

# HUSQVARNA TECHNICAL BULLETIN HTB2108 - USA

SEPTEMBER 1, 2021

**RECALL: THIS MODIFICATION HAS TOP PRIORITY AND MUST BE PERFORMED IMMEDIATELY TO ENSURE CUSTOMER SAFETY**

## CHECKING THE MOUNTING POSITION OF THE BRAKE PAD RETAINING “R” CLIPS ON THE FRONT BRAKE CALIPER

### AFFECTED MODELS:

**2022 FE 350s**

**2022 FE 501s**

### RESTRICTIONS: AFFECTED MODELS ARE LINKED BY VIN IN HUSQVARNA DEALER.NET

**It is mandatory that your customers discontinue riding their motorcycle until the brake pad retaining “R” clips on the front brake caliper have been checked for correct mounting by an authorized Husqvarna Motorcycles dealer. Husqvarna Motorcycles North America, Inc. requests that you make every effort to contact all of your customers that could be affected by this Recall.**

### INITIAL INFORMATION:

Husqvarna Motorcycles North America, Inc. has determined that a defect which relates to motor vehicle safety exists with certain 2022 model motorcycles listed above pertaining to the brake pad retaining “R” clips on the front brake caliper. On affected motorcycles there is a possibility that the brake pad retaining “R” clips on the front brake caliper were mounted incorrectly and must be checked for proper mounting. If the brake pad retaining “R” clips on the front brake caliper are mounted incorrectly there is a possibility the clips can unfasten and fall out and get lost while riding. This can result in the brake pad securing pin and brake pad holding bracket being lost which could reduce front braking performance and possibly lead to an accident, injury and/or consequential property damage.

For this reason and to ensure the highest level of safety, performance, reliability and customer satisfaction, the brake pad holding bracket retaining “R” clips on the front brake caliper must be inspected for correct assembly on all affected motorcycles.

Husqvarna Motorcycles is notifying all registered owners of the 2022 model motorcycles listed above by mail. A copy of the customer letter is included in this bulletin. The customer should take the letter along with the affected motorcycle to an authorized Husqvarna Motorcycles Dealer to have the brake pad retaining “R” clips on the front brake caliper checked for correct mounting.

Dealers must check the mounting of the brake pad retaining “R” clips on the front brake caliper on all affected 2022 model motorcycles listed above in their inventory prior to any customer delivery. Any of the affected 2022 models listed above received directly from Husqvarna Motorcycles North America, Inc. require inspection of the the brake pad retaining “R” clips on the front brake caliper prior to customer delivery. Affected motorcycles

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acquired through dealer transfers or trades must be remedied and checked in Husqvarna Dealer.net to ensure and document that the repair has been performed.

**Motorcycles that are affected must not be sold or operated until the brake pad retaining “R” clips on the front brake caliper are checked for correct mounting as described in this bulletin.** It is a violation of Husqvarna Motorcycles North America, Inc. policy for an authorized Husqvarna Motorcycles dealer to deliver any affected units to customers before the procedure in this bulletin has been performed.

Husqvarna Motorcycles North America, Inc. must report to the federal government on a regular basis how many motorcycles have been inspected and repaired during this campaign. Be sure to submit your warranty request for reimbursement on every unit repaired to ensure accurate compliance numbers.

## PROCEDURE FOR REPAIR:

1. Check that the brake pad retaining “R” clips on the front brake caliper are correctly mounted on the front brake caliper as shown in Figure 1.
2. If the brake pad retaining “R” clips on the front brake caliper are mounted incorrectly as shown in Figure 2. then you will need to remove and remount the pins as shown in Figure 1.

**Note:** The pins must be mounted in opposing directions. The outer pin must be inserted from the front, the inner pin from the rear as shown in Figure 1.

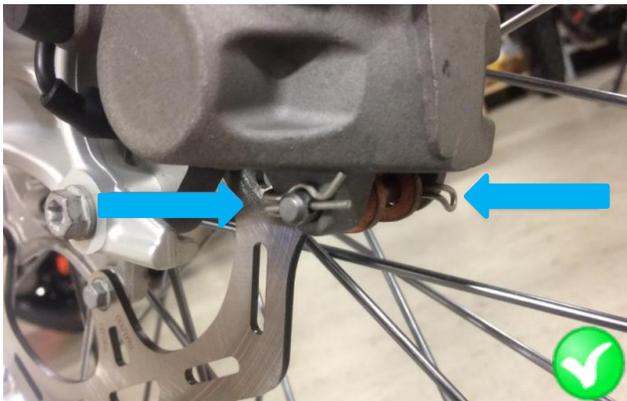


Fig. 1 – Retaining “R” clips mounted in the correct direction

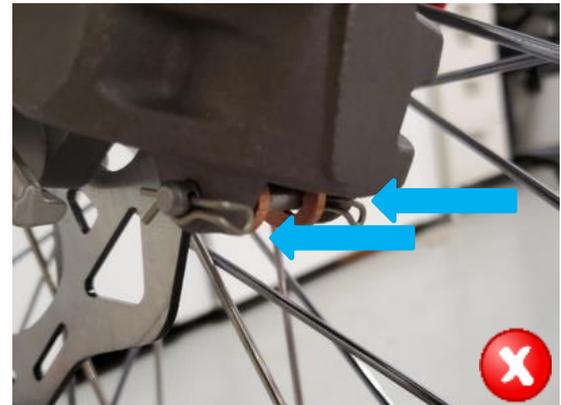


Fig. 2 – Retaining clips mounted incorrectly

## VEHICLE LOCK INFORMATION:

Unsold motorcycles that are linked to this recall are locked in the vehicle history. The vehicle lock prevents the motorcycle from being retailed to a customer before the recall is performed. In order to unlock the vehicle, you must perform the recall and then submit a TI claim. After the TI claim is submitted it will be possible to unlock and retail the motorcycle.

