

SERVICE BULLETIN



M-1149

Safety Recall Code 0112

February 12, 2004

RECALL CODE 0112 - 2004 DYNA FUEL LINE REPLACEMENT

Purpose

Harley-Davidson has recently learned that a condition exists on certain 2004 model year Dyna Glide fuel-injected motorcycles. The rubber fuel hose has the potential to separate from the inner liner, causing a fuel leak which could result in a fire.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0112) to replace the affected fuel lines. See **REQUIRED DEALER ACTION** to perform the recall service.

Motorcycles Affected

This recall applies to 2004 fuel-injected Dyna models included on the attached VIN list.

Customer Notification

Harley-Davidson will send letters to registered owners notifying them of this condition and instructing them to contact their dealer for fuel hose replacement.

To ensure rider safety, it is your responsibility to perform the required service on all affected vehicles even if the motorcycle was not purchased from your dealership. You will be required to perform the required service on all affected vehicles in your dealership inventory prior to selling 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-dmat.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 VIDs 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).

A shipment of Safety Recall Code 0112 kits, Part No. 94251, will contain approximately 50% of your total estimated kit requirements. Shipments will begin on or around February 16, 2004.

All kits will be shipped no charge, transportation paid. When additional kits are needed, fill in the attached order form and FAX it to the Warranty Department at 414-343-8346.

NOTE

Do not send in orders for additional kits until you have received your one and only initial factory wave shipments. Orders received before the initial shipment is complete will be discarded. Harley-Davidson Motor Company reserves the right to conduct wave shipments in lieu of processing individual orders and/or adjusting order quantities, depending on the availability of replacement parts and dealers' recall completion notes. To avoid an excess of unneeded kits in the field, please order responsibly.

Required Dealer Action

WARNING

Stop the engine when refueling or servicing the fuel system. Do not smoke or allow open flame or sparks near gasoline. Gasoline is extremely flammable and highly explosive, which could result in death or serious injury. (00602a)

WARNING

The gasoline in the fuel supply line downstream of the fuel pump is under high pressure (58 psi, 400 kPa). To avoid an uncontrolled discharge or spray of gasoline, always purge the system of high pressure gas before removing the fuel supply line from the fuel tank. Gasoline is extremely flammable and highly explosive. Inadequate safety precautions could result in death or serious injury.

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 other maintenance or service.

ROUTINE	SERVICE	SALES	PARTS	LEAD	TECHNICIAN	TECHNICIAN	TECHNICIAN	TECHNICIAN	RETURN
MANAGER	MANAGER	MANAGER	MANAGER	TECHNICIAN	NO. 1	NO. 2	NO. 3	NO. 4	TIME TO
INITIAL HERE									

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Removal

1. Remove electrical caddy cover.
2. Purge the fuel supply line of high pressure gasoline.
 - a. See Figure 1. Disconnect the fuel pump fuse (1) from the main wiring harness.
 - b. Start the engine and allow the vehicle to run.
 - c. When the engine stalls, operate the starter for three (3) seconds to remove any remaining fuel from the fuel lines.

WARNING

To prevent accidental vehicle start-up, which could cause death or serious injury, remove Maxi-Fuse before proceeding. (00251a)

3. Remove Maxi-Fuse (2).

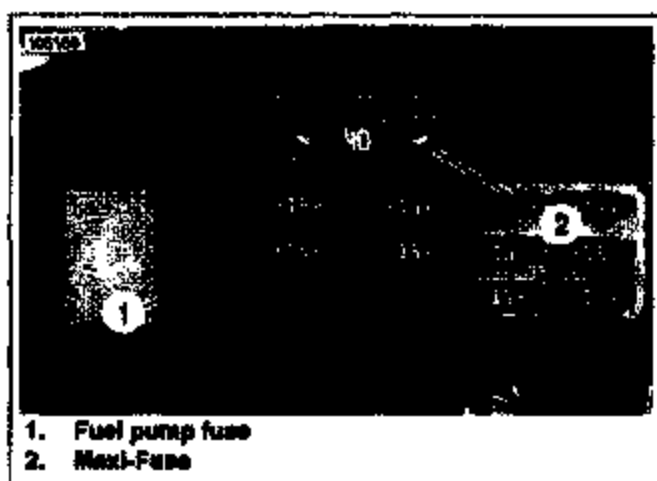


Figure 1. Fuel Pump Fuse and Maxi-Fuse

4. Remove seat. Refer to the DYNA MODELS SERVICE MANUAL for the correct procedure.
5. Loosen, but do not remove, the acorn nut on the front fuel tank mounting bolt.
6. Remove the rear fuel tank mounting acorn nut, bolt and flat washers.
7. Raise rear of fuel tank approximately 2.0 in. (51 mm). Support fuel tank in this position with a small block of wood or other suitable device. This will provide enough clearance to gain access to the fuel line fitting on the induction module.

