment) of the problem involved in the recall, unless our authorized dealer or representative denied warranty coverage to you or the warranty repair did not remedy the problem involved in the recall;

(b) for a pre-notification remedy which was not of the same type as the Harley-Davidson recall remedy, which is removing of the Voltage Regulator Cover of the by Harley-Davidson.

(c) for a pre-notification remedy that did not address the defect involved in the recall;

(d) for a pre-notification remedy that was not reasonably necessary to correct the defect involved in the recall;

(e) for a pre-notification remedy involving a Voltage Regulator Cover (part number 74593-04) first purchased more than 10 calendar years before the recall notice letter in this recall campaign was provided to owners or purchasers by Harley-Davidson; or

(f) for insufficient documentation of your claim for pre-notification reimbursement, as specified immediately below. If this is the case, you will be given an opportunity to resubmit the claim with the complete information.

Required Claim Documentation

(5) To process your claim, Harley-Davidson must have:

(a) your name and mailing address;

(b) the make, model, model year and vehicle identification number (VIN) of your motorcycle;

(c) the recall campaign number (you may provide either the NHTSA or Harley-Davidson recall number);

(d) name of the owner or purchaser of the recalled motorcycle at the time the pre-notification remedy was obtained;

(e) a copy of the receipt for the pre-notification remedy, which, in the case of a replacement of a motorcycle part or component, a copy of the receipt identifying the part, etc. involved and stating the total amount paid for the part, etc. which replaced the defective item; and

(f) if the pre-notification remedy was obtained when your motorcycle could have been remedied at no charge under a Harley-Davidson original or extended

warranty, documentation indicating that our authorized dealer or facility either refused or failed to remedy the recall problem under our warranty program.

Where to File a Claim

(6) Claims for reimbursement, with the requisite documentation as itemized above, should be mailed to:

Harley-Davidson Motor Company
Attn: Customer Service
3900 W. Juneau Avenue
Milwaukee, WI 53208

Call Us With Your Questions

(7) It is as important to us as it is to you that you understand the terms of our pre-notification reimbursement program. If you have any questions about the program or its possible application to you, please call us at 1-414-343-4056.

As always, Harley-Davidson stands behind its products and wants to assure your continued satisfaction with your Harley-Davidson motorcycle.

Harley-Davidson Motor Company