

SERVICE BULLETIN



M1245

June 3, 2009

2008-2009 SPRINGER FORK ACORN STUD SAFETY RECALL 0139

Purpose

Harley-Davidson has determined that a condition affecting motor vehicle safety exists on model year 2008 and 2009 FLSTSB, model year 2008 FXSTSSE2, and model year 2009 FXSTSSE3 vehicles.

The acorn stud at the brake reaction link on the models listed above that were shipped before April 1, 2009 may fall out during use. If this occurs, the front brake and fender assembly would no longer be adequately retained.

This could result in a crash, which could cause injury or death to the rider.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0139) to remedy this defect. 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 recall applies to all model year 2008 and 2009 FLSTSB, model year 2008 FXSTSSE2, and model year 2009 FXSTSSE3 vehicles. A VIN list specific to vehicles shipped to your dealership is available via h-dnet.com and is no longer attached to mailed bulletins. This list may be found by following this path:

h-dnet.com/Service Toolbox/Safety Campaign and Open VIN lists. Select 0139 campaign to view VIN list.

NOTE

If the vehicle does not appear on your dealer VIN list, refer to Safety and Product Campaign History by VIN link to verify if vehicle is affected.

Customer Notification

In accordance with Federal regulations administrated by NHTSA, Harley-Davidson Motor Company, Inc. will send a letter to registered owners of affected products in the United States notifying them of this safety-related condition and instructing them to contact their dealer for the replacement service. A sample of the customer letter is attached. Customers outside the United States market may not receive this notification.

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 in the United States 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 V.I.N.s 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).

Kit Ordering Information

An initial wave shipment of P/N 94745 will be made available on or before the week of June 8, 2009. All kits will be shipped no charge, transportation paid via UPS1.

If additional kits are needed, fill in the attached order form and fax it to the Warranty department at 414-343-8346. You must include your dealer number.

NOTE

No kit orders will be accepted prior to the termination of the wave shipment date. Orders received prior to the termination of the wave shipments will be discarded. Termination notice of wave shipments will be sent.

Upon completion of the recall on any vehicle, please be certain to follow the instructions listed under Credit Procedure and submit your recall claims promptly.

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	WARRANTY PROCESS MANAGER	LEAD TECH- NICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

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**Table 1-1. Safety Recall Code 0139
Kit 94745 Contents**

Items in Kit	Part No.	Quantity
Acorn Stud Kit (includes acorn stud and spring pin)	8182A	1

Required Dealer Action

1. Confirm motorcycle is involved and that campaign 0139 is open.
2. See Figure 1. Support brake reaction link (2) and remove acorn stud (3) and washer (5). Discard acorn stud (3). Retain washer (5).
3. Install **new** acorn stud, supplied in kit, and washer (5) through caliper bracket (4), brake reaction link (2), and front fender (1). Tighten acorn stud to 35-40 ft-lbs (47.5-54.3 Nm).

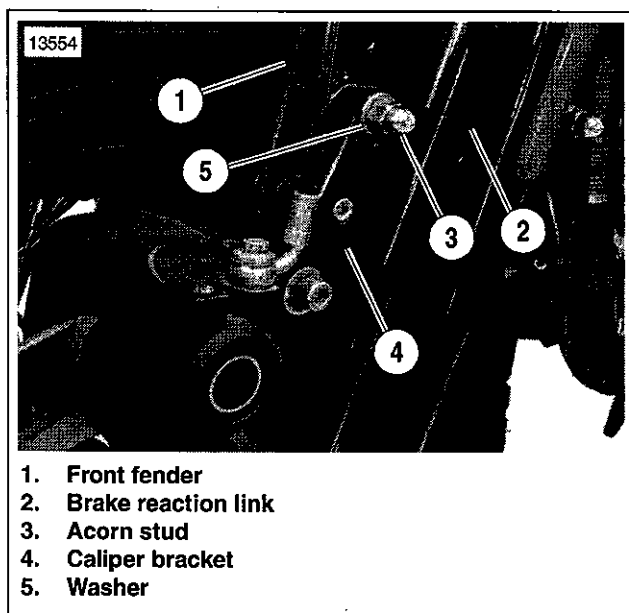


Figure 1. Acorn Stud

4. See Figure 2. Install spring pin, supplied in kit, through hole in acorn stud.

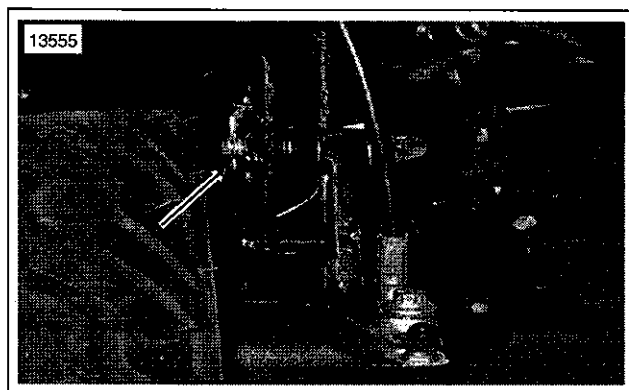


Figure 2. Spring Pin

Credit Procedure - Talon/ h-dnet.com/Lightspeed Warranty Claim Users

For each vehicle serviced, file an electronic recall claim using the table that follows.

Table 1-2. Safety Recall Code 0139

ENTRY FIELD	ENTER
Claim Type	SRC
Problem Part	8182
Quantity	Leave Blank
Primary Labor Code*	2220
Time	0.1
Customer Concern Code*	0139
Condition Code	9981
Replacement Kit Part No.	94745
Quantity	1
*These new codes may need to be downloaded into your system.	

Credit Procedure - All Other Warranty Claim Users

For each vehicle serviced, file a claim supplying all necessary information as follows:

- Dealer Number
- Repair Order Number
- Claim Date
- Campaign Number (0139)
- Fix ID (C) - Corrected
- Full Seventeen Character VIN

Upon receipt of the properly completed recall claim, you will be credited for labor time for performing the recall procedure plus appropriate market administrative time. The recall record will be updated. Each vehicle recall completion must be filed on an individual claim. Please do not submit additional warranty events on these claims.

Hold all replaced parts for 60 days from date credit issued for possible field inspection and/or request for return to factory. After 60 days, destroy and discard the parts.

HARLEY-DAVIDSON MOTOR COMPANY
P.O. BOX 594, MILWAUKEE, WI U.S.A 53201
RECALL AND PRODUCT CAMPAIGN ORDER FORM

M1245 SAFETY RECALL CODE 0139

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	
PC	PRODUCT CAMPAIGN	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	94745	Code 0139: 2008-2009 SPRINGER FORK ACORN STUD KIT
		NOTE: All orders are subject to approval. You may not receive the total quantity of kits ordered due to parts availability. If this happens, please submit another order for the balance, following all order procedures indicated in the Service Bulletin. Fax orders to the warranty department: 414-343-8346. You must include VIN number (if required) and your dealer number.

ALL ORDERS SUBJECT TO ACCEPTANCE AT MILWAUKEE, WI USA 53201

NOTE: An order acknowledgement is automatically generated and faxed to your dealership's fax number as listed in GDIS the same day as your order is entered at HDMC. This acknowledgement will provide you with the order status and order number. To retrieve order information based on the Harley-Davidson order number, go to P&A Order Inquiry on h-dnet.com under the Parts and Accessories link, select H-D Order Number, enter the order number and click "Submit". At the bottom of the page, click on "Track Part" to view tracking information for the order.