WARNING

A small amount of gasoline may drain from the quick-connect fitting when the fuel supply line is removed. Thoroughly wipe up any spilt fuel immediately. Dispose of rags in a suitable manner. Gasoline is extremely flammable and highly explosive. Inadequate safety precautions could result in death or serious injury.

8. See Figure 2. Pull up on chrome sleeve of quick-connect fitting (1) and pull down on fuel supply line fitting (2) to disconnect.

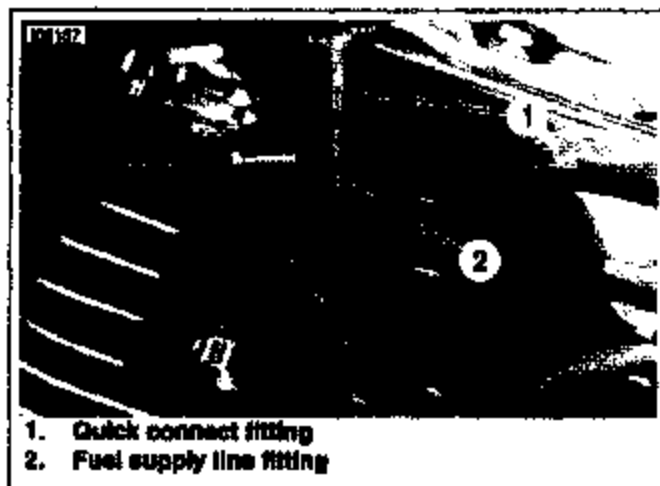


Figure 2. Fuel Supply Line Fitting - Fuel Tank

WARNING

A small amount of gasoline will drain from the fuel supply line when disconnected from the induction module. Thoroughly wipe up any spilt fuel immediately. Dispose of rags in a suitable manner. Gasoline is extremely flammable and highly explosive. Inadequate safety precautions could result in death or serious injury.

9. See Figure 3. Depress button (1) on fuel line fitting (2) and pull to release from fuel supply tube (3).

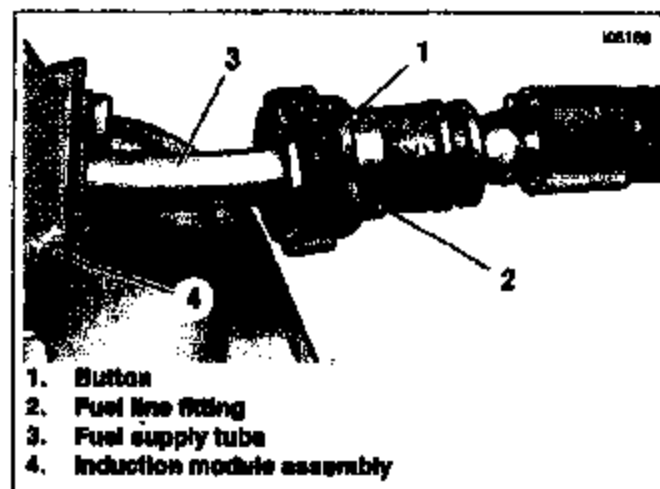


Figure 3. Fuel Supply Line Fitting - Induction Module

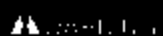
Installation

1. See Figure 3. Slide new fuel line onto fuel supply tube (3), until fuel line fitting (2) "clicks" in place. Gently tug on fuel line to verify that it is locked in place.
2. See Figure 2. Pull up on chrome sleeve of quick-connect fitting (1) on left side of tank and insert neck of fuel supply line fitting (2). While pushing up on bottom of fuel supply line fitting, pull down on chrome sleeve until it "clicks" into the locked position. Tug on fuel supply line to be sure that it will not come free.
3. Remove wood block supporting rear of fuel tank, and lower fuel tank into position on frame backbone.
4. Install rear fuel tank mounting bolt, flat washers and acorn nut. Tighten acorn nuts on both front and rear fuel tank mounting bolts to 15-20 ft-lbs (20.3-27.1 Nm).
5. See Figure 1. Install fuel pump fuse (1).
6. Install Max-Fuse (2) and electrical caddy cover.



