

Customer Notification

In accordance with Federal regulations administered 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. and Canada Markets

U.S. and Canadian wave shipments have terminated. U.S. and Canadian dealers may order additional 91500084A kits using the attached order form.

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

Canada will follow the U.S. ordering process.

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 Figure 1.
 - Add an "A" to all kits that pass inspection.
- Kits that do not meet the inspection criteria, can be destroyed and discarded.

NOTE

Some kits have stud receptacles with a green paint mark. All kits (Part No. 91500084A) are approved for use, including those containing receptacles with a green paint mark.

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.
- 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 reimbursement 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.

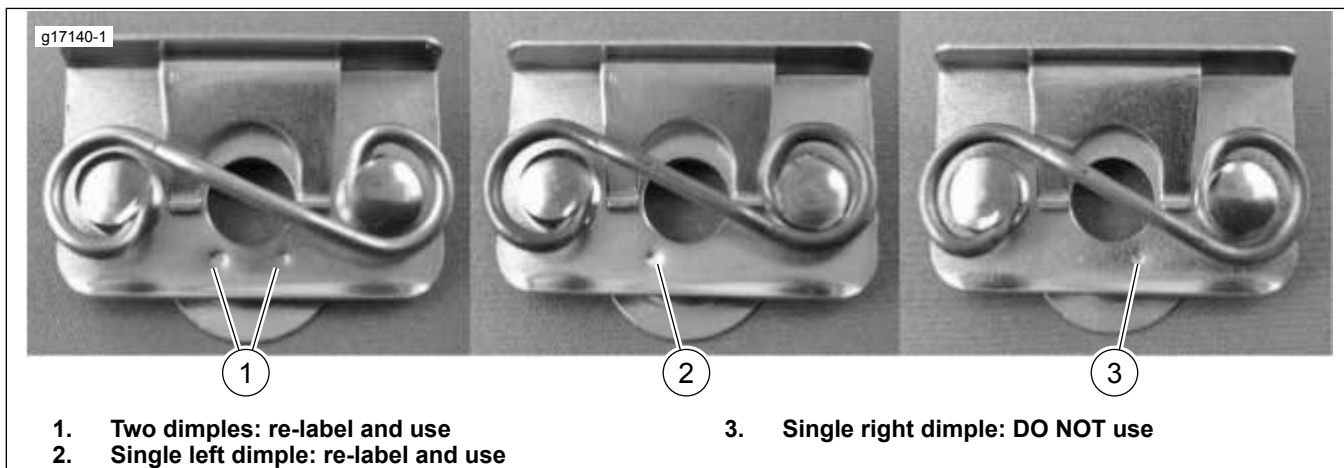


Figure 1. Saddlebag Stud Receptacles (shown inverted from installed position)

NOTE

Some kits have stud receptacles with a green paint mark. All kits (Part No. 91500084A) are approved for use, including those containing receptacles with a green paint mark.

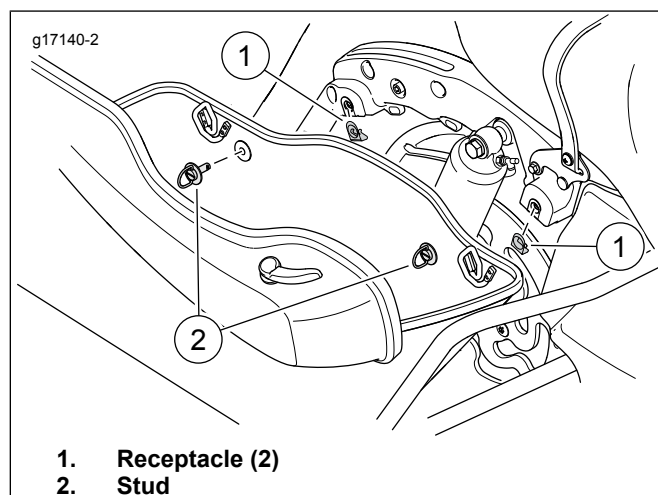


Figure 2. Saddlebag Stud Receptacles

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	91500084A
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: 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

Table 6. SAP System Users: Dealer Stock Parts

ITEM	DATA
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.