

**RECEIVED**

By Recall Management Division at 1:39 pm, Oct 17, 2013

13V-517  
(4 pages)



Harley-Davidson Motor Company  
3700 West Juneau Ave., PO Box 653, Milwaukee, WI 53201  
414/342-4680

VIA EMAIL ([RMD.ODI@DOT.GOV](mailto:RMD.ODI@DOT.GOV)) and CERTIFIED MAIL

October 16, 2013

Ms. Nancy L. Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
US Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted in accordance with the National Highway Traffic Safety Administration's defect and noncompliance reporting regulations, 49 CFR Part 573.6.

Harley-Davidson Motor Company, Inc. has decided that a defect related to motor vehicle safety may exist on certain model year 2014 FLHTCUTG, FXSBSE, FLSTNSE model motorcycles.

**IDENTIFICATION OF VEHICLES POTENTIALLY CONTAINING THE DEFECT:**

This recall involves 2,886 MY 2014 FLHTCUTG, FXSBSE, FLSTNSE model motorcycles built 5/03/2013 through 10/14/2013 and distributed in the U.S. market. This recall covers the subject motorcycle population in its entirety, although not all of these motorcycles may contain the defect.

**DESCRIPTION OF DEFECT:**

Some of these motorcycles may have been assembled with an incorrect clutch release plate, P/N 37903-90. This issue may create a condition in which the clutch may lose the ability to generate enough lift to disengage. If the clutch does not disengage as intended, the rider may have difficulty slowing or stopping the motorcycle, which could cause a crash and potential injury or death of the rider and/or passenger. Harley-Davidson has initiated this recall to correct this condition in affected motorcycles.

**CHRONOLOGY OF EVENTS:**

During the week of 9/24/13, while investigating warranty claims related to clutch lift as part of an ongoing investigation, the Harley-Davidson Recall Investigation Committee (RIC) identified a warranty claim suggesting that the wrong clutch release plate was installed in the clutch assembly.

Testing performed during the first two weeks of October confirmed that assembling the wrong clutch release plate on a hydraulic clutch system will create a condition in which the clutch may lose the ability to generate enough lift to disengage.

Through further analysis of all warranty claims related to clutch lift, Harley-Davidson observed that there were no additional claims or customer contacts directly attributed to the incorrect parts being installed, but two customer contacts are unknown at this time.

On 10/16/13, upon review of the results of the RIC's investigation and analysis, Harley-Davidson's executive management made its determination that a safety related defect exists in the subject population and declared a recall to remedy the issue.

**DESCRIPTION OF THE PROGRAM TO REMEDY THE DEFECT:**

Owners of the affected motorcycles will be asked to arrange service with an authorized Harley-Davidson dealer, which will confirm that the motorcycle is covered by this recall. If covered, the dealer will perform an inspection of the clutch release plate. If the motorcycle is equipped with the (incorrect) mechanical cable style clutch release plate (P/N 37903-90), the dealer will replace it with a (correct) hydraulic clutch release plate (P/N 37000111) free of charge (parts and labor).

**HARLEY-DAVIDSON MOTOR COMPANY PRE-NOTIFICATION REMEDY REIMBURSEMENT PROGRAM:**

Pursuant to 49 C.F.R. § 577.11(e), Harley-Davidson requests that it be exempt from providing notification of a reimbursement plan. All of the affected products are covered by the manufacturer's limited warranty. Accordingly, no person would be eligible for reimbursement pursuant to § 573.13.

**DEALER AND OWNER NOTIFICATION:**

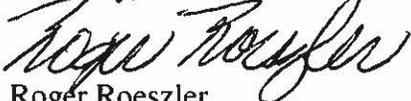
Harley-Davidson expects to notify its dealer network and motorcycle owners on or before the week of 10/21/2013.

**PART 577 NOTICE LETTER:**

Attached is Harley-Davidson's owner notification letter, which the Company intends to issue this week. Copies of Harley-Davidson's dealer communications will be submitted within five (5) business days after they are issued.

Please advise the undersigned of the campaign number assigned by ODI to this recall.

Sincerely,



Roger Roeszler  
Harley-Davidson Motor Company, Inc.  
Recall 0154

Enclosure (Draft Part 577 Owner Letter)

**IDENTIFICATION OF SUPPLIER OF DEFECTIVE COMPONENT:**

Hayes Brake Performance Systems, Inc.  
Mr. Rand McNally  
Chief Executive Officer  
5800 W. Donges Bay Road  
Mequon, Wisconsin 53092 USA  
262.242.4300

**CHRONOLOGY OF EVENTS:**

The Harley-Davidson Recall Investigation Committee (RIC) received first notice of this issue on 9/18/13 by a phone call from the Advanced Manufacturing group within Harley-Davidson. As a result of this notice, the RIC initiated an investigation and analysis of this issue. Part of that analysis included visiting dealers who reported issues related to clutch lift. Additionally, parts replaced as a result of warranty claims were sent to the supplier for testing beginning on 9/18/13.

A search of existing warranty data on 9/24/13 disclosed 27 claims related to clutch functionality issues, with no reported crashes, injuries or fatalities related to this issue. A search of existing customer contact data on 9/24/13 showed 59 contacts related to clutch functionality issues, including two reported crashes, with one involving injuries. Six of the 59 contacts had corresponding warranty claims.

In conjunction with the RIC analysis, a team was assembled to determine root cause by visiting dealers, analyzing returned warranty parts and testing both current production parts and warranty returned parts.

Based on this root cause analysis, we identified two potential causes: air ingestion into the hydraulic system and/or assembling the wrong clutch release plate. Another search of existing warranty data on 10/15/13 revealed 281 claims, with one reported crash, no injuries, and no fatalities. Another search of existing customer contact data conducted on 10/15/13 revealed 171 contacts, of which there were 8 crashes with 3 injuries reported. 101 of these 171 contacts were identified within warranty claims.

On 10/16/13, upon review of the results of the RIC's investigation and analysis, Harley-Davidson's executive management made its determination that a safety related defect exists in the subject population and declared a recall to remedy the issue.

**DESCRIPTION OF THE PROGRAM TO REMEDY THE DEFECT:**

Owners of the affected motorcycles will be asked to arrange service with an authorized Harley-Davidson dealer, who will confirm that the motorcycle is covered by this recall. If covered, the dealer will rebuild the clutch master cylinder. The dealer will also inspect the clutch release plate. If the motorcycle is equipped with the (incorrect) mechanical cable style clutch release plate (P/N 37903-90), the dealer will replace it with the (correct) hydraulic clutch release plate (P/N 37000111). This service will be provided at no charge to the customer.

**HARLEY-DAVIDSON MOTOR COMPANY PRE-NOTIFICATION REMEDY REIMBURSEMENT PROGRAM:**

Pursuant to 49 C.F.R. § 577.11(e), Harley-Davidson requests that it be exempt from providing notification of a reimbursement plan. All of the affected products are covered by the

manufacturer's limited warranty. Accordingly, no person would be eligible for reimbursement pursuant to § 573.13.

**DEALER AND OWNER NOTIFICATION:**

Harley-Davidson expects to notify its dealer network and motorcycle owners on or before the week of 10/21/2013.

**PART 577 NOTICE LETTER:**

Attached is Harley-Davidson's owner notification letter, which the Company intends to issue this week. Copies of Harley-Davidson's dealer communications will be submitted within five (5) business days after they are issued.

Please advise the undersigned of the campaign number assigned by ODI to this recall.

Sincerely,



Roger Roeszler  
Harley-Davidson Motor Company, Inc.  
Recall 0153

Enclosure (Draft Part 577 Owner Letter)