

# SERVICE BULLETIN



M1384

September 12, 2014

## 2015 HARLEY-DAVIDSON STREET FUEL TANK - SAFETY RECALL 0161

### Purpose

Harley-Davidson has determined that a condition affecting motor vehicle safety exists on certain 2015 Street motorcycles. These vehicles may exhibit a condition in which the fuel tank fill neck on certain 2015 XG500 and XG750 motorcycles may not allow the fuel cap to seal to the tank properly. If this condition remains undetected, a fuel leak could occur. A fuel leak in the presence of an ignition source may result in a fire, which could lead to death or serious injury.

In the interest of motor vehicle safety and customer satisfaction, Harley-Davidson has elected to initiate a voluntary recall (Campaign 0161) to remedy this defect. As required by law, you may sell but NOT DELIVER any affected motorcycles to your customers until the recall is performed. Read this entire bulletin before taking any action or ordering any kits. See Required Dealer Action to perform the recall service.

### Motorcycles Affected

This recall applies to certain 2015 Street XG500 and XG750 motorcycles built in Bawal, India from 7/1/2014 through 8/11/2014 and in Kansas City from 6/11/2014 through 8/14/2014.

A VIN list specific to motorcycles shipped to your dealership is available via h-dnet.com. This list may be found by following this path:

- h-dnet.com/Service Toolbox/Warranty Campaign Center/Safety Campaign Open VIN list.  
Select campaign number 0161 to view the VIN list.

### NOTES

- If the motorcycle does not appear on your dealer VIN list, refer to the "Vehicle Information" link to determine if the motorcycle is affected.
- If you are unsure that a safety recall has been completed on a particular motorcycle, check the recall records available on TALON and h-dnet.com. Many dealers will not have an affected motorcycle.
- **Canadian Dealers:** To determine if a vehicle is affected by a recall use the h-dnet.com vehicle information link found on the service tab of UltraComm.

### Markets Affected

All markets where Street XG500 and XG750 motorcycles are sold are affected.

### Customer Notification

In accordance with Federal regulations administered by NHTSA, Harley-Davidson Motor Company, Inc. will send a letter to registered owners of affected products in the United States notifying them of this safety-related condition and instructing them to contact their dealer for the replacement service. A sample of the customer letter is attached. Owners outside the United States market may receive this notification by other means.

To protect the safety of our riders, it is our mutual responsibility to ensure the recall service is performed on all affected motorcycles. Therefore, we strongly urge you to perform the recall service even if the motorcycle was not purchased from your dealership.

You are also required to perform the recall service on all affected vehicles in your dealership inventory prior to delivering, renting or leasing those vehicles.

### NOTE

Because only registered owners will receive notification from us, we request that you contact any owners of vehicles that your records show as unregistered. Advise them of the safety recall and make arrangements for them to come in for the 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, as required by the National Traffic and Motor Vehicle Safety Act (as amended).

### Kit Part Numbers

Table 1. Fuel Tank

COLOR	PART NO.
Black Denim	91500070
Black	91500071
Mysterious Red	91500072
Fire Red: Europe and India Only	91500073

### 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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## Kit Ordering Information: U.S. Market

Fill in the attached order form and fax it to 414-343-8346. You must include your dealer number.

Upon completion of the recall on any vehicle, please be certain to follow the instructions listed under 'Credit Procedure' and submit your recall claims promptly.

## Kit Ordering Information: Non-U.S. Markets

Contact your local service area representative for ordering instructions.

- **Europe:** Contact the After-sales Manager for ordering instructions.
- **India:** Contact the District Service Manager (DSM) for ordering instructions.
- **Canada:** Contact your Regional Service Manager.

## Required Dealer Action

Confirm the motorcycle is involved and the recall is open.

### Test For Leakage Between Fuel Cap and Tank

1. Fill fuel tank with fuel.
2. Verify fuel cap spring and sealing surface are in good condition.
3. Install fuel cap securely.
4. Lean bike to the right, approximately 5 seconds, to determine if fuel leaks between fuel cap and fuel tank.
5. If a leak exists between fuel tank and fuel cap, the fuel tank needs to be replaced. See Replace Fuel Tank If Needed below.

