

SERVICE BULLETIN



M-1408A

July 31, 2015

2014-2015 TOURING SADDLEBAG MOUNT - SAFETY RECALL 0166

Reason for Revision

This bulletin revision includes an updated reimbursement request form for the U.S. market.

Purpose

Harley-Davidson has determined that a condition affecting motorcycle safety exists on certain 2014 and 2015 Touring motorcycles built May 3, 2013 through May 26, 2015.

These model motorcycles built during the above date range may experience a failure of the saddlebag retaining receptacle. This may allow the mounting stud to disengage from the receptacle. If this condition remains undetected, the saddlebag may become separated from the motorcycle while it is in motion, possibly creating a hazard for other motorists.

In the interest of motorcycle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0166) to remedy this defect. As required by law you may sell but NOT deliver any affected new motorcycles to your customers until the recall is performed.

Read this entire bulletin before taking any action or ordering any kits. See Required Dealer Action to perform the recall service.

Overview

- Kits required?: Yes.
- Kit wave shipments: Begin week of July 13, 2015 in limited quantities, which may require close usage management.
- Repair: All affected. No inspection required.
- Affected components: Part No. 10900009 Receptacle.
- Solution: Replace saddlebag receptacles.

Motorcycles Affected

Certain 2014 and 2015 Touring models built from May 3, 2013 through May 26, 2015. 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.

Select 0166 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.

U.S. Dealers: If you are not sure that this recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com.

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.

Table 1. 2014-2015 Models Affected

MODEL	
FLHTCU	FLHTCU TC
FLHTCUL	FLHTCUL TC
FLHTK	FLHTKL
FLHTK Shrine	FLHX Shrine
FLHX	FLHXS
FLTRX	FLTRXS
FLHR	FLHRC
FLHP	FLHTP
FLHRSE	FLHTKSE
FLHXSE	FLTRUSE

Markets Affected

All markets are 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 inspection and service. A sample of the customer letter is attached. Deeley Harley-Davidson Canada will send a letter to registered owners of affected product in Canada. Other customers outside the United States 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 motor-

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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cycles. 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 or leasing those models.

NOTE

Because only registered owners will receive notification from us, we request that you contact any owners of affected motorcycles still listed 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).

Ordering Information: US Market

Based on supplier information, initial wave shipments of recall kit (Part No. 91500084) will begin in limited quantities the week of July 13, 2015. Shipments will continue for several weeks. All kits will be shipped no charge, transportation paid via UPS¹.

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. An order form will be attached to this bulletin on h-dnet.com after the wave shipments have been completed.

Table 2. Safety Recall Code [0166] Kit (Part No. 91500084) Contents

ITEM	PART NO.	QTY
Receptacle	10900009A	4

Ordering Information: Non-US Market

Asia Pacific

Contact your service and customization consultant.

Canada

Initial wave shipments will be conducted by Deeley Harley-Davidson Canada following the US timelines.

Europe

Follow standard H-Dnet order process. In case of questions or concerns, contact your local PAM (Parts, Accessories and Motorclothes) representative.

India

Contact your service and customization consultant.

Mexico

Contact the local service area representative at Harley-Davidson Mexico.

Japan

Contact the local service department at HDJ.

Required Dealer Action

1. Verify that the motorcycle is involved in this recall.
2. See Figure 1. Remove saddlebags.

3. Remove receptacles (1).
 - a. Insert a small screwdriver between receptacle clip and edge of saddlebag support.
 - b. Pry receptacle from saddlebag support.
4. Install **new** receptacles supplied in kit.
5. Install saddlebags using original studs (2) and washers.
6. When returning the motorcycle, remind the owner of the importance reading and following the saddlebag installation instructions provided in the owner's manual.

NOTE

If the customer paid to have this defect repaired before this recall notice, they may be eligible to receive reimbursement for the cost of that repair. Assist them to complete a copy of the attached reimbursement form and fax it to the number on the form.

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

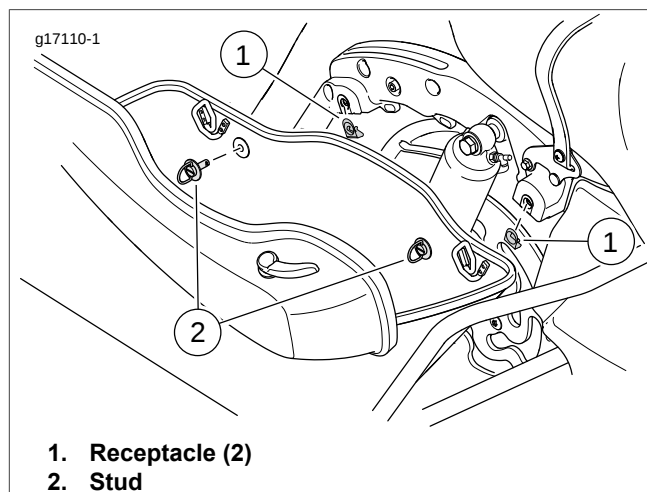


Figure 1. Saddlebag Stud Receptacles

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

For each motorcycle involved in this recall (involvement of VIN has been verified on h-dnet.com), submit a recall claim per the applicable table below.