Do not start vehicle until fuel system has been inspected for leaks as described in the steps below. Gasoline is extremely flammable and highly explosive, which could result in death or serious injury.

7. Set RUN/STOP switch to RUN. Inspect fuel system for leaks as follows:
 - a. Turn ignition switch ON to pressurize fuel system.
 - b. Inspect for leaks around fuel line fittings.
 - c. Wait three to five seconds and turn ignition switch OFF.
8. Repeat previous step two to three times to ensure fuel system is completely pressurized and verify that there are no leaks around the fuel line fittings.



After installing seat, pull upward on front of seat to be sure it is in locked position. While riding, a loose seat can shift, causing loss of control, which could result in death or serious injury. (06070e)

9. Install seat. Refer to the DYNA MODELS SERVICE MANUAL for the correct procedure.

Credit Procedure

Complete a Dealer Service Card for each motorcycle serviced. Be sure card reflects safety recall code "0112" in the appropriate box. Place the letter "C" in the letter box.

Drain and package the original fuel hose along with the properly completed Dealer Service Card and send to: Harley-Davidson Motor Company, Warranty Return Dept., 3601 W. Juneau Ave., Milwaukee, WI 53208.

Upon receipt of the hose and the properly completed Dealer Service Card, you will be credited 0.5 hours of labor for performing the recall procedure, which includes 0.1 hour for dealer administration time. You will also be credited for return postage.

NOTE

The actual labor time for replacement of the fuel hose including dealer administration time is less than 0.5 hours. Because of the disruption to your service operation, and as a small incentive to help achieve a high percentage of recall completion, you will be paid 0.5 hours for performing the recall service.



HARLEY-DAVIDSON MOTOR COMPANY
P.O. BOX 984, MILWAUKEE, WI U.S.A. 53201
PARTS & ACCESSORY ORDER

[illegible]

R	REGULAR
P	POLE
D	DOWN VEHICLE
W	WARRANTY
	WARRANTY

ISSUANCE	
ORDER	
ORDER	
DATE	
NUMBER	
NO.	
ORDER	
TYPE	RC
PROPERTY CLAIM NO.	

NAME _____
ADDRESS _____
CITY/STATE/ZIP _____

NAME _____
ADDRESS **SAME** _____
CITY/STATE/ZIP _____

ADCT	1744112
END ADCT	1744112

[illegible]

PLEASE USE PART NUMBER
DO NOT USE FOR
CORRESPONDENCE

F-1040

ALL ORDERS SUBJECT TO ACCEPTANCE AT DELIVERY. NO CASH

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE. DATE 08-20-2013 BY 60322 UCBAW/STP

PLEASE USE PART NUMBERS
DO NOT USE FOR
CORRESPONDENCE

Printed
in U.S.A.



Harley-Davidson Motor Company, 3700 West Juneau Avenue, Box 983, Milwaukee, WI 53201 414/342-4660

SAMPLE COPY

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 on certain 2004 Model Year Dyna Glide EFI Fuel Injected motorcycles. A defect, involving a fuel hose leak, while it may not exist in all the subject motorcycles, could result in a fire.

Our records indicate that you purchased one of the motorcycles involved in this safety recall identified by the VIN (Vehicle Identification Number) shown on this letter.

We strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. If you had the defect, which is subject of this letter, remedied prior to receiving this letter, you may be eligible for reimbursement by Harley-Davidson for your remedy costs. If you have incurred such pre-recall notice letter costs, please refer to the enclosure in this mailing which presents all of the details, including coverage and limitations, of the Harley-Davidson reimbursement plan. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

Please contact your Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your fuel line assembly replaced. The dealer labor time to perform this service takes approximately less than 1 hour and the parts and labor will be free of charge to you. Parts should be available at your dealership on approximately February 18, 2004.

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.

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 20590, 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 you cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.

**Harley-Davidson Pre-Notification
Remedy Reimbursement Program**

Recall Summary

(1) Harley-Davidson Motor Company, Inc. is recalling certain 2004 Model Year Dyna Glide EFI Fuel Injected motorcycles produced between September 2, 2003 and November 19, 2003. Harley-Davidson has determined that there are motorcycles in the field that may have a defect involving the fuel hose. Our records indicate that you are the owner of one of the motorcycles covered in this recall campaign. The defect in this recall involves a rubber fuel hose, which has the potential to separate from the inner liner causing a fuel leak, which could result in a fire.

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 in this recall involves replacement of the fuel line assembly, 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 March 15th, 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 a replacement of the fuel line assembly 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 motorcycle 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