### Replace Fuel Tank If Needed

1. Remove fuel tank. See SERVICE manual.

#### NOTE

See Figure 1. New fuel tank will come with all components except:

- Vent baffle (2).
- Cross-over tube (3).
- Fuel cap (1).

When removing or installing vent baffle, cover fuel tank inlet to prevent vent baffle from falling into fuel tank.

2. Transfer vent baffle (2) from old tank to new tank.
3. Install new fuel tank. See service manual.
4. Install cross-over tube (3) and **new** clamps.
5. Fill fuel tank with fuel.
6. Install fuel cap (1) from old fuel tank to new fuel tank.

#### NOTE

The fuel cap, once installed, must sit undisturbed for a minimum of 12 hours. This allows the cap seal to take the shape of the new tank.

7. After the fuel cap has been installed on the new tank for at least 12 hours, test for leakage between fuel cap and tank. If fuel leak is present, contact Technical Service.

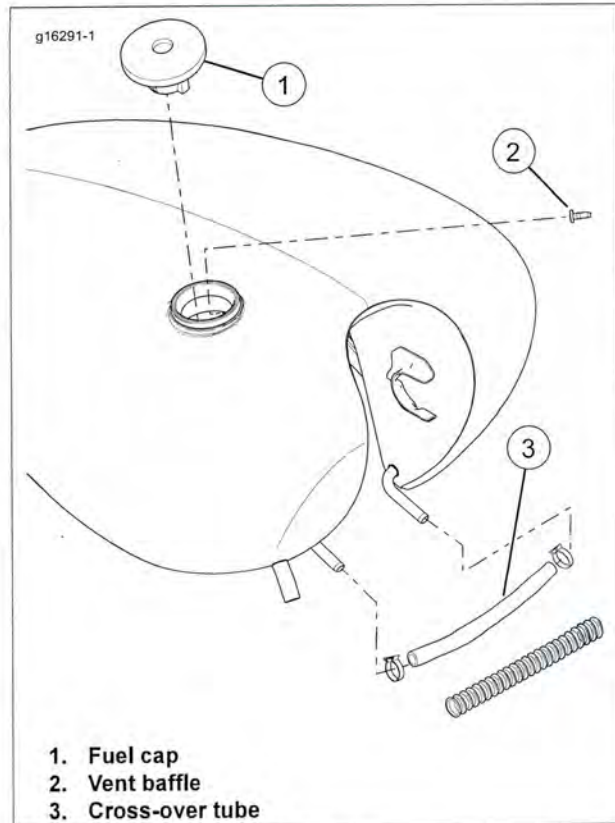


Figure 1. Fuel Tank

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

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

Table 2. Inspection Only

ITEM	DATA
Claim Type	SRC
Problem Part Number	61000206DH
Quantity	Leave Blank
Primary Labor Code*	2692
Time**	0.3 hrs
Customer Concern Code*	0161
Condition Code	9981
* These items may need to be downloaded to your system.	
** Labor time includes cost of fuel.	

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

## Credit Procedure: SAP System Users

**Table 3. Inspection Only**

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	I
Problem Part Number	61000206DH
Customer Concern Code*	0161
Condition Code	9981
* This items may need to be downloaded to your system.	

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

### Credit Procedure: All Other System Users

For each vehicle involved in this campaign, file a claim supplying all necessary information as follows:

- Claim Date
- Campaign Number (0161)
- FIX ID ( I )
- Full Seventeen Character VIN

Labor time includes cost of fuel.

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

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

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

**Table 4. Replace fuel tank**

ITEM	DATA
Claim Type	SRC
Problem Part Number	61000206DH
Quantity	Leave Blank
Primary Labor Code*	2696
Time**	0.9 hrs
Customer Concern Code*	0161
Condition Code	9982
Replacement Part Number	Applicable part number from table.
Quantity	1
* These items may need to be downloaded to your system.	
** Labor time includes cost of fuel.	