Table 3. Talon/h-dnet.com Warranty Claim System Users

ITEM	DATA
Claim Type	SRC
Problem Part Number	10900009
Quantity	Leave blank
Primary Labor Code*	6290
Time	Touring: 0.1 hours CVO: 0.2 hours
Customer Concern Code*	0166
Condition Code	9981
Replacement Part Number	91500084
Quantity	1
* These items may need to be downloaded to your system.	

Credit Procedure: SAP System Users

Table 4. SAP System Users

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	C
Problem Part Number	10900009
Customer Concern Code*	0166
Condition Code	9981

Credit Procedure: All Other System Users

- Claim Date
- Campaign Number (0166)
- Fix ID (C) (Touring: 0.1 hr; CVO: 0.2 hr)
- Full seventeen character VIN

Upon submitting the properly completed claim, you will be credited for labor time for performing the procedure plus appropriate market administrative time.

- Each recall completion must be filed on an individual claim.
- Do not submit additional warranty events on these claims.

Credit Procedure for Dealer Stock

Submit a warranty claim for all dealer stock of receptacle (Part No. 10900009) using the appropriate table below. Do not include a VIN for parts inventory claims.

Table 5. Non-SAP System Users: Dealer Stock Parts

ITEM	DATA
Claim Type	SNV
Problem Part Number	10900009
Quantity	Will vary
Customer Concern Code*	0166
Condition Code	9982
* These items may need to be downloaded to your system.	

Table 6. SAP System Users: Dealer Stock Parts

ITEM	DATA
Claim Type	PAM-Stock
Problem Part Number	10900009
Quantity	Will vary
Customer Concern Code*	0166
Condition Code	9982

Upon receipt of the properly completed claim, you will be credited for each part in dealer stock.

Part Return Information: All Markets, All Tables

Hold all replacement parts for 60 days from date of credit issue for possible field inspection and/or return to factory. After 60 days, destroy and discard parts.



DEALER COMMUNICATIONS

HARLEY-DAVIDSON MOTOR COMPANY

IMPORTANT RECALL INFORMATION

Safety Recall Campaign 0166

HIGHLIGHTS

- Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety exists with the saddlebag mounting receptacle on certain model year 2014 and 2015 Touring model motorcycles.
- Under certain conditions, the spring wire in the receptacle may not maintain adequate tension, allowing the mounting stud to disengage from the receptacle. If this condition remains undetected, the saddlebag may become separated from the motorcycle while in motion, possibly creating a hazard for other motorists.
- Models affected - FLHR, FLHRC, FLHX, FLHXS, FLHTCU, FLHTCU TC, FLHTCUL, FLHTCUL TC, FLHTK, FLHTKL, FLTRX, FLTRXS, FLHP, FLHTP, FLHRSE, FLHXSE, FLHTKSE, FLTRUSE
- The population of affected vehicles was built from May 3, 2013 through May 26, 2015 in the U.S. and July 29, 2013 through June 9, 2015 in Brazil.

KEY DATES

- July 13 - 17: Service Bulletin expected to post.
- July 13 - 17: Limited quantity wave shipments of recall kits to begin.

CONTACT

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

July 13, 2015

Dear Dealer:

Harley-Davidson has learned that the saddlebag mounting receptacle, P/N 10900009, on some model year 2014 and 2015 Touring family vehicles (FLHR, FLHRC, FLHX, FLHXS, FLHTCU, FLHTCU TC, FLHTCUL, FLHTCUL TC, FLHTK, FLHTKL, FLTRX, FLTRXS, FLHP, FLHTP, FLHRSE, FLHXSE, FLHTKSE, FLTRUSE) built from May 3, 2013 through May 26, 2015 in the U.S. and July 29, 2013 through June 9, 2015 in Brazil may not adequately secure the saddlebag to the motorcycle during use. Under certain conditions, the spring wire in the receptacle may not maintain adequate tension, allowing the mounting stud to disengage from the receptacle. If this condition remains undetected, the saddlebag may become separated from the motorcycle while in motion, possibly creating a hazard for other motorists.

