

# SERVICE BULLETIN



M-1160

Safety Recall Code 0115

October 28, 2004

## SAFETY AND EMISSIONS RECALL CODE 0115 - CALIFORNIA EVAP CANISTER

### Purpose

Harley-Davidson Motor Company, Inc. has learned that certain motorcycles built for the California market may have an evaporative fuel canister on which a port is blocked. This condition could allow pressure to build up in the fuel tank. On fuel injected vehicles, this condition could cause fuel to spray out unexpectedly when the fuel cap is removed. On carbureted vehicles, excessive fuel could be transferred to the carburetor, which would eventually allow fuel to drip from the air cleaner. These situations could cause serious personal injury or create a fire hazard for persons or property on or near the motorcycle. Also, vehicles with this condition do not meet California Air Resources Board (C.A.R.B.) emissions requirements.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0115) to replace the affected canisters. As required by law, you may sell but NOT DELIVER any affected motorcycles to your customers until the recall is performed.

See **Required Dealer Action** to perform the recall service.

### Motorcycles Affected

This campaign involves 2004 and 2005 Harley-Davidson Touring, Softail, Dyna, V-Rod and Sportster motorcycles built between June 22 and July 29, 2004 for sale in the California market.

### Customer Notification

In accordance with Federal regulations administered by NHTSA, and the California Code of Regulations sections administered by the California Air Resources Board, 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.

Attached is a complete list of all vehicles shipped to you that are involved in this recall campaign. As required by the California Air Resources Board, you will also find "Proof of Correction" certificates. See **Required Dealer Action** for purpose and use of this document.

#### NOTE

*Supplies of "Proof of Correction" certificates are based on estimated vehicle population in California and are limited. Please secure your supply to avoid losing or misplacing it. Should you need additional quantities, please contact Lynette Schneider in the warranty department at (414) 343-4381.*

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

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## Required Dealer Action

Your one and only automatic shipment of canister kits, Part No. 94338, will begin on or around November 1, 2004. If you need to order any kits after receiving this initial shipment, you must supply us with the VIN number of the vehicle that requires the replacement. The VIN supplied in order to receive an additional kit can be the VIN of the last vehicle serviced that required a replacement. Ordering an additional kit **BEFORE** your initial shipment stock is completely used up will allow you to keep one kit, at minimum, in stock at all times.

### 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. (00002a)**

## Canister Testing

Test the canister according to the following instructions:

1. Locate the vapor valve and remove the hose that connects the valve to the charcoal canister:
  - **Sportster models:** See Figure 1. The vapor valve (1) is located in a clip on the left side of the frame tube behind the engine. No vehicle disassembly is required to remove the canister hose (2) from the valve.

### NOTE

See Figure 1. The left side cover is removed for clarity in the figure. It is not necessary to remove the side cover to gain access to the vapor valve (1).

- **Dyna models:** See Figure 2. The vapor valve (1) is located behind the steering head near the left frame downtube. No vehicle disassembly is required to remove the canister hose (2) from the valve.
- **Softail models:** See Figure 3. The vapor valve (1) is located next to the EVAP canister (3) below the rear fork pivot. Follow instructions in the service manual to gain access to the vapor valve and remove the canister hose (2):
  - a. Loosen the rear axle.
  - b. Remove the drive belt from the rear sprocket.
  - c. Move the rear wheel back as far as it will go.
  - d. Remove two bolts securing the rear splash guard. Lift the splash guard up and over the rear tire.
- **Touring models:** See Figure 4. The vapor valve (1) is located in front of the battery (3) on the left side of the frame assembly. Follow service manual procedures to remove the seat and battery. Then remove the canister hose (2) from the valve.
- **VRSC models:** See Figure 5. The vapor valve (1) is located on the left hand frame rail directly in front of the fuel tank. No vehicle disassembly is required to remove the canister hose (2) from the valve.