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

## Credit Procedure: SAP System Users

**Table 5. Replace fuel tank**

ITEM	DATA
Claim Type	Recall Claim
FIX ID-Found in Recall Number	C
Problem Part Number	61000206DH
Customer Concern Code*	0161
Condition Code	9982
* This items may need to be downloaded to your system.	

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

### Credit Procedure: All Other System Users

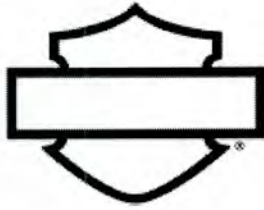
For each vehicle involved in this campaign, file a claim supplying all necessary information as follows:

- Claim Date
- Campaign Number (0161)
- FIX ID ( C )
- Full Seventeen Character VIN

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

### Part Return Information: All Markets

Hold all replaced parts for 60 days from date of credit issued for possible field inspection and/or request to return to factory. After 60 days, tank must be destroyed to prevent re-purposing of the tank.



## **DEALER COMMUNICATIONS** **HARLEY-DAVIDSON MOTOR COMPANY**

### **Safety Recall Campaign 0161**

#### **HIGHLIGHTS**

- Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist with certain model year 2015 XG500 and XG750 model motorcycles built June 11, 2014 through August 14, 2014 for the U.S. and world markets.
- Some of these motorcycles may have been assembled with a fuel tank fill neck that may not allow the fuel cap to seal to the tank properly. If this condition remains undetected, a fuel leak could occur.

#### **KEY DATES**

- September 15: Service Bulletin expected to post on or before this date.

#### **CONTACT**

- Call (800) 664-7762 and select the appropriate prompts.

September 8, 2014

Dear Dealer:

Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist with certain model year 2015 XG500 and XG750 model motorcycles built June 11, 2014 through August 14, 2014 for the U.S. and world markets. Some of these motorcycles may have been assembled with a fuel tank fill neck that may not allow the fuel cap to seal to the tank properly. If this condition remains undetected, a fuel leak could occur. A fuel leak in the presence of an ignition source may result in a fire, which could lead to death or serious injury.

We have voluntarily declared this a defect related to motor vehicle safety (Campaign 0161) to allow us to formally recall all affected motorcycles. The remedy is to first confirm that the motorcycle is affected by this recall. If the motorcycle is affected, the dealer will inspect and test the motorcycle to determine if it leaks fuel from the filler neck/cap interface. If the tank passes the test, the dealer will return the motorcycle to service and close the recall. If the tank on the motorcycle fails the test, the dealer will order an appropriate color replacement tank using the recall tank part numbers in the Service Bulletin. When the replacement tank arrives at the dealership, the dealer will install the tank on the motorcycle. A Service Bulletin outlining the repair and credit procedures will follow within seven days; please reference the bulletin for a detailed description of the defect.

In the interest of the safety of our mutual customers and as required by law, you may sell but NOT DELIVER any affected motorcycles until the remedy is complete. **Please refer to *h-dnet / Service Toolbox / Warranty Campaign Center*. Select “Safety Campaign Open VIN list,” then select 0161 Campaign to view the VIN list.**

In accordance with Federal regulations administered by NHTSA and other appropriate market specific government agencies, Harley-Davidson Motor Company, Inc. or authorized Harley-Davidson dealers will provide notice to all owners of record of affected products with direction to arrange for the recall service.

