

# SERVICE BULLETIN



M-1167

Safety Recall Code 0118

January 26, 2005

## SAFETY RECALL—FUEL VALVE (CARBURETED)

### Purpose

Harley-Davidson Motor Company, Inc. has learned that certain motorcycles produced for the California, domestic and HDI markets were built with a fuel shut-off valve that was mis-manufactured by the supplier. As a result the functionality of the "on" and "reserve" positions of the valve have been reversed. Consequently, when the control handle of the valve is set in the "on" position the valve actually selects the "reserve" position fuel flow path, and when the valve is in the "reserve" position it selects the "on" flow path.

When the operator of a vehicle with one of these valves is operating the bike with the valve in the "on" position and begins to run out of fuel, the expected fuel reserve will not be available. If this occurs it could create a "quit while riding" situation which could lead to a crash, thereby causing death or injury to the rider.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0118) to replace the affected fuel valves. 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 2005 carbureted Harley-Davidson models built during the months of October and November, 2004 (refer to Table 1.), for sale in the California, domestic and HDI markets.

You may receive two VIN lists. VIN list A is a list of all vehicles affected that require inspection and if necessary, replacement of the fuel valve assembly. VIN list B is a list of all vehicles affected that require removal and replacement of the fuel valve assembly. Do not perform the inspection procedure on vehicles on VIN list B.

**Table 1. List of Affected Motorcycles**

| Model Family | Ship Date         |
|--------------|-------------------|
| XL           | 10/13/04-11/18/04 |
| Dyna         | 10/12/04-11/18/04 |
| Softail      | 10/18/04-11/19/04 |
| Touring      | 10/18/04-11/19/04 |

### Customer Notification

In accordance with Federal regulations administrated by NHTSA, 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.

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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The customer will need to make an appointment with you. After inspection of the vehicle, if it is determined the fuel valve is mis-manufactured, order a recall kit using the attached order form. A VIN and the applicable part number will be required on the order form. No recall kits will be shipped without a VIN. FAX the order to 414-343-8346. Upon receipt and processing of the properly completed order, we will ship the required replacement for your customer's vehicle via UPS Next Day service.

## Required Dealer Action

### All Vehicles On VIN List A

#### NOTE

*In the course of performing the following procedures, if the fuel valve is found to be mis-manufactured, the faulty component inside the fuel valve is a non-serviceable part and cannot be repaired. The fuel valve must be replaced.*

#### 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)**

### Verifying Fuel Valves At Pre-Delivery Inspection

1. Position the vehicle on the jiffy stand.
2. Fill fuel tank with 0.5 gallons (1.9 liters) of fuel.
3. Turn fuel valve handle to the ON position.

#### NOTE

*When attempting to start a vehicle at PDI, remember that the vehicle has not been previously started and may require several revolutions of the engine to create vacuum and pull fuel into the float bowl.*

4. Turn ignition switch ON and attempt to start vehicle.
5. If vehicle does not start with fuel valve in the ON position:
  - a. Turn fuel valve handle to the RES (reserve) position and attempt to start vehicle again.
  - b. If vehicle starts with fuel valve in the RES position, turn fuel valve handle to the ON position. Vehicle should stall when all fuel in float bowl is used up (this should take less than two minutes).
  - c. If vehicle stalls with fuel valve in the ON position, fuel valve works properly. No repair is necessary.
6. If vehicle starts with fuel valve in the ON position:
  - a. Turn fuel valve handle to the RES position.
  - b. If vehicle stalls after fuel in float bowl is used up (this should take less than two minutes), the fuel valve is mis-manufactured and needs to be replaced. Follow service manual procedures to replace fuel valve with appropriate recall kit.

#### NOTE

*Partial filling of the fuel tank and checking function of the fuel valve is already part of PDI procedure and is described in PDI instructions.*

### Verifying Fuel Valves After PDI

#### WARNING

**Gasoline can drain from the carburetor fuel line when disconnected from fuel valve fitting. Gasoline is extremely flammable and highly explosive, which could result in death or serious injury. Wipe up spilled fuel immediately and dispose of rags in a suitable manner. (00256a)**

#### WARNING

**With fuel tank drained, gasoline can spill from bore when supply valve is loosened or removed. Gasoline is extremely flammable and highly explosive, which could result in death or serious injury. Wipe up spilled fuel immediately and dispose of rags in a suitable manner. (00277a)**

1. Position the vehicle on the jiffy stand.
2. Remove fuel line clamp from bottom of fuel valve. Remove fuel line from valve fitting.
3. Attach a drain line from fuel valve to a fuel safe container.
4. Remove vacuum line from fuel valve vacuum port. Connect MITY-VAC HAND PUMP (Part No. HD-23738-A) to vacuum port.
5. Pump MITY-VAC one time.
6. Turn fuel valve handle to the ON position and drain fuel until no more fuel flows from valve.
7. Turn fuel valve handle to the RES (reserve) position.

