

Part 573 Safety Recall Report

18E-010

Manufacturer Name : Harley-Davidson Motor Company

Submission Date : FEB 28, 2018

NHTSA Recall No. : 18E-010

Manufacturer Recall No. : 0172



Manufacturer Information :

Population :

Manufacturer Name : Harley-Davidson Motor Company

Number of potentially involved : 895

Address : 3700 W. Juneau Avenue

Estimated percentage with defect : 1 %

Milwaukee WI 53201-0653

Company phone : (414) 343-4056

Equipment Information :

Brand / Trade 1 : Harley-Davidson

Model : Genuine Motor Parts and Accessories Detachables™ Saddlebags

Part No. : 90201561

Size : NR

Function : NR

Descriptive Information : Harley-Davidson Genuine Motor Parts and Accessories Detachables™ Saddlebags P/N 90201561.

The recall population was determined by the saddlebag wall thickness. The recall population differs because of inadequate engagement of the latching arm to the saddlebag mounting plate/bracket.

Production Dates : JUN 20, 2017 - DEC 07, 2017

Brand / Trade 2 : Harley-Davidson

Model : Genuine Motor Parts and Accessories Detachables™ Saddlebags

Part No. : 90201645

Size : NR

Function : NR

Descriptive Information : Harley-Davidson Genuine Motor Parts and Accessories Detachables™ Saddlebags P/N 90201645.

The recall population was determined by the saddlebag wall thickness. The recall population differs because of inadequate engagement of the latching arm to the saddlebag mounting plate/bracket.

Production Dates : JUN 20, 2017 - DEC 07, 2017

Brand / Trade 3 : Harley-Davidson

Model : Genuine Motor Parts and Accessories Detachables™ Saddlebags

Part No. : 90201552

Size : NR

Function : NR

Descriptive Information : Harley-Davidson Genuine Motor Parts and Accessories Detachables™ Saddlebags P/N 90201552.

The recall population was determined by the saddlebag wall thickness. The recall population differs because of inadequate engagement of the latching arm to the saddlebag mounting plate/bracket.

Production Dates : JUN 20, 2017 - DEC 07, 2018

Brand / Trade 4 : Harley-Davidson

Model : Genuine Motor Parts and Accessories Detachables™ Saddlebags

Part No. : 90201644

Size : NR

Function : NR

Descriptive Information : Harley-Davidson Genuine Motor Parts and Accessories Detachables™ Saddlebags P/N 90201644.

The recall population was determined by the saddlebag wall thickness. The recall population differs because of inadequate engagement of the latching arm to the saddlebag mounting plate/bracket.

Production Dates : JUN 20, 2017 - DEC 07, 2017

Brand / Trade 5 : Harley-Davidson

Model : Genuine Motor Parts and Accessories Detachables™ Saddlebags

Part No. : 90201555

Size : NR

Function : NR

Descriptive Information : Harley-Davidson Genuine Motor Parts and Accessories Detachables™ Saddlebags P/N 90201555.

The recall population was determined by the saddlebag wall thickness. The recall population differs because of inadequate engagement of the latching arm to the saddlebag mounting plate/bracket.

Production Dates : SEP 07, 2017 - DEC 07, 2017

Brand / Trade 6 : Harley-Davidson

Model : Genuine Motor Parts and Accessories Detachables™ Saddlebags

Part No. : 90201513

Size : NR

Function : NR

Descriptive Information : Harley-Davidson Genuine Motor Parts and Accessories Detachables™ Saddlebags P/N 90201513.

The recall population was determined by the saddlebag wall thickness. The recall population differs because of inadequate engagement of the latching arm to the saddlebag mounting plate/bracket.