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### WARRANTY INPUT INFORMATION:

**This Technical Bulletin only affects certain VIN numbers! Please check the VIN by performing a Motorcycle History search in Husqvarna Dealer.net to determine if it's affected. If the motorcycle is affected, you will see a link to the bulletin and its repair status in the history results. Husqvarna Motorcycles North America, Inc. will not warranty units whose VIN numbers are not listed as this bulletin does not apply to them. It is the responsibility of the dealer to determine if the unit requires this update by checking the vehicle history and understanding the instructions provided by this bulletin.**

Please note that when entering a warranty claim on an affected model, you must perform a history search, expand the **Technical Information** window, click the blue arrow on the right side of the corresponding bulletin message.

You can now choose the TI Number from the list. The TI number for this procedure is according to the repairs performed and listed in the warranty claim input information; click **Continue with selected action code**.

The Warranty Claim is automatically entered for you, including parts & labor. You must enter additional information in the required fields marked with an asterisk "\*" before submitting the claim to Husqvarna Motorcycles. The flat rate time for this repair is based on the action performed and provided in minutes.

<b>Warranty type:</b>
TI warranty
<b>Component group:</b>
13 – Brake
<b>Failure code:</b>
900 – Failure identification by manufacturer
<b>Failure causing part:</b>
A54013017000 – locking pin complete
<b>Campaign code, parts, labor time:</b>
<b>Check of the front brake pad retaining "R" clips</b>
Action code: <b>13_1945157_00</b>
Labor time: <b>10 minutes</b>
<b>Are stock items affected: NO</b>

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## IMPORTANT SAFETY RECALL NOTICE NHTSA Recall No. xxxxxxxx

This notice applies to your motorcycle, VIN: «Vin»  
«PdiFirstName» «PdiLastName»  
«PdiAddress1»  
«PdiCity», «PdiProvince» «PdiPostalCode»

9/xx/2021

**RE: Affected models: 2022 FE 350s and 2022 FE 501s**

Dear Husqvarna Motorcycles Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Husqvarna Motorcycles North America, Inc. has decided that a defect which relates to motor vehicle safety exists with the motorcycle models and years listed above.

On affected motorcycles there is a possibility that the brake pad retaining “R” clips on the front brake caliper were mounted incorrectly and must be checked for proper mounting. If the brake pad retaining “R” clips on the front brake caliper are mounted incorrectly there is a possibility the clips can unfasten and fall out and get lost while riding. This can result in the brake pad securing pin and brake pad holding bracket being lost which could reduce front braking performance and possibly lead to an accident, injury and/or consequential property damage.

To remedy this defect, it is necessary to have the brake pad retaining “R” clips on the front brake caliper inspected for correct assembly by an authorized Husqvarna Motorcycles dealer before it is operated.

**It is mandatory that you discontinue riding your motorcycle until the defect has been repaired by an authorized Husqvarna Motorcycles dealer.**

Please contact your authorized Husqvarna Motorcycles Dealer (log onto [www.husqvarna-motorcycles.com](http://www.husqvarna-motorcycles.com) for a complete dealer listing) as soon as possible to arrange having the brake pad retaining “R” clips on the front brake caliper inspected. It is suggested that you call your local authorized Husqvarna Motorcycles Dealer to make an appointment to have the recall repair performed. The procedure will take approximately 10 minutes. However, it may be necessary to leave your motorcycle with the dealer for a longer period of time depending on their work schedule. Please present a copy of this letter along with your motorcycle to your local authorized Husqvarna Motorcycles dealer. There will be no charge for this service.

If you have any questions related to the content of this letter, please contact Husqvarna Motorcycles North America, Inc. Customer Relations at (888) 985-6090 for assistance. Furthermore, if you believe that Husqvarna Motorcycles has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

If you have sold, traded or no longer own this motorcycle, it is important for the safety of the current owner that you inform Husqvarna Motorcycles North America, Inc., of current ownership or unknown ownership status by returning the second page of this letter in the enclosed self-addressed prepaid postage envelope.

If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

If you have already paid for a repair related to this concern before the date of this letter, you may be eligible for reimbursement. Please contact Husqvarna Motorcycles Customer Relations at the number above for more information.

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We apologize for any inconvenience and want to assure you that our commitment together with all Husqvarna Motorcycles Dealers is to provide you with the highest level of service, support and customer satisfaction.

Best Regards,  
Dealer Services Department  
Husqvarna Motorcycles North America, Inc.

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