SERVICE BULLETIN

M1603: RECALL 0181 SOFTAIL SHOCK ADJUSTER

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2023-08-31	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers that Harley-Davidson has learned that fasteners (Part No's 942 and 10200673) on certain 2018–2023 Softail® motorcycles (refer to Vehicles Affected) may fracture, potentially allowing the rear shock absorber adjuster to contact the rear tire. A risk of a crash exists if contact between the rear shock adjuster and tire remains undetected, resulting in a loss of pressure.

Vehicles Affected

Table 2. Vehicles Affected

Platform	Year	Model
Softail	2018	FLDE FLHC FLHCS FLHCS ANV
	2019	FLDE FLHC FLHCS
	2020	FLHC FLHCS FXLRS
	2021	FLHC FLHCS FXLRS
	2022	FLHCS FXLRS FXLRST FXRST
	2023	FLHCS FLHCS ANV FXLRS FXLRST

Markets Affected

All markets affected.

Recall Kit Ordering Information

Part No 91500114 (Recall Kit, 0181 and 0182) will not be available for dealer orders at launch. Kits will be distributed in automatic wave shipments beginning on or about September 1, 2023 and continue until further notice.

Part Numbers

Refer to Table 3.

Table 3. Affected Part Numbers

Part No.	Item Description
942	Screw, ¼-20 x ¾, TORX button head with lock patch (Grade 8)
10200673	Screw,¼-20 x 11/16, TORX SEMS, button head, (Grade 8) (bright zinc)

Table 4. Recall Kit Number

Part No.	Item Description
91500114	Recall Kit, 0181 and 0182

1. 5/16 Screw
2. Locknut

Figure 1. Recall Kit Parts

Required Dealer Action

Table 5.

Action Required	Resolution
NO ☐ YES ☑	**Actionable:** Any vehicle, component or software related issues must be performed according to the service bulletin procedure.

NOTE

In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service.

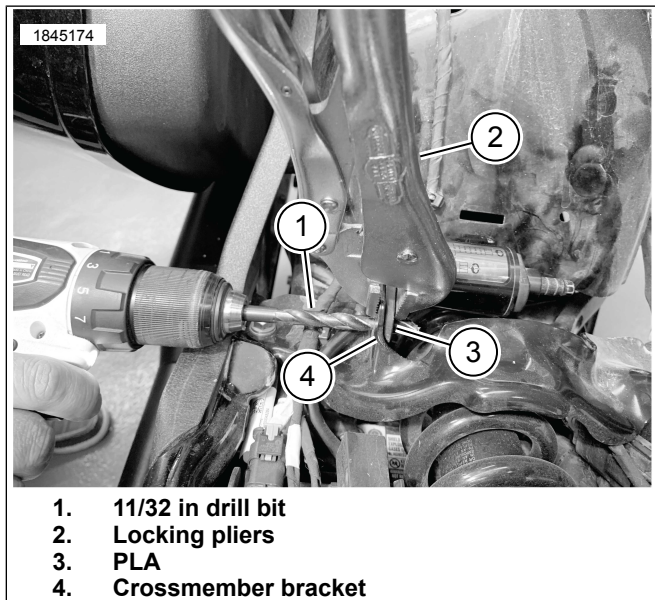| ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

Tools Required:

- Power Drill, 11/32 in Drill Bit, Locking Pliers (or comparable clamp), Torque Wrench

1. Remove seat. See service manual.

2. See Figure 2. Install locking pliers (2) to Pre-Load Adjuster (PLA) (3) and crossmember bracket (4).

3. Remove Original Equipment (OE) ¼-20 inch screw.

NOTE
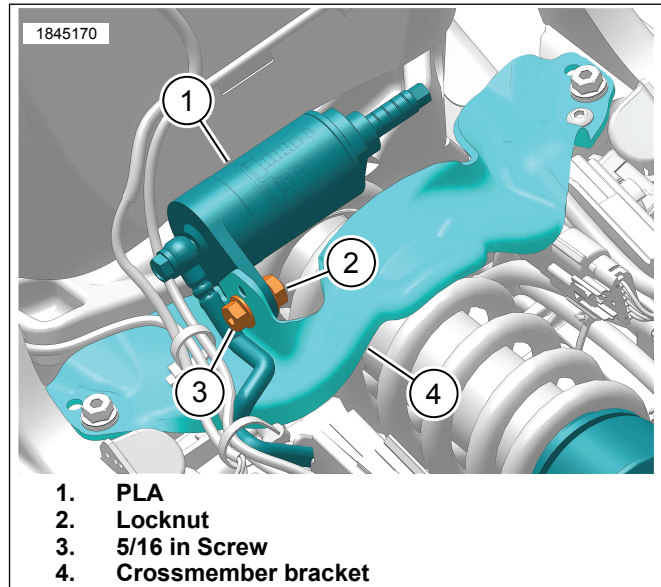*Use extreme caution to not damage the hydraulic hose connecting the PLA to the shock.*

