

SERVICE BULLETIN



M-1393

November 14, 2014

NON-COMPLIANCE RECALL CAMPAIGN 0618 - 2014-2015 FLS FRONT TURN SIGNAL CONFIGURATION

Purpose

Harley-Davidson Motor Company Inc. has determined that a regulatory noncompliance defect may exist on certain 2014-2015 FLS Softail motorcycles built for the U.S. and some world markets.

On some of these motorcycles, the operation of the turn signals will not include lamp-outage detection for the front turn signals due to an incorrectly programmed setting within the Body Control Module (BCM) set by Harley-Davidson. In this condition, the motorcycle may not meet the Federal Motor Vehicle Safety Standard (FMVSS) 108 S9.3, and the United Nations Economic Commission for Europe (UNECE) Regulation No. 53-01, which require lamp outage detection.

In the interest of achieving compliance and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0618). In the interest of regulatory compliance for our mutual customers, you may sell but NOT deliver any affected motorcycles to your customers until the remedy is completed.

Overview

- Kits required: No.
- Repair: All affected. Inspection is not required.
- Affected system: Electrical - BCM program configuration.
- Affected components: Front turn signals.
- Solution: Confirm and then correct program setting.

Motorcycles Affected

- Some 2014 Softail FLS motorcycles
- Some 2015 Softail FLS motorcycles built through 10/03/2014

A VIN list specific to motorcycles shipped to your dealership is available via h-dnet.com. This list may be found by following this path:

- h-dnet.com/Service Toolbox/Warranty Campaign Center/Safety Campaign and Open VIN lists.

Canadian Dealers: To determine if a vehicle is affected by a recall, use the h-dnet.com vehicle information link found on the service tab of UltraComm.

Select 0618 campaign to view the VIN list.

NOTE

If the motorcycle does not appear on your dealer VIN list, refer to the Vehicle Information link to verify if motorcycle is affected.

If you are not sure that a recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com. Many dealers will not have an affected motorcycle.

Markets Affected

- U.S. and most world markets are affected.
- Brazil and India are excluded.

Customer Notification

Harley-Davidson will send a letter to registered owners of affected products in the United States notifying them of this regulatory related condition and instructing them to contact their dealer for the inspection and service. A sample of the customer letter is attached. Customers outside the United States may not receive this notification.

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 models in your dealership inventory prior to delivering, renting or leasing those models.

NOTE

Because only registered owners appearing on the VIN list located at h-dnet.com will receive notification from us, we request that you contact any owners of affected motorcycles still listed as unregistered. Advise them of the noncompliance 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 in your market area.

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

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Required Dealer Action

1. Verify motorcycle is involved in this recall.
2. Turn ignition ON.
3. Turn ON 4-way hazard switch.
4. Count 10 or more flashes.
5. Turn OFF 4-way hazard switch.
6. Turn ON 4-way hazard switch.
7. Count 10 or more flashes.
8. Turn OFF 4-way hazard switch.
9. Clear BCM codes (if present).
10. Cycle ignition OFF then ON.
11. Verify turn signal operation.
12. Turn ON 4-way hazard switch. Verify that the BCM does not set any codes.

The above procedure steps are also available through the following path in Digital Technician II: Tool Box icon > Vehicle Setup icon > BCM Customization > BCM Replacement tab.

Upon completion of the recall on any motorcycle, follow the instructions listed under the Credit Procedure. Submit recall claims promptly.

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

Complete an electronic recall claim referencing this service bulletin number.

Table 1. Non-Compliance Recall Code (0618)

ITEM	DATA
Claim Type	SRC
Event Problem Part Number	69991-11C
Part Description	BCM, Y-Axis, Base Level
Quantity	Leave Blank
Primary Labor Code*	5264
Time	0.2 hr
Customer Concern Code*	0618
Condition Code	9981
* These items may need to be downloaded to your system.	

Credit Procedure: SAP System Users

For each motorcycle serviced, file an electronic recall claim using the following table:

Table 2. Non-Compliance Recall Code (0618)

ITEM	DATA
Claim Type	Recall claim
FIX ID-Found in Recall Number	C
Problem Part Number	69991-11C
Customer Concern Code	0618
Condition Code	9981

Credit Procedure: All Other System Users

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

- Claim date
- Campaign number (0618)
- Fix I.D. (C)-Corrected
- Full seventeen character VIN

Upon submission of the properly completed recall claim, you will be credited 0.2 hours labor for performing the recall procedure, plus the appropriate market administrative time. The recall record will be updated. Each recall completion must be filed on an individual claim. Do not submit additional warranty events on these claims.