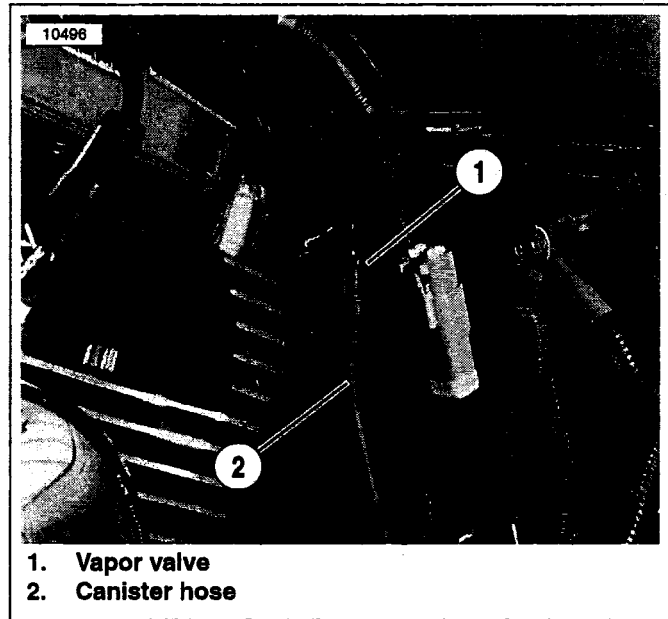


Figure 1. Vapor Valve and Hose: Sportster Models

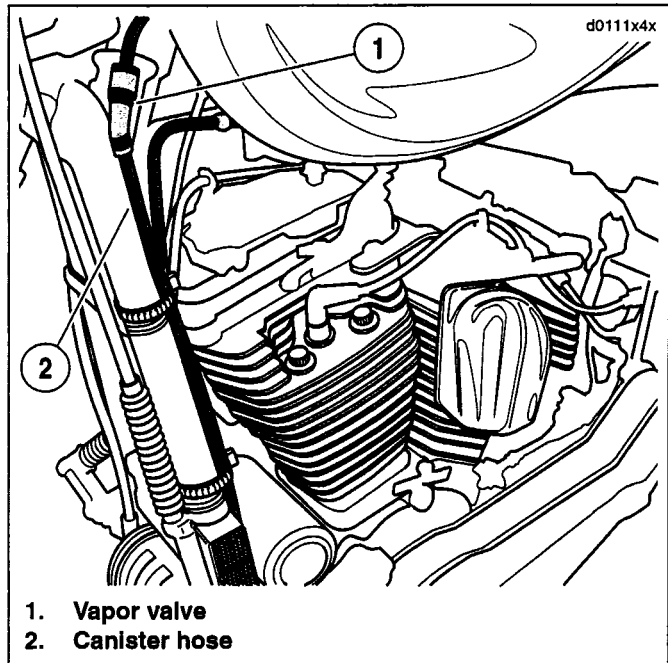


Figure 2. Vapor Valve and Hose: Dyna Models

2. Connect a vacuum pump, such as the Mity-Vac (Part No. HD-23738) to the hose you removed from the vapor valve in step 1.
3. Apply vacuum to the hose and observe the gauge. If ANY vacuum is registered, the canister is faulty and must be replaced. Follow the canister replacement instructions on page 4.

4. If no vacuum is detected, the canister is functioning properly. Disconnect the vacuum pump, and reassemble and return the vehicle to service:

- **All models:** Install the canister hose onto the vapor valve.

**WARNING**

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. (00070a)

- **Touring models:** Follow service manual procedures to install the battery and seat.
- **Softtail models:** Follow service manual procedures to:
  - Reposition the splash guard and secure with two bolts. Tighten to the proper torque.
  - Install the drive belt on the rear sprocket.
  - Adjust and align the rear wheel and tighten the rear axle nut to the proper torque.