#### NOTE

*If vacuum was lost in MITY-VAC, pump it once.*

8. If fuel does not flow out of fuel valve, the fuel valve is mis-manufactured and needs to be replaced. Follow service manual procedures to replace fuel valve with appropriate recall kit.

### All Vehicles On VIN List B

For vehicles identified on VIN list B, do not inspect/verify fuel valve. Following service manual procedures, remove and replace fuel valve assembly with appropriate recall kit, regardless of whether or not the fuel valve appears to operate correctly.

## Verifying New Fuel Valves in Dealer Inventory

If you have fuel valves or fuel valve kits in your inventory, please compare package dates to the dates in Table 2. If the package date matches the suspect dates in the table, return the fuel valve or kit per Table 3.

If you have installed a fuel valve that may have the suspect package dates, please send the customer a copy of the customer letter attached to this bulletin. Have the customer bring the vehicle back for inspection of the fuel valve and perform the **Verifying Fuel Valves After PDI** procedure described on the previous page.

If the vehicle is found to have a mis-manufactured fuel valve, follow service manual procedures to replace fuel valve with appropriate recall kit and follow procedure under Table 4. If vehicle's fuel valve is found to function normally, follow Table 5.

**Table 2. Part Numbers and Package Dates of New Fuel Valves and Kits**

| Application          | Part No.  | Ship Date         |
|----------------------|-----------|-------------------|
| Fuel valve, big twin | 61338-02  | 10/11/04-11/2/04  |
| Fuel valve, XL       | 62169-02A | 10/26/04-11/16/04 |
| Kit, big twin        | 61338-94D | 11/9/04           |
| Kit, XL              | 62169-95C | 10/19/04-11/17/04 |

## Credit Procedures

**Table 3. Kits in Stock**

|                               |      |
|-------------------------------|------|
| Claim Type                    | HPR  |
| Quantity*, Problem Part No.** |      |
| Customer Concern Code         | 0118 |
| Condition Code                | 9109 |

\* Quantity will vary, depending on amount in stock.

\*\* Part and/or part numbers will vary depending on what you have in stock.

**Table 4. P&A Kits Installed on Unaffected Vehicles Tested, Required Replacement**

|   |      |
|---|------|
| Claim Type                              | HPF  |
| Quantity, Problem Part No., Description | *    |
| Primary Replace Labor Code              | 2515 |
| Time (includes administration time)     | 0.5  |
| Customer Concern Code                   | 0118 |
| Condition Code                          | 9109 |

\* Part number will vary, depending upon which fuel valve or kit was on vehicle. Upon receipt of the properly completed warranty claim, you will be credited for labor only, as the repair kits were sent no charge, transportation paid.

**Table 5. P&A Kits Installed on Unaffected Vehicles Tested, No Replacement Required**

|                                     |      |
|-------------------------------------|------|
| Claim Type                          | HPI  |
| Quantity, Problem Part No.*         |      |
| Primary Labor Code, Inspect Only    | 2517 |
| Time (includes administration time) | 0.5  |
| Customer Concern Code               | 0118 |
| Condition Code                      | 9109 |

\* Part number will vary, depending upon which fuel valve was inspected on vehicle. Upon receipt of the properly completed warranty claim, you will be credited for labor to inspect.

Please be advised that for Tables 3, 4 and 5, a warranty claim form needs to be completed (Part No. 99524-76D). Tables 4 and 5 also require a VIN.

For Tables 3 and 4, the part or parts will need to be returned with a properly completed warranty form and sent to Harley-Davidson Motor Company, Warranty Return Dept., 3801 W. Juneau Avenue, Milwaukee, WI 53208.

## **Credit Procedure—Affected Vehicles from VIN Lists**

Complete a Dealer Service Card for each vehicle serviced. Write safety recall code "0118" on the card and place the letter "I" or "C" in the letter box; if after verifying fuel valve is good, place the letter "I" in the letter box. If fuel valve is verified defective, place the letter "C" in the letter box. If fuel valve is good, return only Dealer Service Card.

If the fuel valve is defective, return of the fuel valve is required. See **Return Shipping Information** which follows.

