

# SERVICE BULLETIN



M-1408C

August 11, 2015

## 2014-2015 TOURING SADDLEBAG MOUNT - SAFETY RECALL 0166

### Reason for Revision

Harley-Davidson has learned that certain 0166 Recall Kits (Part No. 91500084) may have a quality issue. **Do not install kit 91500084 until kit inspection is complete.**

This revision also includes an updated Retail Customer Reimbursement Form.

No determination has been made on those motorcycles already repaired under Recall 0166. No action is required at this time. A follow-up communication will be provided if action is required.

This revision also changes the package date code cutoff of kits that can be used, to 7/14/2015. This change aligns with the August 3rd Dealer Communication.

This revision includes changes to claims processing. See Revision Overview.

### 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.

### Revision Overview

- Revised Retail Customer Reimbursement Form is attached.
- Kit number has been revised to 91500084A.
- Dealers must stop installing 91500084 until kit inspection is complete.
- An inspection procedure with photos for 91500084 kits is included.
- Instructions added for returning kits that fail the inspection.
- Wave shipments will resume on or before August 7, 2015.
- Table 3:** Claims processing replacement kit part number is now 91500084A. If repair was made 08/03/15 or earlier (based on when repair completed/Service End date in your claim), use part number 91500084 as your replacement part number. If repair was made 08/08/15 or later (based on when repair completed/Service End date in your claim), use part number 91500084A as your replacement part number. Repairs made between 08/04/15 and 08/07/15 could have been made with either replacement part number.

### 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.

#### 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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**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. 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 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 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: U.S. Market

Based on supplier information, initial wave shipments of revised recall kit (Part No. 91500084A) will resume in limited quantities on or before August 7, 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 (Revised Part No. 91500084A) Contents**

| ITEM       | PART NO.  | QTY |
|------------|-----------|-----|
| Receptacle | 10900009A | 4   |

## Ordering Information: Non-U.S. Market

### Asia Pacific

Contact your service and customization consultant.

### Canada

Initial wave shipments will be conducted by 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

### Inspection of 91500084 Kits

- Inspect all dealer inventory of kit 91500084.
  - If package has a date code of 07/14/15 or earlier, parts are good. Add an "A" after the part number.
  - See Figure 1. Inspect all later date code inventory of kit 91500084 as shown in the graphic.
  - Add an "A" to all kits that pass inspection.
- For kits that fail inspection, see 91500084 KIT RETURN PROCESS.

### Replace Receptacle

- Verify that the motorcycle is involved in this recall.
- See Figure 2. Remove saddlebags.
- Remove receptacles (1).
  - Insert a small screwdriver between receptacle clip and edge of saddlebag support.
  - Pry receptacle from saddlebag support.
- Install **new** receptacles supplied in kit.
- Install saddlebags using original studs (2) and washers.
- Confirm that stud has been rotated a **full 90 degrees** to ensure complete engagement.

7. When returning the motorcycle, remind the owner of the importance reading and following the saddlebag installation instructions provided in the owner's manual.

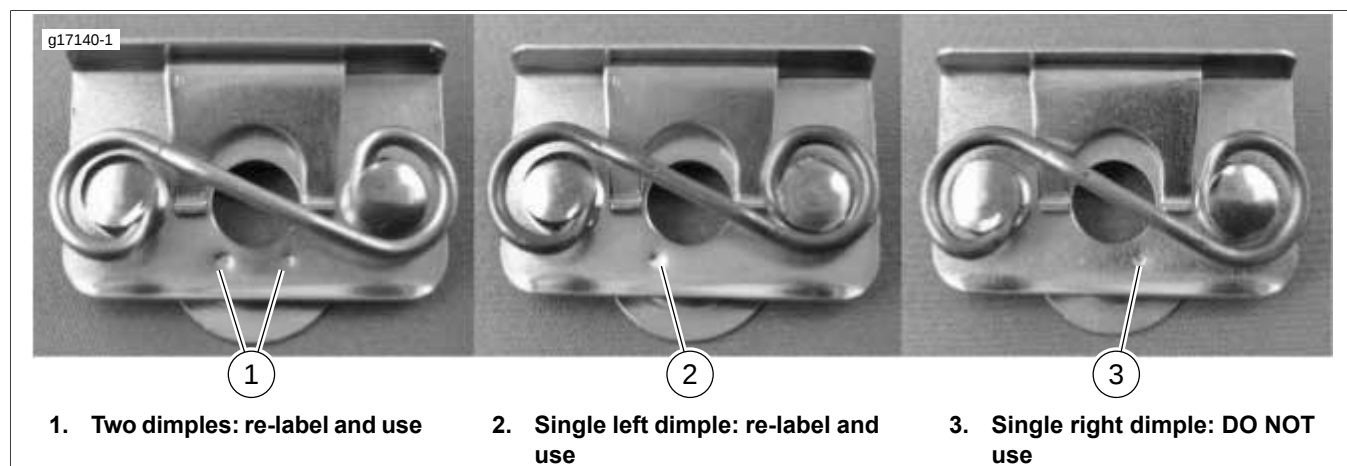
**NOTE**

*If the customer paid to have this defect repaired before this recall notice, they may be eligible to receive reimbursement*

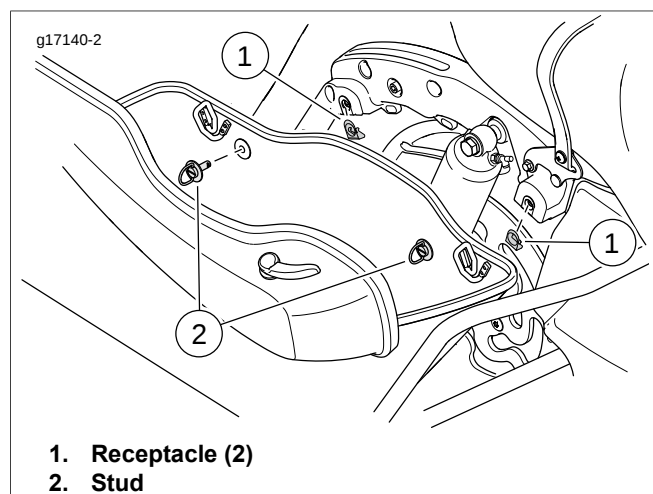
*for the cost of that repair. Assist them to complete a copy of the attached reimbursement form.*

- **U.S. Customers:** Fax it to the number on the form.
- **All but U.S. Customers:** Submit the form to the Regional Office for review.