4. Using 11/32 inch drill bit (1), drill through crossmember bracket (4) and PLA (3).

    a. Using the existing hole on crossmember bracket (4) as a guide.

5. Remove locking pliers (2) and separate the PLA (3) from crossmember bracket (4).

    a. Remove any burrs from drilling the components.

    b. Clean metal chips from under the seat area.

    c. Using Frame Paint Touch-Up Pen (Part No. 93936) or local approved equivalent for international dealers, touch up the brackets from drilling and to prevent any corrosion from forming.

    d. Allow paint to dry.

1. **11/32 in drill bit**
2. **Locking pliers**
3. **PLA**
4. **Crossmember bracket**

Figure 2. Rework Mounting Hole

6. See Figure 3. Install PLA (1) to crossmember (4).

7. Install 5/16-inch screw (3) and locknut (2). Tighten.
   Torque: 32.8–36.3 N·m (24–27 ft-lbs)

8. Install seat. See service manual.

    a. After installing seat, pull upward on seat to be sure it is locked in position.

9. Return vehicle to customer and file appropriate recall claim. Refer to Credit Procedure..

1. **PLA**
2. **Locknut**
3. **5/16 in Screw**
4. **Crossmember bracket**

Figure 3. Recall Kit Installed

Credit Procedure

NOTE
Enter bulletin number into comment section of claim.

If vehicle is equipped with a shock other than the OE shock, see credit procedure for inspection only.

Confirm that the vehicle is involved in Safety Recall 0181 and has the OE shock installed. If the status includes an open for Safety Recall 0182, perform only this recall (0181). Safety Recall 0182 will be closed automatically by Harley-Davidson once the 0181 claim is issued credit.

For each vehicle involved in this recall (involvement of Vehicle Identification Number (VIN) has been verified on h-dnet.com) and currently has the OE shock installed, submit a recall claim per Table 6.

Table 6. Credit Procedure: Talon/h-dnet.com Warranty Claim System Users

ITEM	DATA
Claim Type	SRC
Problem Part Number	942
Quantity	Leave Blank
Primary Labor Code[1]	2842
Labor Time	0.3 hours
Customer Concern Code	0181
Condition Code	9981
Replacement Part Number	91500114
Quantity	1
(1) Download may be required	

Table 7. Credit Procedure: GDP/SAP system users

ITEM	DATA
Claim Type	Recall Claim
Fix ID-Found in Recall Number	C
Problem Part Number	942
Customer Concern Code	0181
Condition Code	9981

Upon submission of the properly completed claim, you will be credited for 0.3 hours of labor time for performing the procedure, plus appropriate administrative time. Labor time for the repair includes compensation of 0.1 hours for paint pen and drill bit usage in the repair. Credit will also be issued for the recall kit (U.S. only). Submit campaign events on their own claim. Do not mix them with other warranty events.

For each vehicle involved in this recall (involvement of VIN has been verified on h-dnet.com), **but recall cannot be performed due to installation of non-OE shock component. File this recall as inspection only.**

NOTE

When submitting a claim for 'Inspection only", this will close out the recall. Do not make the repair at a later date and file another claim.

Table 8. Credit Procedure: Talon/h-dnet.com Warranty Claim System Users - Inspection Only

ITEM	DATA
Claim Type	SRC
Problem Part Number	942
Quantity	Leave Blank
Primary Labor Code[1]	2849
Labor Time	0.1 hours
Customer Concern Code	0181
Condition Code	9982
(1) Download may be required	

Table 9. Credit Procedure: GDP/SAP system users

ITEM	DATA
Claim Type	Recall Claim
Fix ID-Found in Recall Number	I
Problem Part Number	942
Customer Concern Code	0181
Condition Code	9982

Upon submission of the properly completed claim, the dealer will be credited for 0.1 hours of labor time for performing the procedure, plus appropriate administrative time. Submit campaign events on their own claim. Do not mix them with other warranty events.