

# SERVICE BULLETIN



M-1423

May 18, 2016

## 2014.5-2016 DYNA LOW RIDER (FXDL) IGNITION SWITCH: SAFETY RECALL 0168

### Purpose

Harley-Davidson has determined that a condition affecting motor vehicle safety exists on 2014.5-2016 Dyna Low Rider motorcycles built 1/6/2014 through 4/7/2016 (8/29/2014 through 1/14/2016 in Brazil). The ignition switch can become damaged internally due to engine-induced vibration. If this condition remains undetected it could cause the engine to unexpectedly shut off while the motorcycle is being ridden, increasing the risk of a crash.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0168) to remedy this defect. As required by law, you may sell but NOT DELIVER any affected 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

### Motorcycles Affected

This recall applies to 2014.5-2016 Dyna Low Rider motorcycles built 1/6/2014 through 4/7/2016 (8/29/2014 through 1/14/2016 in Brazil).

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. Select "Safety Campaign Open VIN List". Select 0168 Campaign to view the VIN list.

#### NOTES

- *If the motorcycle does not appear on your dealer VIN list, refer to the "Vehicle Information" link to determine if the motorcycle is affected.*
- **Canadian Dealers:** *To determine if a vehicle is affected by a recall use h-dnet.com. Navigate to My Tool Box / Vehicle Information.*

### Markets Affected

All markets where 2014.5-2016 Dyna Low Riders are sold 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 the replacement service. A sample of the customer letter is attached. Owners outside the United States market may receive this notification by other means.

You are also required to perform the recall service on all motorcycles in your dealership inventory before delivering, renting, or leasing those motorcycles.

Because only registered owners will receive notification from us, we request that you contact any owners of vehicles that your records show 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).

To protect the safety of our riders, it is our mutual responsibility to make sure 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.

### Kit Contents

**Table 1. Ignition Switch/Fork Lock Set and Decal (Kit Part No. 91500088)**

ITEM	PART NO.	QTY
Ignition Switch/Fork Lock Set	71400095B	1
Decal	14130-06B	1

Upon completion of the recall on any vehicle, follow the instructions listed under Credit Procedure and submit your recall claims promptly.

#### 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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## Kit Ordering Information: U.S. Market

Initial wave shipments of recall kits (Part No. 91500088) will begin the week of 05/23/2016. U.S. Dealers will be charged dealer net for the recall kits. Once the claims are filed, dealers will be reimbursed at retail. Refer to the U.S. dealer communication letter dated 05-12-2016 for more information.

A bulletin revision with Kit Order Form will be posted once wave shipments are complete.

## Kit Ordering Information: Non-U.S. Markets

Contact your local service area representative for ordering instructions.

- **Europe:** Contact the After-sales Manager for ordering instructions.
- **Mexico:** Contact your local service area representative at Harley-Davidson Mexico for ordering instructions.
- **Japan:** Contact your local service department at Harley-Davidson Japan for ordering instructions.
- **Asia Pacific:** Please follow the h-dnet order process. Your PAM order type is recall and all orders are VIN specific. Each ordered kit will be charged to the dealer. See credit procedure SAP system users. In case of questions or concerns, contact your local PAM (Parts, Accessories and Motor-Clothes) representative, market SCC or your local warranty representative.
- **Canada:** Wave shipment schedule will follow the U.S. timetable.

## Required Dealer Action

### NOTE

Notify the customer to bring their owner's manual with the motorcycle so that the new key number can be placed in the manual.

1. Replace ignition switch. See the service manual.

### NOTE

- Slide fuel tank back to aid fork lock replacement.
  - When sliding fuel tank back, do not allow clamps on fuel crossover tube to contact front rocker cover.
2. Slide fuel tank back. See the service manual.
    - a. Remove fuel tank mounting bolts.
    - b. Disconnect fuel line from fuel tank.
    - c. Cover front rocker cover to protect from damage.
    - d. Slide fuel tank back.

### NOTE

When installing new fork lock, use new decal supplied in the kit.

3. Replace fork lock. See the service manual.
4. Install fuel tank mounting bolts and fuel line. See the service manual.
5. Add the new key number to the customer's owner's manual.

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

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

**Table 2. Replace Ignition Switch/Fork Lock Set and Decal**

ITEM	DATA
Claim Type	SRC
Problem Part Number	71400113
Quantity	Leave Blank
Primary Labor Code*	5118
Time	0.7 hrs
Customer Concern Code*	0168
Condition Code	9981
Replacement Part Number	91500088
Quantity	1

\* These items may need to be downloaded to your system.

