

Part 573 Safety Recall Report

21V-225

Manufacturer Name : Harley-Davidson Motor Company

Submission Date : APR 07, 2021

NHTSA Recall No. : 21V-225

Manufacturer Recall No. : 0177



Manufacturer Information :

Manufacturer Name : Harley-Davidson Motor Company

Address : 3700 W. Juneau Avenue

Milwaukee WI 53201-0653

Company phone : (414) 343-4056

Population :

Number of potentially involved : 31,346

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2019-2021 Harley-Davidson Sportster (XL)
Vehicle Type : MOTORCYCLES
Body Style : OTHER
Power Train : GAS

Descriptive Information : Certain 2019 – 2021 Harley-Davidson Sportster (XL) model motorcycles within the production build range are part of the recall population. These models were equipped with Headlamp Assembly, part number 68297-05A, an unknown number of which may have been produced with a glossy, chrome finish on the interior of the bulb shield. The specific number of this make/model/year are:

2019 XL883L – 2;
2019 XL883N – 4761;
2019 XL1200C – 2;
2019 XL1200CX – 394;
2019 XL1200X – 1525;
2019 XL1200XS – 2;
2019 XL1200NS – 2365;
2020 XL883N – 9429;
2020 XL1200X – 2265;
2020 XL1200CX – 558;
2020 XL1200NS – 4921;
2021 XL883N – 1944;
2021 XL1200X – 867;
2021 XL1200NS – 1483;

Other vehicles not included in the above recall population may have received a potentially affected Headlamp Assembly (68297-05A) as a replacement service part. Approximately 796 parts were potentially sold for 2005-2019 Sportsters, 2005-2017 Softails, 2005-2017 Dynas, and 2005-2011 V-Rods. Harley-Davidson will be working with our dealership network to notify these customers.

Production Dates : FEB 01, 2019 - MAR 23, 2021

VIN Range 1 : Begin : 1HD1LP319KC420588 End : 1HD4LE214MB407307 Not sequential

Description of Defect :

Description of the Defect : The interior of the bulb shield in an unknown number of XL Headlamp Assemblies, part number 68297-05A, may have been produced with a glossy, chrome finish. If this condition is present, the resulting thermal conditions may cause a hole to develop in the tip of the dual-filament bulb, which in turn may allow the sealed gas to escape from the bulb, thereby causing the powered filament to fail prematurely. Investigation of this issue indicates that switching to a different beam (high to low or low to high) to restore lighting causes the second filament to fail.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of both high and low headlamp beams in succession during nighttime driving may increase the risk of a crash.

Description of the Cause : A glossy, chrome finish on the interior of the bulb shield in the Headlamp Assembly (68297-05A) may cause a hole to develop in the tip of the dual-filament bulb.

Identification of Any Warning that can Occur : If either headlamp filament fails, the Security Lamp will illuminate.

Involved Components :

Component Name 1 : LAMP ASY, 5-3/4 IN, DOM

Component Description : Headlamp Assembly

Component Part Number : 68297-05A

Supplier Identification :

Component Manufacturer

Name : Lincoln Industries, Inc.

Address : 600 West E Street
Lincoln Nebraska 68522

Country : United States

Chronology :

12/17/2020 – As a result of a spike in the number of XL (Sportster) headlamp bulbs (used in Headlamp Assembly Part Number 68297-05A) being replaced under warranty due to reported failures of both high and low beam filaments, Harley-Davidson's Technical Subcommittee (TSC) initiated a root cause investigation with the assistance of Harley-Davidson's advanced problem-solving group (Red-X Team) and supplier quality.

12/17/2020 – 3/8/2021 – Additional warranty analysis (including an evaluation of the possible effect of warranty policy changes) and customer contact searches were performed. Field parts were inspected and analyzed, the headlamp assembly supplier and bulb supplier were consulted, and a lab test was developed that could replicate what we were seeing on field returned parts. The investigation indicated that the use of a glossy, chrome-plated bulb shield in the headlamp assembly could create thermal conditions that could, in turn, cause a hole to form in the bulb tip. Upon completion of the investigation, the TSC escalated the issue to the Field Action Committee (FAC) for further consideration.

3/23/2021 The FAC reviewed the TSC's findings and analysis and escalated the matter to H-D's Executive Decision Authority (EDA).

3/24/2021 – Based upon the information developed during the investigation, the EDA authorized a recall to address this condition. There have been no reports of crashes or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : Owners of affected motorcycles will be advised to arrange service with an authorized Harley-Davidson dealer, who will perform the remedy at no charge to the customer. The "Harley-Davidson Motor Company General Reimbursement Program for Pre-Notification Remedies" dated December 2018 will apply to this recall.

How Remedy Component Differs from Recalled Component : The remedy involves installing a new headlamp bulb shield from the recall kit.

Identify How/When Recall Condition was Corrected in Production : Beginning on or about 03/23/2021, production vehicles began receiving new headlamp assemblies with a bulb shield built with a matte inner surface finish which does not cause the recall condition.

Recall Schedule :

Description of Recall Schedule : Harley-Davidson will notify the dealer network between 04/05/2021 and 04/12/2021. Owner notification letters will be sent between 04/12/2021 and 04/26/2021.

Planned Dealer Notification Date : APR 05, 2021 - APR 12, 2021

Planned Owner Notification Date : APR 12, 2021 - APR 26, 2021

* NR - Not Reported