Sincerely,  
Harley-Davidson Motor Company, Inc.  
0161

**For:** Dealer Operator, General Manager, All P&A Roles, All Service Roles, Vehicle Sales Manager

**Sent to:** All Dealers (Worldwide)

**HARLEY-DAVIDSON MOTOR COMPANY**  
**P.O. BOX 594, MILWAUKEE, WI U.S.A 53201**  
**U.S. RECALL ORDER FORM**

**M-1384 SAFETY RECALL CODE 0161**

TYPE CODE	ORDER TYPE	VEHICLE IDENTIFICATION NUMBER(S)
RC	RECALL	

ORDER DATE
DEALER NUMBER

QUANTITY	PART NUMBER	ITEM
	91500070	<b>Code 0161: Fuel Tank, Black Denim</b>
	91500071	<b>Code 0161: Fuel Tank, Black</b>
	91500072	<b>Code 0161: Fuel Tank, Mysterious Red Sun Glow</b>

**NOTES:**

- For each kit ordered, you must provide the VIN of the motorcycle on which the kit will be installed. Orders without VINs or exceed the maximum quantity of 2 kits will become invalid and will not be processed.
- All orders are subject to approval. You may not receive the total quantity of kits ordered due to parts availability. If this happens, please submit another order for the balance, following all order procedures outlined in the Service Bulletin.
- Fax orders to 414-343-8346. You must include your dealer number.

**ALL ORDERS SUBJECT TO ACCEPTANCE AT MILWAUKEE, WI USA 53201**

**NOTE:** An order acknowledgement is automatically generated and faxed to your dealership's fax number as listed in GDIS the same day as your order is entered at HDMC. This acknowledgement will provide you with the order status and order number. To retrieve order information based on the Harley-Davidson order number, go to P&A Order Inquiry on h-dnet.com under the Parts and Accessories link, select H-D Order Number, enter the order number and click "Submit". At the bottom of the page, click on "Track Part" to view tracking information for the order.

## **IMPORTANT SAFETY RECALL**

This notice applies your vehicle, VIN # \_\_\_\_\_

Date 9/17/2014  
Harley-Davidson Recall No. 0161  
NHTSA Recall No. 14V-????

Dear Harley-Davidson Motorcycle Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Harley-Davidson Motor Company, Inc. has decided that a defect which relates to motor vehicle safety exists in certain model year 2015 XG500 and XG750 model motorcycles. We are notifying you because our records indicate that you own one of the affected motorcycles.

### **What is the Issue?**

On some of these motorcycles, the fuel tank fill neck may not allow the fuel cap to seal to the tank properly. If this condition remains undetected, a fuel leak could occur. A fuel leak in the presence of an ignition source may result in a fire, which could lead to death or serious injury. Harley-Davidson has initiated this recall to correct this condition in the affected motorcycles.

### **What Should You Do?**

Please contact your authorized Harley-Davidson motorcycle dealer immediately and arrange an appointment to have your motorcycle inspected. Your dealer will confirm that your motorcycle is covered by this recall. If covered, the dealer will inspect and test your motorcycle to determine if it leaks fuel from the filler neck/cap interface. The inspection and test will take less than one hour to perform. If no leak is detected, the dealer will return the motorcycle to you and close out the recall. If a leak is detected, the dealer will order an appropriate color replacement tank. When the replacement tank arrives at the dealership, the dealer will install the tank on your motorcycle. The replacement service will take less than one hour to perform. However, it may be several days before the replacement tank for your motorcycle arrives and due to scheduling, the dealer may require your motorcycle for a longer period of time. To verify that the inspection or replacement service has been completed, your dealer will ask you to sign a recall claim.

If you have sold your motorcycle and have an address for the current owner, it is important that you forward this notice to the new owner. Alternatively, you may contact us at the Harley-Davidson phone numbers listed below and provide us the contact information for your purchaser so that we may notify the new owner of this recall. Also, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**What If You Have Additional Questions or Concerns?**

If you take your motorcycle to your dealer on a mutually agreed upon date and they are unable to perform the required service to your satisfaction, please contact Harley-Davidson Motor Company, Inc. for immediate assistance at 1-800-258-2464 in the U.S. or 1-414-343-4056 world-wide.

If you are still having difficulty getting your vehicle repaired in a reasonable time, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Sincerely,

Harley-Davidson Motor Company, Inc.  
Recall 0161