When submitting the claim, **please provide the new key number** from the work/repair order in to the Comments section of the claim.

U.S. Dealers: Upon submission of the properly completed recall claim, you will be credited for the part and labor plus the applicable market administrative time.

Other Talon/h-dnet.com Warranty Claim System Users: Upon submission of the properly completed recall claim, you will be credited for labor plus the applicable market administrative time.

The safety recall record will be updated. Each recall completion must be filed on an individual claim. Do not submit additional warranty events on these claims.

## Credit Procedure: SAP System Users

**Table 3. Replace Ignition Switch and Decal**

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	C
Problem Part Number	71400113
Customer Concern Code*	0168
Condition Code	9981

\* This items may need to be downloaded to your system.

When submitting the claim, **please provide the new key number** from the work/repair order in to the Comments section of the claim.

Upon submission of the properly completed recall claim, you will be credited for labor (0.7 hours) plus the applicable market administrative time. The safety recall record will be updated. Each recall completion must be filed on an individual claim. Do not submit additional warranty events on these claims.

### **Credit Procedure: All Other System Users**

For each vehicle involved in this campaign, file a claim supplying all necessary information as follows:

- Claim Date
- Campaign Number (0168)
- FIX ID ( C )
- Full Seventeen Character VIN

When submitting the claim, **please provide the new key number** from the work/repair order.

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

### **Part Return Information: All Markets**

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



## **DEALER COMMUNICATIONS**

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

#### **IMPORTANT RECALL INFORMATION**

### **Safety Recall Campaign 0168**

#### **HIGHLIGHTS**

- Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety exists in the ignition switch of certain 2014.5 - 2016 Harley-Davidson Dyna Low Rider model motorcycles.
- On these motorcycles, the Ignition Switch may become damaged internally due to engine-induced vibration.
- Models affected – FXDL and FXDL103
- The population of affected vehicles was built from 1/6/14 through 4/7/16 in the US and from 8/29/14 through 1/14/16 in Brazil.

#### **KEY DATES**

- May 16 - 20: Service Bulletin expected to post.
- May 23 - 27: Limited quantity wave shipments of recall kits to begin.

#### **CONTACT**

- Call 800-664-7762 (USA Dealers Only) and select the appropriate prompts.
- Non-USA Dealers should contact their regional office.

May 16, 2016

Dear Dealer:

Harley-Davidson has learned that the Ignition Switch, P/N 71400113, on certain M.Y. 2014.5 – 2016 FXDL model motorcycles built from 1/6/14 through 4/7/16 in Kansas City and 8/29/14 through 1/14/16 in Brazil may become damaged internally due to engine-induced vibration. If this condition remains undetected it could cause the engine to unexpectedly shut off while the motorcycle is being ridden, increasing the risk of a crash.

We have voluntarily declared that this condition constitutes a safety defect to allow us to formally recall (Campaign 0168) 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. 91500088). Based on supplier information, wave shipments in limited quantities will begin the week of May 23, 2016. A Service Bulletin outlining the repair and credit procedures will follow within one week of this dealer communication; 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 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 0168 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.  
0168

**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 #

May XX, 2016  
Harley-Davidson Recall No. 0168  
NHTSA Recall No. 16V-TBD

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 in the ignition switch of certain 2014.5 - 2016 Harley-Davidson Low Rider model motorcycles (FXDL). We are notifying you because our records indicate that you may own one of the affected motorcycles.

### **What is the Issue?**

Your motorcycle's ignition switch may become damaged internally due to engine-induced vibration. If this condition remains undetected, it could cause the engine to unexpectedly shut off while the motorcycle is being ridden, increasing the risk of a crash.

### **What Should You Do?**

Please contact your authorized Harley-Davidson motorcycle dealer immediately 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 approximately 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.

### **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 0168



Harley-Davidson

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, VIN

May XX, 2016

Harley-Davidson Recall No. 0168

Dear Harley-Davidson Motorcycle Owner:

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Your motorcycle's ignition switch may become damaged internally due to engine-induced vibration. If this condition remains undetected, it could cause the engine to unexpectedly shut off while the motorcycle is being ridden, increasing the risk of a crash.

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Please contact your authorized Harley-Davidson motorcycle dealer immediately 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 approximately 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. This procedure will result in a new fork lock and ignition switch with a new set of keys. When you take your motorcycle in for the repair, please provide your owner's manual so the dealer can note the new key number in your manual.

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, laws in certain markets may require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee.



**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 1-414-343-4056 world-wide.

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 0168