We have voluntarily declared that this condition constitutes a safety defect to allow us to formally recall (Campaign 0166) all affected motorcycles. The remedy is to first confirm that the motorcycle is covered by this recall. If covered, perform the recommended service per the service bulletin using the recall kit (Part No. 91500084). Based on supplier information, wave shipments in limited quantities will begin the week of July 13, 2015. A Service Bulletin outlining the repair and credit procedures will follow within seven days of this dealer communication; please reference the bulletin for a detailed description of the defect.

In consideration of kit availability and to allow more recall kits to be routed to customer-owned motorcycles, we are providing an interim solution that may be used on dealer-owned rental/demo fleets. The interim solution is to add one 6229W washer (or equivalent) between the existing 6229W washer and the saddlebag mount “bail head stud” (Part No. 90834-95B). This interim solution will not “close” the recall status.

You may claim this repair as a “MC” claim type on rentals – “DEM” claim type for demos – per the normal process, for quantity 4 (per motorcycle) of Part No. 6229W and labor time of .1 hour, using:

Labor code 8888
Customer concern code 9203
Condition code 1518

In the interest of the safety of our mutual customers and as required by Federal law, you may sell but NOT DELIVER any motorcycles until the remedy is completed per the service bulletin.

Please refer to *H-Dnet / Service Toolbox / Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0166 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.
0166

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 to your vehicle, VIN #

July 27, 2015
Harley-Davidson Recall No. 0166
NHTSA Recall No. 15V-427

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 a defect which relates to motor vehicle safety exists with the saddlebag mounting receptacles on certain model year 2014 and 2015 Touring model motorcycles (FLHR, FLHRC, FLHX, FLHXS, FLHTCU, FLHTCU TC, FLHTCUL, FLHTCUL TC, FLHTK, FLHTKL, FLTRX, FLTRXS, FLHP, FLHTP, FLHRSE, FLHXSE, FLHTKSE, FLTRUSE). We are notifying you because our records indicate that you have purchased one of the affected motorcycles.

What is the Issue?

Under certain conditions, the spring wire in the receptacle may not maintain adequate tension, allowing the mounting stud to disengage from the receptacle. If this condition remains undetected, the saddlebag may become separated from the motorcycle while it is in motion, possibly creating a hazard for other motorists.

What Should You Do?

Refer to the section of your owner's manual called "Saddlebags" for illustrations and an understanding of how the saddlebag retention system on your motorcycle works.

IMPORTANT: Until the recall repair has been performed on your motorcycle, it is important that you evaluate your motorcycle **BEFORE** each ride per the procedure outlined immediately below:

- o Open the saddlebag and confirm that there is a washer between the mounting stud and the rubber grommet. Then, grab the saddlebag with both hands on the front and rear, along the top edge, and confirm that the bag is securely fastened between the receptacle and mounting studs.
 - o If the washer is missing or the bag will not securely fasten, we suggest that you remove the saddlebags from your motorcycle per the instructions in the owner's manual and ride without them on your motorcycle until you can have your authorized Harley-Davidson motorcycle dealer perform the recall work.
- o We suggest that you perform this check each time before you ride your motorcycle.

Please contact your authorized Harley-Davidson motorcycle dealer to confirm recall kit availability 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 perform the recall repair work using the recall kit provided by Harley-Davidson at no cost to you. The repair will take less than one 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.

If you have had this defect repaired 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.

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 0166

**Recall 0166: Retail Customer Out-of-Warranty
Reimbursement Request Form - US**

("Customer Paid" saddlebag replacement/repair performed prior to announcement of recall.)

Date_____

Dealer Name_____ Dealer #_____

Dealership employee_____

Contact Information_____

(phone or e-mail address)

VIN _____

Supply the Approved or Credited Warranty Claim number_____

Owner Name and Current Mailing Address - Must match the name on the receipts/work orders
(please print legibly)

Owner Name:_____

Address:_____

City, State, Zip_____

Owner Signature

- ☐ Recall 0166 recall completed – Work Order attached. (Recall 0166 **must** be completed before submitting this reimbursement form.)

All reimbursements will be in the form of a Dealer Credit, valid at the dealer submitting this request. The dealer credit will be available for use within 5 business days of receipt of this request.

If a check reimbursement is preferred, please allow 6-8 weeks for processing.

☐ Owner Paid
(Receipt/Work Order/Cancelled Check attached) Amount Claimed \$_____

☐ Insurance Paid
(Receipt/Cancelled Check attached) Deductible Claimed \$_____

☐ Reimbursement Requested: (circle one): Dealer Credit Check Reimbursement

**Please fax this completed form and all receipts/work orders to:
Harley-Davidson Customer Service at (fax 414-343-8358)**