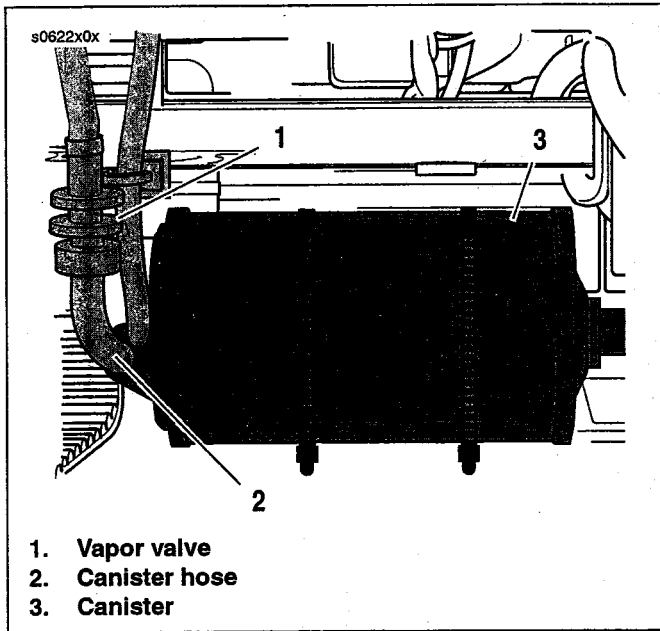


Figure 3. Vapor Valve and Hose: Softtail Models

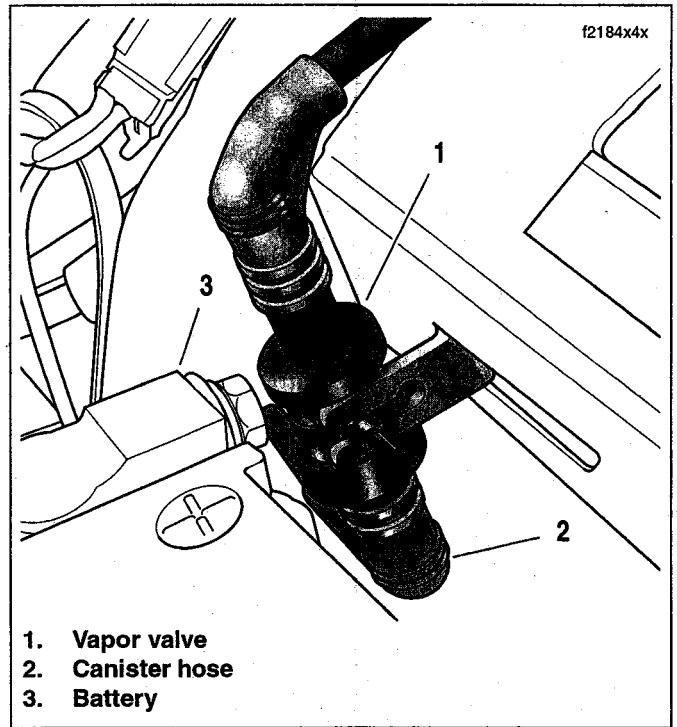


Figure 4. Vapor Valve and Hose: Touring Models

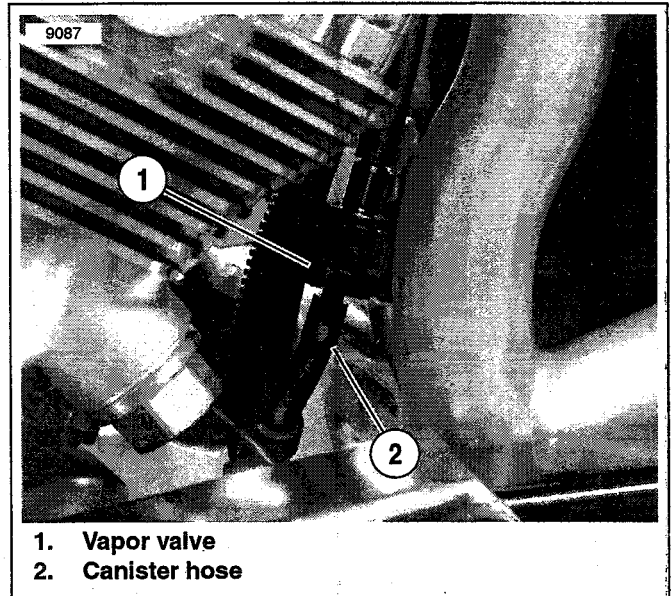


Figure 5. Vapor Valve and Hose: VRSC Models

## Canister Replacement

If the canister requires replacement:

**Sportster, V-Rod, Dyna and Softail models:** see appropriate service manual for canister replacement procedure.

**Touring models:** follow appropriate service manual procedures to perform the following steps:

1. Remove the seat.

### WARNING

**Disconnect negative (-) battery cable first. If positive (+) cable should contact ground with negative (-) cable connected, the resulting sparks can cause a battery explosion, which could result in death or serious injury. (00049a)**

2. Remove the battery.
3. Remove both saddlebags and side covers.
4. Raise the rear of the vehicle off the floor. Loosen the rear axle, move the wheel forward enough to remove the drive belt from the rear sprocket.
5. Remove the rear axle and slide the rear wheel back as far as it will go.
6. Remove the canister hoses. Label hoses for proper reassembly.
7. Pry the plastic retaining pin out of the hole on the left side of the battery tray.
8. With the handle of a rubber or plastic mallet, tap the canister toward the left side of the motorcycle until the tongue at the top of the canister is free of the grooves in the bottom of the battery tray.
9. Unbolt the ECM caddy from the right side of the vehicle and pull the caddy up out of the way.
10. Unbolt the battery tray and remove from the vehicle.
11. Remove the canister.

12. Lay the new canister in place.
13. Reinstall the battery tray. Tighten the fasteners to the proper torque.
14. Slide the canister tongue into the grooves on the left side of the battery tray.
15. Push the canister toward the right side of the vehicle until fully engaged.
16. Snap the plastic retaining pin into the hole in the bottom of the battery tray (left side) to lock the canister into position.
17. Install the hoses on the canister.
18. Install the ECM caddy and secure with fasteners. Tighten to the proper torque.
19. Position the rear wheel, install the drive belt onto the rear sprocket, and install the rear axle. Adjust and align the rear wheel and tighten the axle to the proper torque.
20. Lower the vehicle to the floor.
21. Install both side covers and saddlebags.

