

Part 573 Safety Recall Report**15V-216****Manufacturer Name :** Harley-Davidson Motor Company**Submission Date :** APR 09,2015**NHTSA Recall No. :** 15V-216**Manufacturer Recall No. :** 0165**Manufacturer Information :**

Manufacturer Name : Harley-Davidson Motor Company

Address : 3700 W. Juneau Avenue

Milwaukee WI 53201-0653

Company phone : (414) 343-4056

Population :

Number of potentially involved : 45,901

Estimated percentage with defect : 0

Vehicle Information :

Vehicle : 2014-2015 Harley-Davidson Electra Glide Ultra Classic (FLHTCU)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Electra Glide Ultra Classic (FLHTCU)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2015-2015 Harley-Davidson Electra Glide Ultra Classic Low (FLHTCUL)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Electra Glide Ultra Classic Low (FLHTCUL)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2014-2015 Harley-Davidson Electra Glide Ultra Classic - Twin Cooled (FLHTCU TC)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Electra Glide Ultra Classic - Twin Cooled
(FLHTCU TC)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2015-2015 Harley-Davidson Ultra Limited Low (FLHTKL)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Ultra Limited Low (FLHTKL)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2015-2015 Harley-Davidson Electra Glide Ultra Classic Low - Twin Cooled (FLHTCUL TC)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Electra Glide Ultra Classic Low - Twin Cooled (FLHTCUL TC)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2014-2015 Harley-Davidson Ultra Limited (FLHTK)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Ultra Limited (FLHTK)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2014-2015 Harley-Davidson Police Electra Glide (FLHTP)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Police Electra Glide (FLHTP)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2014-2015 Harley-Davidson Street Glide (FLHX)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Street Glide (FLHX)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2014-2015 Harley-Davidson Street Glide Special (FLHXS)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Street Glide Special (FLHXS)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2015-2015 Harley-Davidson Road Glide Special (FLTRXS)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Road Glide Special (FLTRXS)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2015-2015 Harley-Davidson Road Glide (FLTRX)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - Road Glide (FLTRX)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2014-2014 Harley-Davidson CVO Road King (FLHRSE)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - CVO Road King (FLHRSE)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Vehicle : 2014-2015 Harley-Davidson CVO Street Glide (FLHXSE)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Harley-Davidson Touring Motorcycles - CVO Street Glide (FLHXSE)

Production Dates : APR 28, 2014 - OCT 24, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

Not sequential VINs

Description of Defect :

Description of the Defect : Harley-Davidson has learned that the hydraulic clutch system equipped with master cylinder part numbers 36700056 and 36700049 on certain model year 2014 and 2015 Touring model motorcycles may exhibit a condition in which it may lose the ability to generate enough lift to disengage the clutch after being parked for an extended period.

Description of the Safety Risk : If this condition remains undetected it could lead to a loss of control of the vehicle when started in gear or first shifted into gear after being parked for an extended period.

Description of the Cause : A chemical reaction inside the sealed clutch system creates gas bubbles which may cause loss of clutch lift.

Identification of Any Warning that can Occur : In vehicles in which this condition is present, the customer may notice a large amount of "free play" in the clutch lever when they first squeeze the clutch after being parked for an extended period of time.

Supplier Identification :

Component Manufacturer

Name : Hayes Brake Performance Systems, Inc.

Address : 5800 West Donges Bay Road

Mequon WISCONSIN 53092

Country : United States

Chronology :

October 2014:

Harley-Davidson commenced an investigation into potential issues with the clutch master cylinder in the subject motorcycles. At that time, there were 8 warranty claims and 2 customer complaints (1 of which was tied to a warranty claim) potentially related to this issue, with no reported accidents or injuries. Returned field parts were sought and a root cause team was formed.

November 2014:

Field returned parts were analyzed by both Harley-Davidson and the clutch system supplier. The root cause team determined that an "out-gassing" situation existed which was generating gas within the sealed clutch system.

December 2014 - January 2015:

Root cause team continued a joint effort with the clutch system supplier to identify the source of the gas that was being generated within the DOT4 fluid while in the sealed clutch system. During this time, ongoing monitoring of warranty and customer complaints revealed 15 reported incidents with 2 minor injuries.

February - March 2015:

Additional tests were conducted in an attempt to replicate the failure mode. Harley-Davidson engaged an external chemist/expert to assist the root cause team. Additional theories were explored and various chemical analyses were conducted. Investigations were conducted with the clutch system supplier. Accelerated lab tests were conducted to quickly replicate the conditions in the lab. Customers were contacted to better understand and evaluate the field experiences related to this condition. An updated search identified a total of 313 unique warranty claims and 31 unique customer complaints potentially related to this issue, with 27 identified incidents/crashes possibly resulting in 4 minor injuries.

April 2, 2015:

Based upon a review of the results of the investigation and analysis, Harley-Davidson's executive management determined that a safety-related defect exists in the subject population.

Description of Remedy :

Description of Remedy Program : Owners of the affected motorcycles will be asked to arrange service with an authorized Harley-Davidson dealer, who will confirm that the motorcycle is covered by this recall. If covered, the dealer will flush the clutch system with the recommended wash solution and rebuild the clutch master cylinder using the recall kit provided. This service will be provided at no charge to the customer.

How Remedy Component Differs from Recalled Component : The remedy is to flush the clutch master cylinder with the recommended wash solution and rebuild the clutch master cylinder using the recall kit provided.

Identify How/When Recall Condition was Corrected in Production : On 10/13/14, the Pre-Delivery Inspection Process performed by the dealer was updated to include a clutch lift check. Additionally, bikes built after 10/24/14 received a series of in process inspections

during production that checked for proper clutch lift.

Recall Schedule :

Description of Recall Schedule : Harley-Davidson will notify the dealer network on or about 04/14/2015.
Customer notification letters will be sent beginning on or about 04/23/2015.

Planned Dealer Notification Date : APR 14, 2015 - APR 15, 2015

Planned Owner Notification Date : APR 23, 2015 - APR 30, 2015

* NR - Not Reported