You will be credited 0.5 hours for inspection and/or performing the recall procedure (which includes 0.1 hour for dealer administration time) and return postage, if necessary.

### **IMPORTANT NOTES**

- *If you have performed an inspection or replacement of the fuel valve on any vehicle as per Dealer Communications letter dated November 19, 2004, we have or will endeavor to capture this repair information and update our recall completions records for those vehicles. Duplicate credit will not be issued.*
- *The recall repair process outlined in this bulletin supercedes the process outlined in the Dealer Communications. Please now follow the process defined herein.*

## **Return Shipping Information**

Be sure to return the replaced fuel valve 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 fuel valve.

Upon receipt of the fuel valve and properly completed Dealer Service Card, you will be credited for labor and return postage.

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



SAMPLE COPY

January 27, 2005

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 2005 carbureted Sportsters, Dyna, Softail and Touring model Motorcycles. These vehicles were built with a fuel shut-off valve that was defectively manufactured by our supplier. As a result the functionality of the "on" position and the "reserve" position of the valve have been reversed. Consequently, when the control handle of the valve is set in the "on" position the valve actually selects the "reserve" position fuel flow path, and when the valve is in the "reserve" position it selects the "on" flow path. When the operator of a vehicle with one of these valves is operating the bike with the valve in the "on" position, and begins to run out of fuel, the expected fuel reserve will not be available. This could lead to the driver running out of gas without warning and cause an accident with resulting injuries or death.

Our records indicate that you purchased one of the motorcycles involved in this safety recall as 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 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. 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 valve inspected and replaced if necessary. The dealer labor time to perform this service takes less than 1 hour and the parts and labor will be free of charge to you. Parts should be available for your dealership to order the week of January 17, 2005. The dealer will place a faxed order as soon as it is determined a replacement is necessary. Upon receipt and processing of the faxed order, a replacement fuel valve for your vehicle will be shipped next day delivery to your dealer. 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 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](http://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.

0118 OE Vehicle Valve

January 27, 2005

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 some fuel valve parts/kits. These parts/kits consist of four separate part numbers as follows: Part # 61338-02, 62169-02A, 61338-94D and 62169-95C. These parts/kits were manufactured defectively by our supplier. As a result the functionality of the "on" position and the "reserve" position of the valve have been reversed. Consequently, when the control handle of the valve is set in the "on" position the valve actually selects the "reserve" position fuel flow path, and when the valve is in the "reserve" position it selects the "on" flow path. When the operator of a vehicle with one of these valves is operating the bike with the valve in the "on" position, and begins to run out of fuel, the expected fuel reserve will not be available. This could lead to the driver running out of gas without warning and cause an accident with resulting injuries or death.

Dealer records indicate that you have purchased one of these parts/kits involved in this safety recall, and therefore may have installed on your vehicle.

**If you or the dealer have installed one of these suspect valves on your motorcycle, we strongly urge you to take your motorcycle to your dealer to have the valve inspected for proper operation as soon as possible. If you had this inspection and/or repair completed before you received this letter, you may be eligible to receive reimbursement for the cost of the repair. For more information contact Harley-Davidson at 1-414-343-4056. 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 valve inspected and replaced if necessary. The dealer labor time to perform this service takes less than 1 hour and the parts and labor will be free of charge to you. Parts should be available for your dealership to order, if a replacement fuel valve is required to complete the repair, the week of January 17, 2005. The dealer will place a faxed order as soon as it is determined a replacement is necessary. Upon receipt and processing of the faxed order, a replacement fuel valve for your vehicle will be shipped for next day delivery to your dealer. 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

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](http://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.

0118 P&A Valve

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

**Recall Summary**

Harley-Davidson Motor Company, Inc. is recalling certain 2005 carbureted Sportsters, Dyna, Softail and Touring model Motorcycles. These vehicles were built with a fuel shut-off valve that was defectively manufactured by our supplier. As a result the functionality of the “on” position and the “reserve” position of the valve have been reversed.

Consequently, when the control handle of the valve is set in the “on” position the valve actually selects the “reserve” position fuel flow path, and when the valve is in the “reserve” position it selects the “on” flow path. When the operator of a vehicle with one of these valves is operating the bike with the valve in the “on” position, and begins to run out of fuel, the expected fuel reserve will not be available. This could lead to the driver running out of gas without warning and cause an accident with resulting injuries or death. 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 inspection and if necessary replacement of the fuel valve, 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 February 7, 2005.

### **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 an inspection and if necessary replacement of the fuel valve 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