### WARNING

**Connect positive (+) battery cable first. If positive (+) cable should contact ground with negative (-) cable connected, the resulting sparks can cause a battery explosion, which could result in death or serious injury. (00068a)**

22. Install the battery.

### WARNING

**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. (00070a)**

23. Install the seat.

**IMPORTANT NOTE**

*The California Air Resources Board requires that a completed "Proof of Correction" certificate be presented to the owner upon delivery of the motorcycle. Please be sure to complete the attached certificate and provide to each motorcycle owner for whom you completed a Dealer Service Card with the letter "C" or "I" in the letter box. The owner will need the certificate to renew their California motorcycle registration and license.*

**Credit Procedure—EVAP Canister Testing**

For each vehicle your dealership tests and no replacement is required, fill out a Dealer Service Card. Be sure to list the recall (service code) number (0115) on the card.

Place an "I" in the letter box. When Harley-Davidson receives your properly completed Dealer Service Card, you will be credited for testing time as shown in Table 1. The time listed includes 0.1 hour for dealer administration.

**Credit Procedure—EVAP Canister Testing and Replacement**

For each vehicle tested and needing replacement, fill out a Dealer Service Card. Be sure to list the recall (service code) number (0115) on the card.

Place a "C" in the letter box. When Harley-Davidson receives your properly completed Dealer Service Card, you will be credited for labor time as shown in Table 1. The labor time listed includes 0.1 hour for dealer administration.

**Table 1. Time Allowed, EVAP Canister Testing/Replacement**

Model	Test	Test and Replace
Touring	0.5	1.9
Softail	0.5	0.7
Dyna	0.5	0.6
V-Rod	0.5	0.6
Sportster	0.5	0.5

**Return Shipping Information**

Be sure to return the replaced canister, part number 27042-84A along with the completed Dealer Service Card. Failure to do so will result in a delay of your credit and will show as an open recall until we receive the defective canister.

Upon receipt of the canister and properly completed Dealer Service Card, you will be credited for labor, as indicated above, and return postage.

You will not be issued credit for parts because they were shipped no charge, transportation no charge.

**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. This notice is also being sent in accordance with the requirements of California Code of Regulations (CCR), section 2114, 2117, and 2118.

Harley-Davidson Motor Company, Inc. has decided that this defect, which relates to motor vehicle safety and emission requirements, exists in certain 2004 and 2005 model motorcycles built for the California market, including all Touring, Softail, Dyna, V-Rod and XL families. These vehicles contain an evaporative fuel canister on which a port may be blocked. This condition could allow pressure to build up in the fuel tank. On fuel injected vehicles, this condition could cause fuel to spray out unexpectedly when the fuel cap is removed. On carbureted vehicles, excessive fuel could be transferred to the carburetor, which would eventually allow fuel to drip from the air cleaner. These situations could cause serious personal injury or create a fire hazard for persons or property on or near the motorcycle. In addition, vehicles with this condition may be releasing air pollutants which exceed California standards for evaporative emissions of 2 grams per test, as denoted in the Executive Orders granted to Harley-Davidson by the California Air Resources Board for 2004 and 2005 model year motorcycles. Also, it may be possible that your vehicle may fail emissions inspections, required by law in the State of California.

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

**We strongly urge you to take your motorcycle to your dealer to have the appropriate service performed as soon as possible. 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 canister inspected and, if necessary, replaced. The dealer labor time to perform this service takes less than two hours and the parts and labor will be free of charge to you. Parts will be available at your dealership the week of November 8, 2004.

To verify that the service has been completed, your dealer will ask you to sign a recall claim. In the event you have sold or transferred this vehicle, the enclosed card must be completed with the name and address of the new owner, and returned to Harley-Davidson for processing. This will

enable us to contact him/her and advise that person of this recall. Also, it is important to be aware that completion of this recall will be required for future registrations of your vehicle in the State of California. 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 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.

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, 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](http://www.NHTSA.DOT.GOV).

We regret any inconvenience this may cause you, but we are initiating these actions in the interest of your personal safety and air quality within the State of California. Thank you for your cooperation.

Sincerely,

Harley-Davidson Motor Company, Inc.



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

### **Recall Summary**

Harley-Davidson Motor Company, Inc. is recalling motorcycles built for the California Market. Harley-Davidson has decided this defect, which relates to motor vehicle safety and emission requirements, exists in certain 2004 and 2005 model motorcycles built for the California market, including all Touring, Softail, Dyna, V-Rod and XL families.

These vehicles contain an evaporative fuel canister on which a port may be blocked. This condition could allow pressure to build up in the fuel tank. On fuel injected vehicles, this condition could cause fuel to spray out unexpectedly when the fuel cap is removed. On carbureted vehicles, excessive fuel could be transferred to the carburetor, which would eventually allow fuel to drip from the air cleaner. These situations could cause serious personal injury or create a fire hazard for persons or property on or near the motorcycle.

Our records show that you are the registered owner of one of the vehicles involved in this recall campaign.

**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 evaporative fuel canister, 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 October 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 a replacement of the canister 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