

Part 573 Safety Recall Report

23V-591

Manufacturer Name : Harley-Davidson Motor Company

Submission Date : SEP 28, 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 : 65,224

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.

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 (3033), FLHCS ANV (717), FXLRS (3340), FXLRST (4114)

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 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 : 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.

08/22/23 – H-D filed a Part 573 vehicle report that addressed the vehicle (original equipment) population potentially affected by this condition. (NHTSA Recall No. 23V591). H-D has received 33 warranty claims, field reports, or service reports between 6/28/2018 and 8/2/2023 in which contact between the Shock Absorber Adjuster and rear tire was alleged, four of which alleged air loss (including one property damage claim and no injuries).

08/24/23 – H-D filed a separate equipment recall (H-D reference 0182) after determining that certain shock absorbers sold as H-D Parts & Accessories could potentially be installed on models not covered by Recall 23V591.

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

Recall Schedule :

Description of Recall Schedule : Dealer notifications were made between 8/29 and 9/1/2023. Owner notifications were made between 9/8 and 9/15/2023.

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

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

* NR - Not Reported