

SERVICE BULLETIN



M-1368

April 16, 2014

MEXICO MARKET SPEEDOMETER NON-COMPLIANCE RECALL 0617

Purpose

Harley-Davidson has determined that a regulatory compliance defect may exist on certain Domestic (U.S.) configuration motorcycles shipped to the Mexico market by Harley-Davidson.

These motorcycles may have speedometers/odometers that display in mph/miles instead of kph/kilometers. In this condition, the speedometer display may not meet the Official Mexican Standard NOM-008-SCFI-2002 defining the official unit of measurement in Mexico as the international system of units (metric system).

In the interest of achieving compliance and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0617). In the interest of regulatory compliance for our mutual customers, you may sell but not deliver any affected motorcycles to your customers until the remedy is completed.

Motorcycles Affected

Refer to Table 1 for motorcycles affected.

Table 1. Replacement Speedometer Part Numbers

YEAR	MODEL	Part No.
2009	FLTRSE	67581-09
2009	FXSTSSE	67315-08
2010	FLHTP	67350-08
2011	FLHXSE	70732-10
2011	FXS	67520-11*
2012	FLHTCUSE, FLHXSE, FLTRXSE	70732-10
2012	XL883N	67041-08
2013	FLHTCUSE, FLTRXSE	70732-10
2013	FLHRSE	70900071A
2014	FLHTKSE	70900294*
2014	FLHRSE	70900390*

*No pre-loaded odometer reading required. Odometer data will automatically be loaded from ECU/ECM.

Markets Affected

Only motorcycles manufactured for sale in Mexico are affected.

Customer Notification

Harley-Davidson® Mexico will send a letter to registered owners of affected motorcycles notifying them of this regulatory related condition and instructing them to contact their dealer for the inspection and service. A sample of the customer letter is attached.

NOTE

Because only registered owners will receive notification from us, we request that you contact any owners of affected motorcycles still listed as unregistered. Advise them of the noncompliance recall and make arrangements for them to come in for recall service. We also require that you provide us with their names, addresses and VINs as soon as possible to enable us to mail them an owner's letter.

Required Dealer Action

1. Verify that motorcycle is involved in this recall.
2. Determine if speedometer displays miles or kilometers.
3. If speedometer displays in miles, order the replacement speedometer. Follow appropriate order procedure and note odometer reading (if required). Refer to Table 1 for the appropriate replacement speedometer part number to be ordered.
4. Replace speedometer when it arrives. See the appropriate service manual.
5. Hold the removed speedometer for pickup by Harley-Davidson de Mexico staff.

Speedometer Order Procedure

1. Confirm replacement is necessary.
2. Select correct speedometer from Table 1.
3. E-mail request with odometer reading to:
 - Javier.Montes@harley-davidson.comor
 - Victor.Asozoza@harley-davidson.com

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									

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Credit Procedure:

For each motorcycle Involved in this recall (involvement of VIN has been verified on h-dnet.com), submit a recall claim per the applicable table below.

Table 2. Inspection Only

ITEM	DATA
Claim Type	SRC
Problem Part Number	70731-10
Quantity	Leave blank
Primary Labor Code*	6091
Time	0.1 hours
Customer Concern Code*	0617
Condition Code	9981
* These new codes may need to be downloaded to your system.	

Table 3. Replacement of Speedometer

ITEM	DATA
Claim Type	SRC
Problem Part Number	70731-10
Quantity	Leave blank
Primary Labor Code*	6098
Time**	0.3 hours
Customer Concern Code*	0617
Condition Code	9982
Replacement part number	Refer to Table 1
Quantity	1
* These new codes may need to be downloaded to your system.	
** Labor time for FLHTKSE model is 0.4 hours.	

Upon receipt of the properly completed claim, you will be credited for labor time for performing the recall procedure plus appropriate market administrative time. The recall record will be updated. Each vehicle recall completion must be filed on an individual claim. Do not submit additional events on these claims.

Parts Return

Retain all replaced parts for 60 days from date credit is issued. Hold the removed speedometer for pickup by Harley-Davidson de Mexico staff.

NON-COMPLIANCE RECALL NOTICE

Dear Harley-Davidson Mexico Motorcycle Owner:

Harley-Davidson Motorcycle Company, Inc. has determined that there may be a Mexico regulatory compliance issue with certain U.S. configuration motorcycles shipped to the Mexico market by Harley-Davidson. These motorcycles may have speedometers/odometers that display in mph/miles instead of kph/kilometers. In this condition, the speedometer display may not meet the Official Mexican Standard NOM-008-SCFI-2002 defining the official unit of measurement in Mexico as the international system of units – i.e. the metric system. Harley-Davidson has voluntarily declared this a non-safety defect, related to motor vehicle compliance (Campaign 0617), in order to allow us to formally recall all of the affected motorcycles.

We are notifying you because our records indicate that you purchased one of the affected motorcycles. We strongly urge you to contact your dealer to make arrangements to have the appropriate service performed as soon as possible.

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have the speedometer inspected, and replaced if required. Actual dealer labor time to perform this service will be less than one hour; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. If a speedometer replacement is required the dealer may have to order your speedometer and install it once it arrives. The inspection and replacement speedometer if required, and labor will be free of charge to you.

To verify that the service has been completed, your dealer will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate information about your purchaser. This will enable us to contact him/her and advise that person of this recall.

If you have had this defect repaired before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall, contact your dealer for details. Should you choose to ride your motorcycle prior to the service, we urge you to be aware of this non-compliance condition.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact us for assistance at the address listed on this letterhead. If your dealer fails or is unable to remedy your motorcycle without

charge within a reasonable time, and we are not able to help you, you may wish to inform your local regulatory administration agency.

We regret any inconvenience this may cause you, but we are initiating this action in the interest of the regulatory compliance of your motorcycle and your satisfaction with our products. Thank you for your cooperation.

Sincerely,
Harley-Davidson de Mexico
(Recall 0617)