

# Part 573 Safety Recall Report

# 23E-063

**Manufacturer Name :** Harley-Davidson Motor Company

**Submission Date :** AUG 29, 2023

**NHTSA Recall No. :** 23E-063

**Manufacturer Recall No. :** 0182



## Manufacturer Information :

## Population :

**Manufacturer Name :** Harley-Davidson Motor Company

**Number of potentially involved :** 1,282

**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 :** Profile Low Rear Suspension

**Part No. :** 54000134

**Size :** NR

**Function :** NR

**Descriptive Information :** These parts were sold as Harley-Davidson Parts & Accessories (i.e., service or post-sale parts) and are potentially affected by the same condition addressed in a companion vehicle recall, 23V591. The parts in the affected population utilized a 1/4" fastener to secure the rear shock adjuster. This part was a valid fitment on select Softail models from 2018-2023. The number of affected products shipped is 831.

**Production Dates :** NOV 02, 2019 - AUG 22, 2023

**Brand / Trade 2 :** Harley-Davidson

**Model :** Tall Rear Shock

**Part No. :** 54000294

**Size :** NR

**Function :** NR

**Descriptive Information :** These parts were sold as Harley-Davidson Parts & Accessories (i.e., service or post-sale parts) and are potentially affected by the same condition addressed in a companion vehicle recall, 23V591. The parts in the affected population utilized a 1/4" fastener to secure the rear shock adjuster. This part was a valid fitment on select Softail models from 2018-2023. The number of affected products shipped is 451.

**Production Dates :** JAN 23, 2022 - AUG 22, 2023

**Description of Defect :**

Description of the Defect : The fastener (P/N 942 or 10200673) on the subject parts may fracture, potentially allowing the rear shock absorber adjuster to contact the rear tire.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The risk of a crash exists if contact between the rear shock adjuster and tire remains undetected, resulting in a loss of pressure.

Description of the Cause : Fastener (P/N 942 or 10200673) may fracture due to fatigue.

Identification of Any Warning that can Occur : Operator or passenger may detect a noise from under the seat. In addition, a loose rear shock adjuster may be noted if the seat is removed. Also, if the rear shock adjuster is making contact with the rear tire, difficulty maneuvering the motorcycle may be experienced and in addition, non-typical wear may be noted on the tire.

**Involved Components :**

Component Name : Screw

Component Description : Screw, Btn, Sckt Hd, Torx

Component Part Number : 942

Component Name : Screw

Component Description : Screw, Btn Hd SEMS, Torx, 1/4-20 x .6875

Component Part Number : 10200673

**Supplier Identification :****Component Manufacturer**

Name : Harley-Davidson Motor Company

Address : 11800 W. Capitol Drive

Wauwatosa Wisconsin 53222

Country : United States

## Chronology :

06/01/23 - Harley-Davidson's (H-D's) Technical Subcommittee (TSC) was made aware of a Service Request (SR) alleging that a rear shock adjuster on a Softail motorcycle made contact with the rear tire and eventually resulted in a loss of air pressure in the tire. 06/02/23 through 7/24/23 - the TSC investigated this matter. 07/25/23 - The TSC escalated the matter to H-D's Field Action Committee (FAC). 08/04/23 and 08/09/23 - The TSC was informed that additional test information was available and met with members from H-D Engineering. The TSC determined that the matter still merited escalation to the FAC. 08/11/23 - The FAC escalated to H-D's Executive Decision Authority (EDA). 08/15/23 - Based upon the information developed during the investigation, the EDA authorized a voluntary recall to address this condition due to the risk of a crash if contact between the rear shock adjuster and tire remains undetected, resulting in a loss of pressure. 8/22/23 - H-D filed a Part 573 vehicle report that addressed the vehicle (original equipment) population potentially affected by this condition. See NHTSA Recall No. 23V591. 8/24/23 - H-D is filing this equipment recall after determining that subject shock absorbers sold as H-D Parts & Accessories could potentially be installed on models not covered by Recall 23V591. H-D has received zero warranty claims, field reports, or service reports in which contact between the P&A Shock Absorber Adjuster and rear tire was alleged. In addition, there have been no allegations of injury related to a mounting fastener fracture of the affected P&A Softail Shock Absorber Adjuster.

## Description of Remedy :

**Description of Remedy Program :** Registered owners of affected P&A accessory parts will be notified of this recall and advised to schedule an appointment at a Harley-Davidson dealer to have the recall work performed. In addition, all Harley-Davidson dealers will be requested to post a recall notice in a conspicuous location at their dealership in an effort to reach non-registered customers (i.e., those who may have purchased an affected part and installed it onto one of the subject motorcycles as a post-sale accessory). Dealers will perform the remedy, to install new hardware provided in the recall kit, at no charge to the customer. The "Harley-Davidson Motor Company General Reimbursement Program for Pre-Notification Remedies" dated January 2023 will apply to this recall.

**How Remedy Component Differs from Recalled Component :** The remedy hardware in the recall kit increases the diameter of the fastener to 5/16".

**Identify How/When Recall Condition was Corrected in Production :** Parts produced and/or shipped after 08/23/23 will contain revised hardware for securing the rear shock adjuster.

## Recall Schedule :

**Description of Recall Schedule :** NR

**Planned Dealer Notification Date :** AUG 29, 2023 - SEP 01, 2023

Planned Owner Notification Date : SEP 08, 2023 - SEP 15, 2023

**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