

Chronology Harley-Davidson Recall 0173 10/18/18

1/15/18: Harley-Davidson's Recall Investigation Committee (RIC) became aware of an incident in Korea in which a crash allegedly occurred due to a loss of clutch disengagement caused by a leaking secondary clutch actuator. No injuries were reported.

1/24/18: A field data query identified 92 warranty claims and 10 dealer/customer contacts (without corresponding warranty claims) that appeared to be related to secondary clutch actuator leaks. No additional crashes were identified. The secondary clutch actuator from the Korea incident was received and parts were sent to the supplier, Brembo, for further analysis.

2/13/18: Brembo and Harley-Davidson initiated a joint investigation of warranty return parts, with parts sent to Brembo's facility in Italy.

4/9/2018: The RIC initiated a formal investigation.

4/2018: Multiple meetings were held with Brembo regarding warranty return analysis and root cause investigation. Updated field data (4/23) showed 154 warranty incidents and 13 dealer/customer contacts that appeared to be related to secondary clutch actuator leaks. No additional alleged crashes related to this issue were identified. The RIC decided to continue to monitor field data monthly.

5/21/2018: Updated field data showed 170 warranty claims and 26 dealer/customer contacts that appeared to be related to secondary clutch actuator leaks. No additional alleged crashes related to this issue were identified.

6/25/18: Updated field data showed 204 warranty claims and 30 dealer/customer contacts that appeared to be related to secondary clutch actuator leaks. One additional alleged crash was identified, with no reported injuries, that may be related to this issue.

7/2/18 and 8/1/18: Actions related to this investigation were reviewed by the Technical Subcommittee (TSC) and the decision was made to share all available information with the full RIC for their review and input.

8/2/18: Meeting held with the full RIC. Updated field data showed 265 warranty claims and 29 dealer/customer contacts that appeared to be related to the secondary clutch actuator leaking. Three additional alleged crashes, with no reported injuries, were identified that may be related to this issue (bringing the total to five). Additional actions were identified by the full RIC, including calling customers who had recent warranty claims to help evaluate notice or warnings experienced by the rider prior to loss of lift.

8/2018 – 9/2018: Customers were contacted to evaluate notice/warning.

9/27/18: Actions reviewed with the TSC.

10/4/18: Meeting held with full RIC. Actions from the previous meeting were reviewed. Updated field data showed 338 warranty claims and 38 dealer/customer contacts that appeared to be related to the secondary clutch actuator leaking. No additional alleged crashes were identified. The RIC decided to escalate this issue to executive management.

10/11/18: Upon review of the results of the RIC's investigation and analysis, Harley-Davidson's executive management made its determination that a safety defect exists in the subject population and declared a recall to remedy the issue.