DEALER COMMUNICATIONS

HARLEY-DAVIDSON MOTOR COMPANY

Non-Compliance Recall Campaign 0618

HIGHLIGHTS

- Harley-Davidson Motor Company, Inc. has decided that certain model year 2014 - 2015 FLS Softail motorcycles built through 10/2/2014 for the U.S. and some world markets, may fail to comply with FMVSS No. 108 and UNECE Regulation No.53-01.
- The operation of the turn signals may not include lamp-outage detection for the front turn signals due to an incorrectly programmed setting within the Body Control Module (BCM) that is set by Harley-Davidson..

KEY DATES

- November 17-21: Service Bulletin expected to post this week.

CONTACT

- Call (800) 664-7762 and select the appropriate prompts.

November 12, 2014

Dear Dealer:

Harley-Davidson Motor Company, Inc. has decided that certain model year 2014 - 2015 FLS Softail motorcycles built through 10/2/2014 for the U.S. and some world markets, may fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No.108 and United Nations Economic Commission for Europe (UNECE) Regulation No. 53-01. On some of these motorcycles, the operation of the turn signals will not include lamp-outage detection for the front turn signals due to an incorrectly programmed setting within the Body Control Module (BCM) that is set by Harley-Davidson.

We have voluntarily declared that this condition constitutes a motor vehicle non-compliance to allow us to formally recall (Campaign 0618) all affected motorcycles. The remedy is to first confirm that the motorcycle is affected by this recall. If the motorcycle is affected it will require a correction to the BCM program setting. A Service Bulletin outlining the repair and credit procedures will follow within seven days; please reference the bulletin for a detailed description of the defect.

In the interest of the safety of our mutual customers and as required by law, you may sell but **NOT DELIVER** any affected motorcycles until the remedy is complete. **Please refer to *h-dnet* / *Service Toolbox* / *Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select **0618 Campaign** to view the VIN list.**

In accordance with Federal regulations administered by NHTSA and other appropriate market specific government agencies, Harley-Davidson Motor Company, Inc. or authorized Harley-Davidson dealers will provide notice to all owners of record of affected products with direction to arrange for the recall service.

Sincerely,
Harley-Davidson Motor Company, Inc.
0618

For: Dealer Operator, General Manager, All P&A Roles, All Service Roles, Vehicle Sales Manager

Sent to: All Dealers (Worldwide)



Harley-Davidson Motor Company
3700 West Juneau Ave., P.O. Box 653, Milwaukee, WI 53201

IMPORTANT SAFETY RECALL

This notice applies your vehicle, VIN # _____

Date 11/24/2014
Harley-Davidson Recall No. 0618
NHTSA Recall No. 14V-725

Dear Harley-Davidson Motorcycle Owner:

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

Harley-Davidson Motor Company, Inc. has decided that certain model year 2014 - 2015 FLS Softail motorcycles built through 10/2/2014 fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108, "*Lamps, reflective device and associated equipment*". We are notifying you because our records indicate that you own one of the affected motorcycles.

What is the Issue?

On some of these motorcycles, the operation of the turn signals will not include lamp-outage detection for the front turn signals due to an incorrectly programmed setting within the Body Control Module (BCM).

What Should You Do?

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your motorcycle repaired. Your dealer will confirm that your motorcycle is covered by this recall. If covered, the dealer will check the program setting and correct it if necessary at no cost to you. The repair will take less than one half hour to perform. However, due to scheduling, the dealer may require your motorcycle for a longer period of time. To verify that the service has been completed, your dealer will ask you to sign a recall claim.

If you have sold your motorcycle and have an address for the current owner, it is important that you forward this notice to the new owner. Alternatively, you may contact us at the Harley-Davidson phone numbers listed below and provide us the contact information for your purchaser so that we may notify the new owner of this recall. Also, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What If You Have Additional Questions or Concerns?

If you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at 1-800-258-2464 in the U.S. or 1-414-343-4056 world-wide.

If you are still having difficulty getting your vehicle repaired in a reasonable time, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.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.
Recall 0618