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



**Figure 1. Saddlebag Stud Receptacles (shown inverted from installed position)**



**Figure 2. Saddlebag Stud Receptacles**

**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<br>CVO: 0.2 hours |
| Customer Concern Code*                                  | 0166                                 |
| Condition Code                                          | 9981                                 |
| Replacement Part Number                                 | 91500084A                            |
| Quantity                                                | 1                                    |
| * These items may need to be downloaded to your system. |                                      |

### 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.

### 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: Dealer Stock of 10900009 Receptacle

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 number 10900009 in dealer stock.

## Vehicle Repair Part Return Information

### Repair Part Return: All Markets, All Tables

Hold all replaced 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.

## 91500084 Kit Return Process

### 91500084 Kit Return (RMA Process): U.S. 48 State Only

**Kits that failed inspection:** Follow all instructions below to ensure proper documentation for kits needing to be returned

so that your dealership is not charged for return shipping. Return all defective 91500084 kits in one shipment. Do not send kits back individually. Send one RMA for all affected kits in your inventory.

1. RMA program guidelines are located via the following path on H-Dnet: Departments > Parts & Accessories > Sales Support Programs > Return Programs
2. Submit an RMA claim.
  - a. Log onto h-dnet.com.
  - b. Go to the RMA tool.
  - c. Use Return Code "O".
  - d. Enter "HRC M-1408C" in the remarks field.
3. Use UPS WorldShip or ups.com to process your return shipping label.
4. If using ups.com:
  - a. Go to the Shipping tab.
  - b. Select "Create a shipment".
  - c. Log in.
5. Enter shipping information under the Ship To tab:
  - a. **Company or name:** CAT Logistics Whse
  - b. **Address 1:** 850 N. Graham Road
  - c. **Address 2:** Dock 32 - Dealer Returns
  - d. **Country/Territory:** United States
  - e. **Postal Code:** 46143
  - f. **City or Town:** Greenwood
  - g. **State/Province:** IN
6. Enter shipping information under the Third Party Address tab:
  - a. **Company or name:** 0166-KIT Returns Harley-Davidson
  - b. **Address 1:** 3700 W. Juneau Avenue
  - c. **Country/Territory:** United States
  - d. **Postal Code:** 53208
  - e. **City or Town:** Milwaukee
  - f. **State/Province:** WI
  - g. **UPS Account Number:** 7930YX
7. Enter information in Reference Field 1 and 2:
  - a. **Reference 1:** Your Harley-Davidson dealer number
  - b. **Reference 2:** The quantity of kit 91500084 that are being returned
8. Print shipping label and apply to shipping package.

### All Markets Except U.S. 48 States

Contact your local Harley-Davidson office for disposition instructions for 91500084 kits that failed inspection.



## **DEALER COMMUNICATIONS**

### **HARLEY-DAVIDSON MOTOR COMPANY**

#### **IMPORTANT RECALL INFORMATION**

### **Safety Recall Campaign 0166 – Important Update**

#### **HIGHLIGHTS**

- Stop Recall 0166 repair activity immediately.
- Recall Kit 91500084 is being updated.
- Service Bulletin M1408A Touring Saddlebag Mount is being updated.
- **KEY DATES**
- August 7 – Revised kits begin shipping on or before this date.
- August 7 – Revised Bulletin released on or before this date.

#### **CONTACT**

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

August 3, 2015

Dear Dealer:

Harley-Davidson has learned that there may be a quality issue with certain 0166 Recall Kits (Part No. 91500084). To assure that you and our customers receive the level of quality required we have revised the kit part number to 91500084A and ask that any kits in your inventory be inspected per the process in this communication. A revised Service Bulletin (M-1408B) will soon be released with additional details.

Please take the following actions immediately:

- 1) Inspect all recall 0166 kit part numbers 91500084 in your inventory prior to fitting to a motorcycle.
- 2) Do not use any parts that do not meet the requirement but return via the process included in the revised service bulletin.
- 3) Parts that **do meet** the requirements please ensure an 'A' is added to the 91500084 part number on the label (which can simply be handwritten) and is placed back in your dealer stock. These parts can then be used.
- 4) All repair claims must now use the new 91500084A part number.

#### **Inspection Process:**

1. If recall kit package has date of 7/14/2015 or earlier than please add an "A" to the Part No.

Kit is ready for use.

2. If recall kit package has date of 7/15/2015 or later than please sort per the attached photos, facing the spring side, clip opening down as shown.



Two Dots are good to use.  
Add "A" to the Part No.  
Kit is ready for use.



Left Dot is good to use.  
Add "A" to the Part No.  
Kit is ready for use.



Right Dot only **DO NOT USE.**

Additional Claim information and return instructions will be in the coming Service Bulletin M-1408B .

Sincerely,  
Harley-Davidson Motor Company, Inc.

**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 \_\_\_\_\_

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.)

Supply the Approved or Credited Warranty Recall Repair Claim number \_\_\_\_\_

**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)**