

Part 573 Safety Recall Report

22V-030

Manufacturer Name : Harley-Davidson Motor Company

Submission Date : JAN 25, 2022

NHTSA Recall No. : 22V-030

Manufacturer Recall No. : 0631



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 : 3,917

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Harley-Davidson Pan America 1250S (RA1250S)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The Instrument Cluster Modules on certain 2021 motorcycles, P/N 70900896 on RA1250S/RA1250 models and P/N 70900897 on RH1250S models, may have a software error related to the internal temperature of the instrument cluster.

Number of affected vehicles: 2645

Motorcycles produced after these build date ranges have received updated software in the instrument cluster module.

Production Dates : MAR 10, 2021 - OCT 19, 2021

VIN Range 1 : Begin : 1HD1ZES18MB300794 **End :** 1HD1ZES29MB315751 Not sequential

Vehicle 2 : 2021-2021 Harley-Davidson Pan America 1250 (RA1250)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The Instrument Cluster Modules on certain 2021 motorcycles, P/N 70900896 on RA1250S/RA1250 models and P/N 70900897 on RH1250S models, may have a software error related to the internal temperature of the instrument cluster.

Number of affected vehicles: 44

Motorcycles produced after these build date ranges have received updated software in the instrument cluster module.

Production Dates : MAY 24, 2021 - OCT 12, 2021

VIN Range 1 : Begin : 1HD1ZDS11MB305300 **End :** 1HD1ZDS28MB315752 Not sequential

Vehicle 3 : 2021-2021 Harley-Davidson Sportster S (RH1250S)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The Instrument Cluster Modules on certain 2021 motorcycles, P/N 70900896 on RA1250S/RA1250 models and P/N 70900897 on RH1250S models, may have a software error related to the internal temperature of the instrument cluster.

Number of affected vehicles: 1228

Motorcycles produced after these build date ranges have received updated software in the instrument cluster module.

Production Dates : MAY 21, 2021 - DEC 03, 2021

VIN Range 1 : Begin : 1HD1ZC42XMB305005 End : 1HD1ZC417MB318088 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Due to an error in the instrument cluster module software in the recalled population, the instrument cluster may not display the speedometer or neutral indicator as required by FMVSS 123 if the temperature of the instrument cluster is below 32 degrees Fahrenheit (0 degrees Celsius). Testing indicates that the instrument cluster will self-heat during vehicle operation, such that this condition can only occur at cold start-up when the instrument cluster temperature is below freezing.

FMVSS 1 : 123 - Motorcycle controls and displays

FMVSS 2 : NR

Description of the Safety Risk : If an error message is displayed at vehicle start-up and the operator ignores the warning and operates the vehicle, the speedometer and neutral indicator will not be visible as required.

Description of the Cause : The instrument cluster module contains a software error.

Identification of Any Warning that can Occur : If a vehicle within the recall population is started when the temperature of the instrument cluster is below 32F / 0C, an error message will appear.

Involved Components :

Component Name 1 : INSTR, CLSTR, MODULE

Component Description : Instrument Cluster Module

Component Part Number : 70900896

Component Name 2 : INSTR, CLSTR, MODULE

Component Description : Instrument Cluster Module

Component Part Number : 70900897

Supplier Identification :

Component Manufacturer

Name : Enovation Controls

Address : 5311 S. 122nd E. Avenue
Tulsa Oklahoma 74146

Country : United States

Chronology :

12/16/2021 – Harley-Davidson’s Technical Subcommittee (TSC) was made aware of an alleged incident on a 2021 Pan America motorcycle, via H-D’s Customer Service Department, in which the instrument cluster displayed an error message, “Display Temperature – Please allow to cool down,” and a temperature alert icon. When this occurred, no vehicle information was reportedly visible on the instrument cluster screen. Harley-Davidson’s TSC initiated an investigation with the assistance of members from Harley-Davidson’s Engineering and Product Regulatory Affairs teams.

12/16/2021 – 1/4/2022 – The TSC conducted a root cause and scope analysis. The TSC’s investigation indicated that the instrument cluster will display the error, followed by a black screen, until the internal temperature of the instrument cluster is above 32F/ 0C and an ignition cycle occurs. In addition, testing performed by engineering indicated that the instrument cluster will self-heat during vehicle operation, such that the error could not be induced while the instrument was powered, even when operated at external temperatures as low as -15C.

1/06/2022 – The Field Action Committee (FAC) reviewed the TSC’s findings and analysis and escalated the matter to H-D’s Executive Decision Authority (EDA).

1/18/2022 – Based upon the information developed during the investigation, the EDA determined that this condition may constitute a noncompliance with FMVSS 123 and authorized a voluntary recall to address this condition. There have been no reports of any accidents or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : The software in the instrument cluster modules, part numbers 70900896 and 70900897, will be updated. 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. 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 addressed 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 : The software update does not contain the error that causes this condition in the recalled vehicles.

Identify How/When Recall Condition was Corrected in Production : Updated software was introduced into production on approximately 12/27/2022.

Recall Schedule :

Description of Recall Schedule : Harley-Davidson will notify the dealer network between 2/01/2022 and 2/08/2022. Owner notification letters will be sent between 2/08/2022 and 2/15/2022.

Planned Dealer Notification Date : FEB 01, 2022 - FEB 08, 2022

Planned Owner Notification Date : FEB 08, 2022 - FEB 15, 2022

* NR - Not Reported