

Part 573 Safety Recall Report

23V-591

Manufacturer Name : Harley-Davidson Motor Company**Submission Date :** AUG 22, 2023**NHTSA Recall No. :** 23V-591**Manufacturer Recall No. :** 0181**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 : 65,310

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2018-2023 Harley-Davidson Softail (certain models)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Softail motorcycles utilizing a particular style of rear shock adjuster are part of the recall population. Other Softail models which utilize a different style of rear shock adjuster are not included in this recall. Other motorcycles not included in the affected population may have received an affected rear shock adjuster as a Harley-Davidson accessory part (P/Ns 54000134 or 54000294).

Model Year - Models (number affected)

2018 - FLDE (2018), FLHC (2917), FLHCS (3504), FLHCS ANV (898)

2019 - FLDE (1858), FLHC (2078), FLHCS (3384)

2020 - FLHC (1896), FLHCS (3713), FXLRS (7073)

2021 - FLHC (1865), FLHCS (3134), FXLRS (5811)

2022 - FLHCS (3957), FXLRS (5186), FXLRST (3990), FXRST (738)

2023 - FLHCS (3014), FLHCS ANV (722), FXLRS (3396), FXLRST (4158)

Production Dates : JUN 28, 2017 - AUG 07, 2023**VIN Range 1 : Begin :**

NR

End : NR **Not sequential****Description of Defect :**

Description of the Defect : Fastener (P/N 942 or 10200673) on certain Model Year 2018 – 2023 Softail motorcycles 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

Description of the Safety Risk : 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 1 : Screw

Component Description : Screw, Btn, Sckt Hd, Torx

Component Part Number : 942

Component Name 2 : Screw

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

Component Part Number : 10200673

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

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.

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. 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 an aftermarket accessory). 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 : Vehicles produced and/or shipped after 08/07/23 contain revised hardware for securing the rear shock adjuster.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : AUG 28, 2023 - SEP 01, 2023

Planned Owner Notification Date : SEP 05, 2023 - SEP 08, 2023

* NR - Not Reported