Production Dates : AUG 04, 2017 - DEC 07, 2017

Description of Defect :

Description of the Defect : The saddlebag latching arm, P/N 90200481 on some 2018 Harley-Davidson Genuine Motor Parts and Accessories Detachables™ Saddlebags included in kit P/Ns 90201561, 90201552, 90201645, 90201644, 90201555, and 90201513 may become disengaged and not adequately secure the saddlebag to the motorcycle during use. Due to the variance of the saddlebag wall thickness in the area where the latching arm is installed, the latching arm may have inadequate engagement to the saddlebag mounting plate/bracket, which may allow the latching arm to rotate out of the locked position.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : Variance of the saddlebag wall thickness in the area where the latching arm is installed which leads to inadequate engagement of the latching arm to the saddlebag mounting plate/bracket.

Identification of Any Warning that can Occur : The operator may notice that the saddlebag indicator on the back side of the bag is visible and/or that the bag rattles or is loose when touched.

Supplier Identification :

Component Manufacturer

Name : NA

Address : NR

NR

Country : United States

Chronology :

11/14/17 – Dealer call to our Service Call center reporting a potential saddlebag retention issue on a customer's 2018 Softail motorcycle.

12/11/17 – After conducting a review of the initial Service Call center report, Harley-Davidson's Recall Investigation Committee (RIC) initiates a formal investigation.

12/11/17 – 1/17/18 – Harley-Davidson's Parts, Accessories, & Customization (PAC) Engineering group conducts a formal review of returned saddlebags, including a study of manufactured saddlebags to understand the range of thicknesses being produced. Based upon the thickness of the saddlebags in the latch mounting area, PAC Engineering confirms it is possible for the saddlebag to become dislodged. A total of four warranty claims and five unique customer complaints not already in warranty were identified as potentially relating to this saddlebag retention issue. There were no reports of PAC saddlebags separating from motorcycles and no reports of crashes or injuries as of this time. An analysis of dealer shipments was also completed to estimate the number of potential PAC saddlebags in the field.

1/17/18 - 2/1/18 – Through formal testing, PAC Engineering establishes the critical dimension for thickness that could create the condition for a saddlebag to become dislodged.

2/15/18 – Harley-Davidson's Recall Investigation Committee meets and makes a determination to escalate this issue to Executive Management. At this time, a total of five warranty claims and six unique customer complaints not already in warranty have been identified as potentially relating to this saddlebag retention issue. Harley-Davidson has received no reports of a PAC saddlebag completely separating from the vehicle and no reports of crashes or injuries related to this condition.

2/22/18 – Decision made by Executive Management to conduct a voluntary safety recall to address this condition.

Description of Remedy :

Description of Remedy Program : Owners of affected parts will be asked to arrange service with an authorized Harley-Davidson dealer, who will confirm that the parts are covered by this recall. If covered, the dealer will install parts from the recall kit which will eliminate the thickness variation issue in the saddlebags. This service will be provided at no charge to the customer.

Pursuant to 49 CFR 577.11 (e), Harley-Davidson requests that it be exempt from providing a notification of a reimbursement plan. Any pre-notification product failure would have been replaced under the manufacturer's limited warranty. Accordingly, no person would be eligible for reimbursement pursuant to 573.13.

How Remedy Component Differs from Recalled Component : Recall Kit P/N 91500092 includes a spacer that will be installed in the latching mechanism that eliminates the thickness variation issue in the saddlebags. The kit will work with P/Ns 90201561, 90201552, 90201645, 90201644, 90201555, and 90201513. The production parts for these P/

Identify How/When Recall Condition was Corrected in Production : Ns have been updated to include the spacer, and the part numbers have been changed.
On 01/03/2018, the production parts were updated to include the spacer, and the part numbers have been changed.

Recall Schedule :

Description of Recall Schedule : Harley-Davidson will notify the dealer network on or about 03/01/2018. Owner notification letters will be sent beginning on or about 03/05/2018.
Planned Dealer Notification Date : MAR 01, 2018 - MAR 01, 2018
Planned Owner Notification Date : MAR 05, 2018 - MAR 06, 2018

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR
Address : NR
NR
Country : NR
Company Phone : NR

* NR - Not Reported